



**CITY OF ORRVILLE, OHIO**

**ELECTRIC DIVISION**

**GENERAL RULES AND REGULATIONS**

COVERING THE FURNISHING OF ELECTRIC SERVICE TO CUSTOMERS OF

ORRVILLE UTILITIES

ELECTRIC DIVISION

AUTHORIZED UNDER RESOLUTION NO. U-10-01 DATED AUGUST 27, 2001, BY THE PUBLIC UTILITIES BOARD OF THE CITY OF ORRVILLE, OHIO, REVISED UNDER RESOLUTION No. U-27-08 DATED OCTOBER 13, 2008, REVISED UNDER RESOLUTION U-19-10, AND REVISIONS THEREAFTER UPON AUTHORIZATION OF THE DIRECTOR OF UTILITIES.

ORRVILLE UTILITIES  
ELECTRIC DIVISION

INDEX OF GENERAL RULES, TERMS & CONDITIONS

<u>SECTION</u>		<u>PAGE</u>
	Definitions .....	ii
1.	General .....	1
2.	Application for Service .....	2
3.	Rate Classification & Application .....	4
4.	Service & Service Conditions.....	9
5.	Service Voltages Available .....	11
6.	Use of Service by Customer & Limitations.....	13
7.	Orrville Utilities' Installations .....	17
8.	Customer's Installation & Equipment.....	24
9.	Attachments and Unauthorized Communication Devices Prohibited .....	35
10.	Unusual Service Extensions .....	37
11.	Billing, Meter Reading, Payments, Meter Testing.....	41
12.	Deposits & Responsibility for Payment of Bills .....	45
13.	Special Service Charges for Connection, Reconnections, Etc. ....	45
14.	Access to Premises.....	45
15.	Rights of Way.....	46
16.	Orrville Utilities' Liability .....	47
17.	Customers' Liability .....	50
18.	Illegal Diversion of Electricity - Discontinuance of Service .....	52
19.	Discontinuance of Service .....	54
20.	Serving Notice to Customers .....	55
21.	Rates Applicable and Selection of .....	56
22.	Distribution Facilities for New Subdivisions .....	57
23.	Communications Systems.....	61
24.	Street Lighting Systems .....	61
25.	Medical Alert Situations.....	62
	Exhibit A – Utility Service Applications, Deposits & Collections Policy.....	63
	Exhibit A 1- Utility Shut-off Procedure & Deposits for Accounts in Bankruptcy .....	69
	Exhibit B - Electric Telecommunication, Installation Service Charges .....	70
	Exhibit C – Charges for Transfer, Reconnection of service, Special Services, Etc.....	71-72
	Exhibit D -Street Light Specifications.....	73
	Exhibit E – Pad Mount Orientation.....	74
	Exhibit F – Identity Theft Protection Program Policy .....	75
	Exhibit G – Delinquent Utilities and Service Transfer Policy/Procedure (Landlords & Property Owners) ...	81

## DEFINITIONS

Unless the context specifically indicates otherwise, the meaning of terms used in this chapter shall be as follows:

- (1) "Applicant", "Customer", "Developer", "Owner", "Person" or "Property Owner" means any individual, firm, company association, society, corporation, group or organization using or applying to use the City's Public Electric Supply.
- (2) "Board" means the Public Utilities Board of the City of Orrville, Ohio who shall manage, conduct and control the Electric Division of Orrville Utilities as authorized by Section 407(c) of the Charter of the City of Orrville, or common name "Orrville Utilities".
- (3) "City" means the City of Orrville, Ohio.
- (4) "Deposit" means an advance payment for electric service installation based on a cost estimated by Orrville Utilities to provide such service.
- (5) "Director" means the Director of Public Utilities, or his authorized representative.
- (6) "Dwelling Unit(s)" means housekeeping suites, light housekeeping suites and other arrangements where separate tables are set.
- (7) "Inspector" means a person authorized by the Director to perform inspections.
- (8) "Shall" is mandatory; "May" is permissive.
- (9) "Orrville Utilities" means the Electric Division of the Department of Public Utilities of the City of Orrville, Ohio, "Orrville Utilities" or it's designate.
- (10) "Code" means the current National Electric Code, National Electric Safety Code, County and Local Codes and Orrville Utilities Standards.
- (11) "Commercial Rates" means rates charged to customers other than residential. May be General Service Large, Medium or Small.
- (12) "Volts" means a nominal voltage. Voltage may vary depending on location, distance from the plant, service voltage, etc.

"Service", "Orrville Utilities Service", means primary or secondary electric service, telecommunication service including but not limited to cable, telephony, internet, fiber optics.

# Electric Utility Rules and Regulations

## **1. GENERAL**

The Public Utilities Board "shall manage, conduct and control" and shall "access and collect a charge" of sufficient amount from all customers served by Orrville Utilities' Electric System. In conformance to this responsibility, these General Rules and Regulations are hereby made effective and are applicable to the operation of the Electric Utility of the City of Orrville. When used hereafter, the words "City", "Orrville Utilities", "Director" or "Electric Utility", shall be considered as being the Public Utilities Board and/or the City of Orrville, Ohio.

As hereinafter used, "Applicant", "Customer" or Property Owner", shall be construed to be any individual, firm, organization, or corporation served by Orrville Utilities. All of the following General Rules and Regulations are applicable to all customers of Orrville Utilities as well as all of the employees of Orrville Utilities.

These Rules and Regulations are intended to set forth the rights and obligations of the City and Orrville Utilities as well as those of the Customer or Property Owner with respect to the supply and use of electric and communication services together with other related matters.

To the extent necessary, the Public Utilities Board shall cause to be prepared such supplementary administrative rules, specifications and forms as are consistent and necessary to properly enforce these General Rules and Regulations. These General Rules and Regulations shall be reviewed and amended as necessary from time to time, to keep them current, applicable to the operation of Orrville Utilities, in conformance to any Codes or Laws of this State, or any Political Subdivision thereof.

## Electric Utility Rules and Regulations

### **2. APPLICATION FOR SERVICE WRITTEN APPLICATION OR CONTRACT REQUIRED**

2.1 Applicant must provide valid driver's license number or state identification number. The only acceptable foreign identification will be a passport number, with country of origin identified. If applicant cannot provide the above, the application will be rejected. Service must be maintained in the landlord's name or applicant must obtain a valid cosigner.

Where unusual investment or construction work is required, a suitable long term contract or contribution in aid to construction may be required. See Section 10, Unusual Service Extensions.

All applications involving the initial establishment of service to premises that have not previously been served shall be in the name of the Property Owner.

