



HUNTSVILLE UTILITIES POLICY

Approval Date: Gas & Waterworks Board-9/28/2021 Electric Board- 9/29/2021	Date Posted: 9/30/2021	Implementation Date: 10/1/2021
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Policy #: CC-12

Policy: Service Standards and Regulations

Purpose: To ensure service is provided in a safe and reliable manner.

Point of Delivery

The point of delivery is the point, as designated by Huntsville Utilities (HU) on the customer's premise where electric power is delivered to a home or building. All wiring and equipment beyond this point of delivery (except by special written agreement) shall be installed, owned, and maintained by the customer. Customer shall provide adequate right-of-way, as determined by HU, for extension of service from HU' existing facilities to the point of delivery. HU shall not be liable for accidents or damages that occur on Customer's equipment or facilities located beyond the delivery point.

Single Point of Delivery

If service is supplied to the same customer through more than one point of delivery or at different voltages/pressures, the supply of service at each delivery and metering point and at each different voltage/pressure shall be separately metered and billed.

Customer Wiring

As exemplified by the requirements of the National Electrical Safety Code and National Electrical Code, all customer wiring must conform to HU requirements and standards. These standards are subject to change based on safety requirements and best practice.

Access

HU employees (including contractors) shall have safe and convenient access to customer property at all reasonable times for the purpose of reading meters, testing, repairing, removing, exchanging or otherwise operating or maintaining any or all equipment belonging to HU. If a customer has a locked gate on their property HU would need to go through to read/access the meter, the customer can provide HU with the combination or a key. Failure to provide access could result in additional charges and/or fees.



Service Standards and Regulations

Property

All meters, service connections and other equipment furnished by HU, shall be, and remain the property of HU. Customers shall provide a space for and exercise proper care to protect the property of HU on their premise. In addition, in the event of loss or damage to HU' property arising from customer neglect, the customer shall pay the cost of the necessary repairs or replacement.

Inspections

An inspection or Certificate of Occupancy (CO) may be required before service can be established. If the inspection or CO was issued more than 90-days prior to the service request, electric service, including the entrance cable shall be inspected to the main breaker for assurance there are no safety risks or issues.

New, updated or altered electrical work (with no evidence of inspection) shall be reported to the appropriate Inspection Department for approval/release prior to service being energized.

Any non-code electrical work observed by HU crews, whether an inspection or CO has been issued or not, shall not be energized until inspected or approved by the appropriate Inspection Department or HU authority.

Evidence of meter tampering, unauthorized access or altered electrical work shall be reported to the Supervisor immediately. HU Accounts Investigator or other personnel shall inspect, document and secure all evidence of tampering/unauthorized usage. Damages or altered wiring that compromise the integrity of the meter installation or pose a safety hazard shall be disconnected immediately and the customer of record or owner notified. Service shall not be reinstated until the noted condition(s) has been corrected to the satisfaction of HU and all inspections, applicable cost and fees received.

If electric service was cut at the pole at the request of HU and none of the conditions above exists, no inspection is needed for service restoration.

If HU observes a service problem and confirms an immediate danger, service may be disconnected. HU' actions do not remove the liability of the customer.

Interruption/Allocation of Service

HU will use reasonable diligence in supplying electric, water and gas services but shall not be liable for breach of contract in the event of, or for loss, injury or by negligence. HU may also have to allocate the amount of electricity, water or gas that is made available to HU' customer due to an emergency or other event causing a shortage.

Fluctuations in Voltage

Electric services must not be used in such a manner as to cause unusual fluctuations or disturbances to HU' system. HU may require any customers causing fluctuations in voltage to install a suitable apparatus, at their own expense, which will reasonably limit fluctuations.



Service Standards and Regulations

Load

Because HU equipment has load restrictions, customer must notify HU of any changes or additions in load and receive HU approval for these changes. Failure to provide notification and obtain approval may render the customer liable for any damage to lines or equipment caused by the additional or changed installation.

Standby/Resale Service

All purchased electric service (other than emergency or standard service) used on the premises of each HU customer shall be supplied exclusively by HU, and customer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the electric service or any part thereof.

The permission and consent of the city and HU is required for any person having charge or control of any hydrant or water pipe connected to the water system to allow or permit any other person to habitually take, draw or use any water from the hydrant or water pipe as the other person's primary source of water.

Trouble Notification

Customers should notify HU immediately if their service is unsatisfactory for any reason, or if there are issues caused by defects, trouble or accidents affecting the supply of services.

Service Installation

Customers shall pay the cost of any installation or infrastructure necessary to meet their requirements according to the System Development Cost Recovery Policy (FM-16).

Original Issue Date: 10/1/21 (formerly part of Customer Care Manual)