2.2 Where service is to be supplied to a temporary or portable structure, (such as a mobile home, trailer, construction office, or portable tools and other temporary usage), Orrville Utilities reserves the right to require the Service Application to be in the name of the Land Owner involved who also shall be responsible for the payment of all bills. A Contractor, for new construction, may also apply for temporary power.

2.3 A deposit may be required before service is established. See Utility Service Applications, Deposits & Collections (Exhibit A).

2.4 The initial application for service to premises not previously served shall be for a minimum period of not less than 12 consecutive months-use of electric service. A construction charge may be required in cases of mobile homes, trailers, and

## Electric Utility Rules and Regulations

temporary service.

2.5 Any application upon acceptance by Orrville Utilities shall be non-transferable except when agreed to by Orrville Utilities and will be considered as a contract covering the supply of one class of service to the Customer under which Orrville Utilities will install one set of service wires and the necessary metering equipment. All such facilities shall remain the property of Orrville Utilities.

2.6 Before electric service is established, if any right-of-way easements are required, same must be executed by the Property Owner on Orrville Utilities' standard right-of-way form. If the Applicant for electric service is not the Owner of the property to be supplied with electric service, it will be the responsibility of the Applicant to assist in obtaining the necessary right-of-way not only for the property to be served with Orrville Utilities' service, but also all other properties it may be necessary to cross with electric lines in order for Orrville Utilities to furnish electric service to other Customers.

2.7 For Rate Classification & Application for billing purposes see Sections 3, 11, and Section 21.

2.8 For further details on Service and Service Conditions, see Section 4 herein.

2.9 For Type of Service & Voltages Available, see Section 5 herein.

2.10 For Use of Service by Customers & Limitations, see Section 6 herein.

2.11 For Utilities Installation, see Section 7 herein.

2.12 For Customer's Installation & Equipment, see Section 8 herein.

2.13 For Billing, Meter Reading & Payments, see Section 11 herein.

## Electric Utility Rules and Regulations

- 2.14 For charges for Connections & Reconnection of service, Special Services, etc., see Special Charges & Fees, See Section 13.
- 2.15 For Industrial Rate and General Service Large, a special contract may be required to conform to the provisions set forth in the applicable Rate Schedule. See Section 4, 13, and 21.
- 2.16 For service to contractors, portable tools, mobile homes, trailers, and other temporary installations, see Section 8.

### **3. RATE CLASSIFICATION & APPLICATION**

3.1 **The Residential Rate Classification** is sometimes referred to as service for Residential, Farm Domestic, or Home Use.

3.1.1 The Residential Rate Classification shall apply to all uses usually considered in the Public Utilities Industry as strictly domestic, residential, or farm use in character, under 75 KVA, single phase service and where not more than one single family dwelling unit is served through one meter. Except as may be specified in the Schedule, all Non-Residential uses shall be considered as

Commercial Power and shall be billed accordingly. Installation charges for all residential services are listed in Exhibit B.

3.1.2 Any Residential, Farm Domestic or Home Use service requiring a second meter will pay the applicable rate plus a service charge for the second meter. See Exhibit C, Special Charges & Fees.

## Electric Utility Rules and Regulations

**3.2 Three Phase Service** is not available under the Residential Rate Classification.

Where 3-Phase service is furnished, all services (both single and 3-Phase) will be billed under the applicable Rate Schedule.

**3.3 Multiple Dwelling Units.** In order to obtain service under the standard Residential

Rate, the Owner of an apartment house, or a single family home that is converted or constructed so as to contain separate and individual living quarters or dwelling units for more than one family, shall install at their expense, separate wiring for each dwelling unit so that each service can be metered separately. Where such separate metering is desired for each dwelling unit, Orrville Utilities, upon being notified in writing by the Customer, that all of the wiring of the building has been so arranged and installed in accordance with the Utilities' specification and all applicable codes, shall install the necessary meters at no cost to the Owner and such service will be billed under Residential Rate. Where service is furnished to multiple dwelling units, apartments, or trailers and not more than three of such dwelling units, apartments, or trailers are supplied through one meter, such service shall be billed on the Residential Rate with the Rate Blocks and Minimum Charges multiplied by the number of dwelling units, apartments, or trailers connected to said single metered service. All such service shall only be billed to the Owner of the property served. Where four or more dwelling units, apartments, or trailers are served through one meter, such service shall be billed under the applicable Commercial Rate to the Owner of such property. For further details and conditions under which service will be furnished to trailers and trailer courts, see Section 3.1



## Electric Utility Rules and Regulations

, 7.12, 8.5, 8.7, and 11.7.

**3.4 Rooming Houses.** Where the primary purpose of the electric service, as determined by Orrville Utilities, is for the domestic use of a single family and boarders are taken in for incidental income the service shall be classified as Residential. Where the domestic electric service use of such family is incidental and the principal activity and/or electric use is for rooming, tourist or boarding house, all service shall be classified as Commercial. Whenever a majority of the rooms on the premises are rented or are intended to be rented, it shall be deemed that the principal use is for a rooming, tourist or boarding house, and the service shall be classed as Commercial.

**3.5 The Non-Residential Rate** (sometimes called General Service or Commercial Classification) shall apply to service furnished for any use that is not strictly Residential or Home use in character except as herein before specified. Such use includes service furnished to churches, schools, orphanages, nursing homes, stores, hotels, motels, rooming houses, apartment houses, multiple dwelling units, offices, clinics, tourist camps, trailer courts, restaurants, clubs, theaters, etc., and all other establishments or activities that are Non-Residential in character. The Commercial Rate shall also be applicable for all Residential use (except farms, single and 3-Phase) where 3-Phase service is furnished. Any establishment carrying a business, professional or commercial telephone directory listing will be considered as Commercial Service for rate application purposes, but the absence of such a listing shall not be considered as establishing that the service is not

## Electric Utility Rules and Regulations

commercial in character. In addition, advertising in the newspaper shall constitute a business establishment for this purpose.

**3.6 Combined Commercial and Residential Use.** Where one set of premises is used and occupied by a Customer as a Commercial establishment and also as a Residence, all service will be billed under the applicable Commercial Schedule or at the Customer's option, the wiring may be separated (subject to Orrville Utilities' inspection) and each class of service metered separately and billed in accordance with the applicable schedules.

**3.7 Rural Commercial Use.** Service in Rural areas shall be considered as Commercial in character, where such service is not incidental to general farming operations and/or is used for the preparation of processing of food or other products to the extent that same are substantially in a form that can be used or can be readily adopted for use by, or for sale to the Ultimate Customer. In addition, in order to avoid discrimination, all services supplied in Rural areas that would otherwise be classified and billed as Commercial if such was furnished to Customers located in Urban Incorporated, shall likewise be classified and billed as Commercial in Rural areas.

**3.8 Combined Single and 3-Phase Service.** For Commercial or General Service, use will be billed under the applicable Rate Schedule as a single bill for each service location, provided Customer's wiring is terminated at a single meter location to be determined by the Orrville Utilities. If service is supplied at more than one service or meter location, a separate billing will be made for each service

## Electric Utility Rules and Regulations

or meter location. Where 3-phase service is furnished, the applicable Minimum Charge shall be effective on a 12 month year-round basis and seasonal or other interim disconnects will not avoid said Minimum Charge. As to availability of 3-Phase Service, see Sections 4.21 & 8.15.2 herein.

3.8.1 The only exception to minimum billing charges will be school facilities that are not used year around, i.e., stadium lights and farm sites only used part of the year. If power is disconnected, applicable charges for disconnection will be assessed.

3.9 **The General Service Rate Classification (Small, Medium and Large)** is applicable to any Customer who contracts in writing and whose requirements comply with the terms and conditions set forth in the applicable General Service Schedule. The General Service rate is only available on a 12 month year-round basis and seasonal disconnects will not avoid the applicable contract monthly Minimum Charge. Orrville Utilities reserves the right to require, where special substations are required, the Customer to install the necessary complete substation as provided in Orrville Utilities' General Service Schedule. In such an event, the Customer will receive the substation ownership discount specified in the applicable Rate Schedule.

3.10 **Trailer Courts** (which shall consist of two or more mobile homes or house trailers) may, at the option of Orrville Utilities, be served at a central metering point. Where not more than three dwelling units are served through one meter, the billing procedure shall be as specified under Section 3.3 "Multiple Dwelling Units".

## Electric Utility Rules and Regulations

Where more than three units are served through one meter, the General Service Rate shall apply. However, such service shall not be sub metered or resold by the Owner or Operator. If this requirement is violated, service shall be subject to disconnection upon 24 hours written notice by Orrville Utilities. If Owner desires that the mobile homes or house trailers be individually metered and billed by Orrville Utilities, all wiring beyond the pole on which the main service drop terminates shall be installed and maintained at Owner's expense as specified in Section 7.12 herein. Billing will commence the first billing month following the date that Orrville Utilities establishes service to the meter pole.

3.11 **Service Conditions** under which service will be furnished for other usages including new extensions, temporary service, etc., see Sections 2.4, 8.1, 8.5 and 10.3.

3.12 **For Disconnection & Reconnection of Service** and other charges made for the furnishing of special services, etc., see Special Charges & Fees Schedule (Exhibit C in the Appendix).

3.13 Where more than a single dwelling unit apartment, business, or establishment is served through one meter, all billing for service shall be sent to the Property Owner.

### **4. SERVICE & SERVICE CONDITIONS**

4.1 Service will not be established until all necessary permits have been obtained and not until the Customer's wiring installation has been inspected and approved by the Governmental Authority or Board having jurisdiction over same. If the

## Electric Utility Rules and Regulations

Governmental Authority or Board does not have jurisdiction with respect to inspection or the wiring installation, the entire wiring installation shall be installed in accordance with the latest edition of the National Electrical Code and shall also conform to the Regulations of Orrville Utilities. Orrville Utilities is under no obligation to inspect the Customer's wiring or equipment installation located beyond Customer's main service entrance switch, but reserves the right to inspect same and to refuse service to any installation, which in the opinion of Orrville Utilities is unsafe or may be detrimental to the service furnished to other Customers.

- 4.2 Service shall normally be single phase 120/240 volt 3 wire. As to the availability of other voltages and 3 phase service, see Section 5 herein.
- 4.3 Where the furnishing of service requires an extension of Utilities transmission, distribution, or other facilities, see Sections 8, 10 and 22.
- 4.4 Orrville Utilities shall install, own, operate, and maintain its service drop wires, underground primary service wiring, communications equipment and appurtenances up to the point of Contact on Customer's building, pole, or other structures approved by Orrville Utilities. (Also, see Section 16.1.)
- 4.5 Outdoor base mounted type meters will normally be used by Orrville Utilities whenever practical. The meter base and communications interface shall be furnished by Orrville Utilities to Customer's electrical Contractor but same shall be installed, subject to Orrville Utilities' approval, at Customer's expense. The meter base and communications interface at all times will be kept sealed and under

## Electric Utility Rules and Regulations

control of Orrville Utilities and shall be maintained by Orrville Utilities.

4.6 Except as hereinafter provided, Customer shall install, own, and maintain the complete service entrance wiring and other appurtenances. The Customer will be responsible from the meter outlet through the wiring system including protective devices and all other electric equipment located on Customer's premises. Orrville Utilities will own and maintain all communications system conduit and wiring up to the communications interface enclosure.

4.7 The meter itself, together with any other metering or communications devices required, shall be installed, owned, operated and maintained by Orrville Utilities. The service connections, transformers, meters and equipment furnished by Orrville Utilities for each Customer have a definite capacity and no addition to the equipment or load connected thereto will be allowed except by consent of Orrville Utilities.

4.8 For installation of centrally located meter poles, see Section 3.

4.9 For further details as to Orrville Utilities' installation, see Section 7 herein.

4.10 For further details as to Customer's Installation, see Section 8 herein.

4.11 For underground Service Installations, see Section 7.

### **5. SERVICE VOLTAGES AVAILABLE**

5.1 60 cycle electric service will be furnished by Orrville Utilities. The voltages and phase conditions shall be determined by Orrville Utilities, taking into consideration the Customer's requirements and shall, at Orrville Utilities' option, be one of the

## Electric Utility Rules and Regulations

following nominal voltages and phase conditions:

5.1.1 120/240 volts, 3 wire, single phase service (loads of 100 amps or more).

5.1.2 120 volts, single phase, 2 wire service may be furnished for loads <100 amps.

5.1.3 240 volts, 3 wire, 3-phase service.

5.1.4 120/208 volt, Y connected, 4 wire, 3-phase service.

5.1.7 240/480, 4 wire, 3-phase.

5.1.8 120/240, 4 wire, 3-phase.

5.1.9 Available primary voltage of 13,200/7620 volts.

For large loads greater than 300KVA and unusual loads, Orrville Utilities reserves the right to require Customer to take service at primary voltage and to require Customer to furnish the necessary substation equipment. In such an event, Customer will receive a discount on his bill as provided in Orrville Utilities' appropriate Rate Schedule.

Where Customer desires service under voltage or phase conditions, other than those that Orrville Utilities elects to furnish, any additional transformers, conversion or accessory equipment required shall be supplied and maintained by the Customer at his expense.

5.2 **3-Phase Service:** In areas where only single phase service is available, 3-phase service may, at Orrville Utilities' option, be furnished to Customer where, as determined by Orrville Utilities, it is economically feasible to extend such 3-phase facilities.

## Electric Utility Rules and Regulations

Orrville Utilities reserves the right to refuse, to extend, or install 3-Phase facilities to serve motors individually rated at 20 HP or less and to furnish only single phase service for such motors. In such an event, Customers may elect to install single to 3-Phase conversion equipment to operate their 3-Phase motors.

Where an extension is considered, in the opinion of Orrville Utilities to be extraordinary or uneconomical, the furnishing of service will be covered by a special written agreement, the cost of such extension is to be borne by the Customer, as provided in Section 10 herein. Orrville Utilities reserves the right to refuse to extend 3-Phase service to any location.

- 5.3 Special service amperage (greater than 200 amps) must be approved by the Director of Utilities. All requests must be made in writing to the Director of Utilities.
- 5.4 Overhead primary and secondary service is normally supplied. Underground primary may be available at extra cost, pending approval of the Director. See Sections 7.7.1 and 7.7.2.

### **6. USE OF SERVICE BY CUSTOMER & LIMITATIONS**

- 6.1 Retail Services supplied by Orrville Utilities are for the exclusive use of the Customer on the premises to which such energy is delivered by Orrville Utilities. Except as is specifically provided in Section 3 herein, with respect to Multiple Dwelling Units and Trailer Parks or as may be set forth in the applicable Rate Schedule itself, service shall not be shared with another, sold to another, or transmitted off the premises. If this restriction is violated, Orrville Utilities reserves



## Electric Utility Rules and Regulations

the right to discontinue electric service without notice.

Exception to the above is the resale of energy will be permitted only by other Municipalities that purchase their power requirements (for resale) from Orrville Utilities.

6.2 Where Customer's installation contains two or more buildings and such buildings are separated by street, alley, railroad, right-of-way, or other public thoroughfare where there is no other intervening property occupied by others, the Customer, at his own expense and responsibility and subject to the approval of Orrville Utilities, may inter-connect such buildings in accordance with all applicable codes so as to enable Customer to receive all of his electric service requirements as one service and meter location and to be so billed. The privilege herein granted is not transferable and automatically terminated if and when the buildings cease to be part of a single establishment or are separately owned and operated.

6.3 Each separate service and/or meter location will be metered and billed separately at the discretion of Orrville Utilities. Each different service voltage shall be separately metered and billed the same as though different Customers were involved.

6.3.1 A combined bill for multiple services at different locations (summary billing) may be available on Customer request to the Marketing Manager or Director of Utilities.

6.4 As provided elsewhere, where 3-Phase service is furnished for residential use, all service, both single and 3-Phase will be metered separately as set forth in the

## Electric Utility Rules and Regulations

applicable Rate Schedule.

6.5 Service under residential Schedules shall not be used for the operation of individual motors with a name plate rating in excess of 10 HP unless special written permission is obtained from Orrville Utilities.

6.6 Orrville Utilities may require all single phase motors in excess of 15 HP name plate rating to be approved by Orrville Utilities and to be operated and connected for reduced voltage starting. The reduced limits shall be as specified by Orrville Utilities. The reduced voltage starting equipment may be built into the motor itself or may be external to the motor.

Where Customers receive service at primary voltage, Orrville Utilities may, at its option, permit the Customer to operate "across the line start" motors of larger than 15 HP.

6.7 Customer's electrical equipment shall be of an approved design, operated and controlled so as to not cause electrical disturbances on Orrville Utilities' system or to be detrimental to the service furnished to other Customers of Orrville Utilities. If these requirements are not complied with, service will be subject to disconnection as provided in Section 19 herein.

6.8 Where large fluctuating single phase loads, such as spot welders are involved, in order to limit voltage variations so that same will not be detrimental to service furnished to other Customers, Orrville Utilities reserves the right to require such loads to be supplied by means of a 3-Phase to single phase motor-generator or other 3-Phase to single phase converting equipment. All such converting

## Electric Utility Rules and Regulations

equipment shall be installed, owned, operated and maintained at the Customer's expense.

In such an event, Orrville Utilities will furnish 3-Phase power in accordance with the provisions set forth under Section 5.

6.9 Orrville Utilities reserves the right to require the Customer to install at his expense such power factor corrective and/or load limiting equipment as is necessary to maintain a 90% or better load factor.

Orrville Utilities reserves the right to require the Customer to install such controls as are necessary, in Orrville Utilities' opinion, to prevent voltage or other disturbances on the Orrville Utilities' system that would be detrimental to the service furnished to other customers including but not limited to the following:

- a. voltage dips or spikes greater than 5% of nominal voltage for any detectable duration.
- b. total harmonic voltage distortion greater than 5%.
- c. voltage distortion of any single harmonic frequency greater than 1%.

6.10 Customers with poor power factor correction may be charged for their reactive power needs through a special rate block.

6.11 In the event a separate service, transformer, or additional transformer capacity is required to adequately serve fluctuating loads (welders, X-Ray machines, etc.) such service may at Orrville Utilities' option, be metered separately. In addition to the charges set forth in the applicable Rate Schedule, an additional minimum monthly service charge may be billed to offset the cost of the additional service or

## Electric Utility Rules and Regulations

capacity. In such an event, the Customer's wiring used to supply such fluctuating loads shall be installed in a continuous length of rigid conduit or cable as approved by Orrville Utilities.

6.12 When the Customer has generating equipment installed, the Customer shall install and maintain all necessary switching and protective devices so that it will be impossible for the Customer to operate his generating equipment in parallel with the Orrville Utilities' System, thereby creating a safety or operational hazard on Orrville Utilities' Electric System. The entire generating equipment installation shall conform to Orrville Utilities' Standards and all applicable codes. Orrville Utilities reserves the right to inspect the Customer's installations at any time. Orrville Utilities reserves the right to discontinue its service without notice if the Customer's installation does not comply with these provisions and requirements.

The above section applies to all installations except those that are installed with the intent of co-generating as permitted by Section 210 of PURPA of 1978 (18 CFR Part 292), Utilities policy governing such co-generating facility meets all of the requirements of the National Electric Code, accepted electric utility practices in the State of Ohio, Laws, Ordinances, Rules and Regulations affecting or established by the City of Orrville, Ohio at time of application and as revised from time to time thereafter. Orrville Utilities reserves the right to discontinue its service without notice if co-generating Customer's installation does not comply with these provisions and requirements or becomes unsafe, incompatible or in any way causes detrimental conditions to Orrville Utilities' System or Customers on the

## Electric Utility Rules and Regulations

system.

- 6.13 When the Customer requires power of a higher quality than specified in Section 6.09, Orrville Utilities will work with the Customer to determine what equipment is required. All costs associated with power quality improvement equipment will be borne by the Customer.

### **7. ORRVILLE UTILITIES' INSTALLATIONS**

- 7.1 Orrville Utilities will furnish and install the necessary service wires extending from Orrville Utilities' distribution facilities as may be located on a road, street, private right-of-way or from the nearest pole of Orrville Utilities as may be located elsewhere. Customer's service location shall be such that Orrville Utilities can span its wires directly to the point of attachment on Customer's building or metering pole and connect same to Customer's service entrance wires and in such a manner that all wiring shall be in plain view.

The Customer shall provide at no cost to Orrville Utilities, a structure at an approved location for the attachment of Orrville Utilities' service wires. Said location and structure shall be suitable to meet all safety requirements as to mechanical strength, clearance, above ground, etc. The service entrance location where connection is to be made to Customer's wiring and meter location shall be determined by Orrville Utilities. See Section 8 herein.

- 7.2 Orrville Utilities will furnish and install the necessary attachments, brackets or fittings to attach Orrville Utilities' service wires to Customer's building, service

## Electric Utility Rules and Regulations

entrance fixture, mast pipe, or similar equipment. The supply conductors will be terminated on the exterior of the building or an approved service mast pipe (where one story buildings are involved).

Where the exterior of the building is finished with brick facing, concrete, plastered metal lath sheet metal, stucco, tile, or similar material, suitable facilities of adequate strength to hold Orrville Utilities' service wires and attachments, shall be provided by the Customer at customer's expense. Orrville Utilities further reserves the right to require that the installation of the necessary facilities to support said service wires be made by the Customer during the course of building construction.

7.3 Outdoor base mounted type meters will normally be used by Orrville Utilities whenever practical. The meter base shall be furnished by Orrville Utilities to Customer's Electrical Contractor but shall be installed, subject to Orrville Utilities' approval, at Customer's expense. The meter base shall at all times be kept sealed and under control of Orrville Utilities and shall be maintained by Orrville Utilities. In addition, all other connections and wiring on Customer's premises shall be made at Customer's expense. See Section 8 herein.

7.4 Orrville Utilities will at its expense, connect the Customer's service entrance loop to Orrville Utilities' service wires and will furnish, install, and maintain the meter to be installed on Customer's premises as specified elsewhere.

7.5 When in the opinion of Orrville Utilities, Customers' load requirements make it desirable to install a centrally located transformer (not more than an approved span

## Electric Utility Rules and Regulations

distance from the main line), Orrville Utilities will at its expense make such an installation when service is initially established.

Customer shall install, own and maintain, at his expense, the meter loop and the approved service entrance cable or conduit extending from the service wires at the top of the pole down to the meter and back up the pole to Customer's wiring installation. Customer shall also install at his expense such protective devices as may be required by Orrville Utilities, National Electric Code and all other applicable codes. In all instances where a meter pole is installed whether at the time service is initially established to the Customer or at some later date, Orrville Utilities reserves the right to require Customer to install and maintain at his expense an approved weatherproof secondary service fused disconnecting switch in accordance with Orrville Utilities, National Electric Code and other Governmental Body's specifications. The switch shall be installed prior to providing service.

7.6 When a non-residential Customer desires energy to be delivered at a point or in a manner other than that specified by Orrville Utilities, Customer shall pay the additional cost involved after approval by Orrville Utilities.

7.7 Where a non-residential Customer desires an underground primary service from Orrville Utilities' overhead wires, a conduit of proper size and strength shall be mounted to the pole using six (6) inch standoffs. The necessary underground service wires extending from the point of service on the Customer's building to the top of Orrville Utilities' pole from which connection is to be made shall be installed,

## Electric Utility Rules and Regulations

owned and paid for by the Customer. Final attachments shall be coordinated with Orrville Utilities. The installation will be to Orrville Utilities specifications and subject to inspection prior to covering. Necessary recorded access easements will be provided to Orrville Utilities to allow for maintenance. The entire installation, including protective devices, shall conform to the National Electric Code, all other applicable codes, Orrville Utilities' standards and approval. Orrville Utilities may require metering of the service at Orrville Utilities' pole and Customer shall install, at his expense, a suitable protective switch device at the meter location.

Orrville Utilities may, at its option, where unusual conditions exist and where such underground service is advantageous to Orrville Utilities, require customer to install underground service.

For new Subdivision Underground Distribution Installations see Section 22 herein.

7.7.1 For residential service, not in subdivisions, where overhead secondary service can be provided, the customer may install an underground service with approval from Orrville Utilities. All materials and installation must be to Orrville Utilities specifications. The cost associated with the installation will be paid by the Customer. The Customer will provide the necessary easements required by Orrville Utilities to maintain the installation.

7.7.2 All pad mount transformation up to 300 KVA with services that are primary metered will be installed and owned by Orrville Utilities.

7.8 Where it is necessary for any reason other than Orrville Utilities' convenience to



## Electric Utility Rules and Regulations

relocate the Customer's service entrance wiring, all expense incident to such relocation shall be borne by the Customer and the Customer shall consult Orrville Utilities which will advise him as to the new point of delivery and the point at which Orrville Utilities' supply conductors will be connected to the Customer's premises.

In the event that land use or additions to a structure located near or on the Orrville Utilities' right of way creates an unsafe or illegal conditions as per applicable codes that require the relocation of primary or secondary supply lines, poles, transformers or other equipment the land owner will bear the cost of such relocation.

7.9 All meters, including instrument transformers shall be furnished, installed, owned and maintained at the expense of Orrville Utilities. Orrville Utilities reserves the right to require Customer to furnish and install at his expense a suitable steel cabinet to house Orrville Utilities' instrument transformers and accessories. Said steel cabinet shall contain only Orrville Utilities' metering equipment and shall be equipped so that it can be sealed by Orrville Utilities.

7.10 Orrville Utilities reserves the right to seal all meter entrance switches, all service entrance boxes, metering instrument and communications cabinets regardless of ownership, where the operation or tampering could affect the operational accuracy of the communications or meter equipment or permit the use of energy contrary to the provisions of the applicable Rate Schedule.

7.11 In the event a Customer or Property Owner on or along any street, alley, road, or other right-of-way occupied by Orrville Utilities requests Orrville Utilities to move or

## Electric Utility Rules and Regulations

relocate any poles, anchors, or guys or any other appurtenances belonging to Orrville Utilities, Orrville Utilities reserves the right to charge such Customer or Property Owner for the costs incurred.

7.12 For Trailer Courts, consisting of multiple Mobile Homes or House Trailers, where the trailers are to be individually metered and billed, Orrville Utilities will install only the necessary main service drop and its centrally located termination pole or poles. Orrville Utilities will furnish the necessary meter bases, but same shall be installed by the Owner at his expense. All other wiring located beyond the service drop termination poles, including main safety switches, service drops, secondaries, and all other facilities required to serve the individual trailers, shall be furnished and installed by the Owner of the Trailer Court at his expense. After the Owner has completed his installation in accordance to the National Electric Code and all other applicable codes and the installation has been inspected by the inspecting authority and approved by Orrville Utilities the individual meters will be furnished and installed by Orrville Utilities at its expense.

### **8. CONSUMER'S INSTALLATION & EQUIPMENT**

8.1 The Customer shall furnish and maintain without charge, a suitable meter location as specified by Orrville Utilities. No meter shall be installed in any location where it may be unnecessarily exposed to heat, cold, dampness, or other cause of damage, or in any unduly dirty or inaccessible location. Meter location will be free of any obstacles interfering with the accessibility to the meter by a minimum of four

## Electric Utility Rules and Regulations

(4) feet on either side of the vertical center line of the meter or meters. This would include air conditioners, well systems, shrubs, trees, bushes, flower beds or other objects either permanently or temporarily attached or placed around or in front of the meter. The meter bases shall be mounted at a height of not less than four (4) feet or more than six (6) feet above the finished grade line or floor line as the case may be. Minimum horizontal clearance for gas meters shall be five (5) feet from meter or meters. Orrville Utilities has the right to remove all encumbrances from around padmount transformers and to charge the property owner for removal of such.. All electric permit fees shall be paid prior to issuance of meter base, temporary service and line construction. Easements and/or Right-of-Ways shall be granted prior to construction. Electric service application and deposit (when required) shall be completed and paid prior to construction.

Building Permits shall be posted in a prominent location at construction site and shall state the house number and street or road name. Well and/or septic system and/or building permits as required, shall be posted in a prominent location at the construction site outside city limits. The above conditions must be met prior to construction.

Outdoor base mounted type meters will normally be used by Orrville Utilities whenever practical. The meter base shall be furnished by Orrville Utilities to Customer's Electrical Contractor but same shall be installed where specified and approved by Orrville Utilities. The meter base shall at all times be kept sealed and under control of Orrville Utilities and shall be maintained by Orrville Utilities.

## Electric Utility Rules and Regulations

When both 3-Phase and single phase service is installed to serve the same property, all meters and service entrance switches shall be at the same location.

The service entrance head of any service shall be located at least three (3) feet away from readily accessible windows, doors or porches. The supply conductors shall be located in such a manner as to not interfere with telephone, CATV, signal wires, windows, awnings, drain pipes, chimneys or other obstructions.

8.2 Where a meter pole is installed as provided in Section 7 herein, the service entrance cable and conduit to be installed by Customer shall extend at least twelve (12) feet above meter base and shall terminate to within one foot from the top of the meter pole. Also see Section 8 herein as to facilities to be installed by Customer on meter pole.

The service overhead entrance cable to be installed by Customer shall be continuous, unbroken and completely exposed extending from the rain-tight, approved weatherhead entrance top to the meter base (or meter cabinet should one be installed). Fused disconnects or breakers are required within fifteen (15) feet of meter in direct metered services. Exception: continuous conduit from meter to fused disconnect or breaker may exceed 15 feet in length provided disconnect is located at the first accessible site in building.

At the point of contact where Orrville Utilities' service wires are attached to Customer's building or service mast pipe and at a location to be approved by

## Electric Utility Rules and Regulations

Orrville Utilities, Customer shall provide and leave 18 to 24 inches of service entrance wire or cable for a "drip loop" so that Orrville Utilities can properly connect same to Orrville Utilities' service drop wires.

The capacity and specifications of Customer's service entrance wire or cable and service entrance switch shall be as herein after specified below.

8.3 The service entrance conductors shall be of copper or aluminum and shall be continuous without any joints, splices or connections permitted between termination of same at the meter base or meter cabinet and meet all requirements of the National Electric Code. Similarly, the entrance conductors extending from the meter base to Customer's service entrance safety switch shall be continuous and be compatible to the service entrance conductors with no joints or splices in same permitted.

All new service entrance installations (consisting of entrance switch service entrance and conductors) shall be 3-wire (unless specified elsewhere herein) using copper or aluminum conductors. The type of insulation for all conductors shall conform to the specifications of the latest edition of the National Electric Code for conductors to operate at a maximum temperature of 75° C.

The minimum capacity of service entrance for new or upgrade residential applications shall be 100 amperes and conductor size shall be in accordance with the National Electric Code and other applicable codes. All aluminum conductor connections shall be coated with or treated with an anti-corrosion compound.

The conductor size and service entrance switch for all service capacities,

## Electric Utility Rules and Regulations

the size and specifications of the neutral conductor, the method of neutral grounding and other electrical wiring specifications and installation of same shall conform to the requirements of the latest edition of the National Electric Code.

Upon Special Application, Orrville Utilities reserves the right to permit two (2) and three (3) wire service entrance installations of less than 100 ampere capacity where load requirements do not warrant 100 amperes such as signs, flood lights, trailers, pumps, small barns, and similar small isolated loads. However, in no event will a smaller than 100 ampere service be furnished unless Orrville Utilities gives specific prior approval.

For one story buildings where building wall height is above ground, Orrville Utilities will not permit service wires to be attached at a point which will enable a minimum ground clearance of not less than 12 feet over driveways, not subject to truck traffic; 15 feet over commercial areas, parking lots and other areas subject to truck traffic; and 18 feet over public streets, alleys, and roads. Customer shall install an approved service entrance mast pipe that will enable such clearances to be maintained. The mast pipe shall be adequate to carry the strain of Orrville Utilities' service drop wires and be continuous with no joints permitted unless approved by Orrville Utilities.

The service entrance mast pipe, service entrance conductors, and installation shall be made by Customer at his expense and shall conform to National Electric Code and Orrville Utilities' specifications. The service entrance mast pipe shall be of galvanized steel of not less than 2" nominal diameter and

## Electric Utility Rules and Regulations

shall be attached to the wall of the building by means of an adequate number of approved fastening devices.

The service entrance mast pipe shall extend above the roof surface (through weatherproof roof flashing) a minimum of three (3) feet or such additional height as may be necessary to maintain the aforementioned ground clearances as well as the clearances above roof level as required by the National Electric Code, other applicable codes and Orrville Utilities' policy. Thus, for the mast pipe installations only continuous rigid conduit shall be used, extending from Customer's meter base to the service entrance weatherhead, located at the top of the mast pipe above the roof line. Insulated conductor bushings shall be installed at all terminations of the service entrance conduit.

8.4 In the event a porch or other structure is subsequently built so that the meter location is inaccessible, the meter base, and/or service conduit or cable shall be moved by Customer at his expense to an accessible location approved by Orrville Utilities.

When the construction of a building on an adjacent lot or on same lot prevents proper access to any meter, or access to the point of attachment of service drop conductors or results in inadequate service drop clearance, the Customer shall move or improve, at his expense, the meter and/or service entrance to a location which will be accessible to Orrville Utilities' employees.

8.5 For temporary service furnished to individual single phase loads, such as mobile homes, house trailers, small construction projects (such as houses and small

## Electric Utility Rules and Regulations

buildings), portable tools, etc., Orrville Utilities will install a service drop (excluding the necessary pole, entrance, meter base, and fused disconnect) of not more than 100 feet in length. Any additional length will be charged for on a time and material basis.

The service drop termination pole or structure entrance conductors, meter base and all the necessary equipment required by the National Electric Code shall be installed at Customer's expense and in conformance to Orrville Utilities' specifications. Orrville Utilities will furnish meter and install same. Such temporary service (where not more than aforesaid standard service drop is required) shall be subject to the provisions set forth in Special Service Charge Schedule and billed on the applicable Rate Schedule.

Where the temporary service installation requires additional facilities in excess of the aforesaid standard service drop (such as an extension of Orrville Utilities' primary line and/or lines, installation of transformer or transformers), the installation of facilities that cannot be used as part of a permanent service installation, or where a 3-phase service extension is required, Orrville Utilities reserves the right to charge the Customer for the extra expenses and to require an advance deposit based upon the estimated cost. If the deposit is greater than final cost, the difference will be returned to the Customer. If cost is greater than the deposit, the difference must be paid before service is established.

8.6 For service to Trailer Courts (where more than one dwelling unit, mobile home or trailer is supplied through one meter), all facilities are required to supply service



## Electric Utility Rules and Regulations

beyond the meter pole service drop connection point. The service shall be furnished, installed, owned and maintained at Owner's expense. Orrville Utilities will furnish the meter base but same shall be installed at Owners expense. Billing of such service will be in accordance with the applicable Rate Schedule. When installation has been completed and approved by the inspecting authority, Orrville Utilities will furnish the meter base and make service drop connections.

8.7 For Trailer Courts (where the trailers or mobile homes are to be individually metered and billed), Orrville Utilities will install only the necessary service drop to serve the same. Said service drop to extend from Orrville Utilities' secondary to the termination pole. All other necessary secondary, wiring, service wire entrance switches, poles, and all other appurtenances required to individually meter and serve each trailer shall be furnished, installed, operated and maintained by the Trailer Court Owner at his expense. The meter bases will be furnished by Orrville Utilities, but same shall be installed by Owner at his expense. Orrville Utilities shall furnish and install the necessary meters for each location.

The entire installation shall be in accordance with the latest edition of the National Electric Code and all other applicable code specifications and all regulations as may be applicable at the location where installation is to be made.

Each trailer or mobile home will be billed under the applicable Residential Rate. For further details as to billing, responsibility for payment of bills, etc., see Sections 11 and 12.

For requirements where line extensions are required to serve trailers of

## Electric Utility Rules and Regulations

Trailer Courts, see Sections 7.12, 10 and sections covering Line Extensions herein.

8.8 Where more than one meter is required for a building, such as an apartment house, condominium, etc., all of the meter bases must be located in the same place and must be individually numbered and identified according to apartments. The Electrical Contractor may use a banked meter base system, approved by Orrville Utilities . The cost of the banked base system is the responsibility of the Contractor or Owner, or other devices required to properly meter Customer's power requirements. Any cabinets required to house said instrument, transformers and accessory equipment must meet the approval of Orrville Utilities and shall be furnished and installed by Customer at his expense.

Such metering or instrument cabinets shall not be used by Customer to house distribution panels, switches, or other equipment or devices of Customers and said cabinets shall at all times be under the control of Orrville Utilities and shall be kept locked or sealed by Orrville Utilities.

8.9 All meter loops for single phase meters that do not require current transformers shall be wired in accordance with the new meter sequence, (i.e., meter, switch, then fuses; If breakers are used then meter, main breaker, sub breakers). Fused disconnects or breakers are meter services. Exception: continuous conduit from the meter to fused disconnect or breaker may exceed 15 feet in length provided disconnect is located at first accessible site in the building. All meter loops for 3-Phase meters or for combination single and 3-Phase service (with or without meter

## Electric Utility Rules and Regulations

instrument transformers) shall be wired with the meter installed ahead of the main service switch.

8.10 Whenever it is necessary to install the single or 3-Phase meters on the outside of the building and instrument transformers are required, the Customer will be required to furnish and install an approved metallic weatherproof cabinet to house Orrville Utilities' metering equipment at Customer's expense. Such cabinet shall be sealed or locked and remain under the control of Orrville Utilities.

8.11 In the event a Customer makes application for additional capacity, Orrville Utilities shall install the necessary transformer capacity, service wires, and other equipment required to serve Customer's requirements subject to Section 8.13. The facilities to be installed by Orrville Utilities shall extend to the point of contact on Customer's building or meter pole as hereinbefore specified.

8.12 All applications for service involving the furnishing of additional capacity or equipment by Orrville Utilities shall be made by the Property Owner. The service wiring and main switches required for the utilization of the additional service to be furnished by Orrville Utilities shall be considered as permanent fixtures belonging to the property being served and same shall not be removed from the property except for replacement or enlargement, if necessary.

8.13 Orrville Utilities reserves the right to require, where installations over 300 kVA or special substations are required, the Customer to install the necessary complete substation as provided for in Orrville Utilities' Power Schedules. In such an event, the Customer will receive the substation ownership discount specified in the

## Electric Utility Rules and Regulations

applicable Rate Schedule.

Where Customer furnishes the necessary complete substation equipment to take service at primary service voltage, such equipment shall be maintained by the Customer and shall include the necessary transformers, structure, controls, and protective equipment and shall be of such quality and construction as meets Orrville Utilities' approval, standards and all applicable codes

8.14 Customer shall install no wiring or attachments on poles of Orrville Utilities (other than the metering pole) unless specifically authorized in writing by Orrville Utilities.

Orrville Utilities will furnish the Customer with software to obtain hourly information from its electronic meters if proper application is made and the "Policy for Special Metering Service" is adhered to. The Customer will be responsible for the cost of the software. Hourly electronic meter information will be provided at no cost to the Customer. This service is available only to customers connected to the fiber optic meter reading system

8.15 For new primary metered customers and secondary metered customers whose total connected load exceeds 100kVA, the customer shall design his electric wiring and circuits such that loads are properly balanced over three (3) phases. For the purposes of this policy, balanced means that the phase having the lightest load will be within 10% of the phase with the heaviest load.

8.15.1 For new and modified Customer facilities in which the Customer will provide his own transformation, the Customer shall provide Orrville Utilities with the following information:

## Electric Utility Rules and Regulations

- a) Main breaker interrupting rating and continuous rating
- b) Size and type of fuses that are in series with main breaker, if any.
- c) All main breaker relay settings.
- d) Connected load across each phase

8.16 See elsewhere herein for further reference to type and operation of Customer's equipment and as to the Customer's Liability.

### **9. ATTACHMENTS AND UNAUTHORIZED COMMUNICATION DEVICES**

#### **PROHIBITED**

9.1 No wires cables, guys, structures, equipment, hardware, signs, or any appurtenances of whatever character owned by any individual, firm or corporation shall be attached, connected, supported, or otherwise make use of any poles, equipment, facilities or any appurtenances owned by Orrville Utilities, unless covered by a special written rental contract between Orrville Utilities and the individual, firm, or corporation involved. Exception: When poles are set in a fence line, fence may be attached to poles providing the fence attachment is no higher above ground line than four (4) feet and the fence is not tensioned so as to pull pole over. Drilling in poles to run fence cable, etc., through is not permitted. A clearance of 10 feet is required between pole and any obstruction.

Under no circumstances will persons, other than employees of Orrville Utilities, be permitted to climb poles of Orrville Utilities, connect or attempt to connect to wires on said poles or to the wires of said, poles to building service

## Electric Utility Rules and Regulations

wires unless authorized by the Orrville Utilities. Only those persons that will be authorized to climb said poles will be other Utilities (telephone, CATV, and power companies) that have joint use of Orrville Utilities' poles through special rental contracts. Other persons such as a Contractor or Electrician may be given special authorization. If any authorization is given, Orrville Utilities shall not be liable for accidents, damage to Orrville Utilities' customers or Orrville Utilities' equipment and appurtenances nor liable for any action taken by the person/persons doing any work on said pole

9.2 Devices connected to Customer's facilities which transmit signals beyond Orrville Utilities' service drop connection to Customer's service entrance are prohibited.

9.3 Communication devices, whether owned by Customer or others, shall not, in any manner or method, be connected to Orrville Utilities' electric facilities. Such prohibited connections include direct or indirect methods such as an inductive or capacitor for coupling to any of Orrville Utilities' facilities or to Customer's electric wiring or equipment connected to Customer's service entrance supplied by Orrville Utilities.

9.4 Under no circumstances shall Orrville Utilities' distribution or transmission lines or facilities be used for transmitting signals from Customer owned devices. If it is found that unauthorized devices are being used, Orrville Utilities may immediately discontinue service to Customer until unauthorized device is discontinued.

9.5 Any unauthorized use of Orrville Utilities' equipment or facilities by others shall be subject to immediate removal of all unauthorized attachments or appurtenances

## Electric Utility Rules and Regulations

by Orrville Utilities at the customer=s expense without prior notice being given to the violator or trespasser.

9.6 Orrville Utilities shall not be liable for damage or interference caused by Customer owned communication devices.

### **10. UNUSUAL SERVICE EXTENSIONS**

10.1 Orrville Utilities will extend its single phase distribution facilities to provide electric service to new Customers for installations that, in the opinion of Orrville Utilities, consist of a permanent structure, normally occupied with electric service, being used on a year round basis. A guaranteed monthly minimum charge or written guarantee of usage may be used in place of aid to construction.

Where more than a "Standard Service Drop" of 100 feet of secondary service is required, or where such temporary facilities cannot be incorporated in a permanent service, the extension will be governed by the Terms and Conditions hereinafter set forth.

10.2 Orrville Utilities reserves the right to refuse to extend or enlarge its service, and its appurtenances (including the furnishing of 3-Phase service) where the expected revenue appears to be insufficient to justify the investment and operating expenses involved.

Orrville Utilities further reserves the right to limit new or additional power and communications services commensurate with the available unreserved capacity in production, transmission, distribution and substation and

## Electric Utility Rules and Regulations

communications facilities.

10.2.1 Orrville Utilities reserves the right to extend, or not to extend, into another Utilities' territory.

10.3 For New Extensions, a Special Contract may be required setting forth the Minimum Charge, the method of financing and the construction cost involved, where furnishing of service involves any of the following conditions:

10.3.1 For permanent service when Orrville Utilities is required, or requested, to extend its single phase facilities (referred to above) beyond, in the opinion of Orrville Utilities, what is of usual length or character.

10.3.2 For Temporary Seasonal Service where more than a "Standard 100 foot drop" is required.

10.3.3 For 3-Phase Service whenever it is necessary for Orrville Utilities to extend or enlarge its facilities (including substation equipment).

10.3.4 For any new service other than 120/240 volt single phase for which Orrville Utilities is to provide transformation, regardless of final ownership of the transformation, or which will require special equipment, a six month or longer lead time from the time a service request is accepted to the time the service is installed, is required.

10.4 A Special Contract, covering an extension or expansion of Orrville Utilities' facilities in excess of the standard expansion or extension referred to above, will be subject to the following conditions:

10.4.1 Customer shall own the premises involved and as determined by Orrville



## Electric Utility Rules and Regulations

Utilities, shall be financially responsible to fulfill obligations as specified by the Contract.

10.4.2 Customer's installation, equipment, and buildings shall, in the opinion of Orrville Utilities, be of permanent nature.

10.4.3 Customer's probable use of electric service, as determined by Orrville Utilities, will equal or exceed the Contract Minimum Charge.

10.4.4 The Monthly Minimum Charge shall be not less than the Minimum Charge as determined in accordance with the applicable Rate Schedule.

10.4.5 The aforementioned Monthly Minimum Charge shall be set forth in said Contract and shall be applicable continuously for the duration of the Contract, whether or not service is disconnected.

10.4.6 The term of the Contract shall be of such length as Orrville Utilities deems necessary to compensate for the investment and operating costs involved.

10.4.7 If, in the opinion of Orrville Utilities, the requirements set forth in (1), (2), and (3) of this Section have not been complied with, Orrville Utilities reserves the right to require Customers to make a non-refundable Contribution in Aid of Construction to the extent necessary so that the project will conform to said requirements.

10.4.8 If the Customer is required to make a non-refundable Contribution in Aid of Construction, the Monthly Minimum Charge, as determined in Section 10.4.4 above, will be reduced accordingly. However, the resultant Monthly Minimum Charge shall be, in no event, less than the Minimum Charge specified in the applicable Rate Schedule.

## Electric Utility Rules and Regulations

10.4.9 When an extension or expansion is required to supply Customer's 3-Phase needs, Orrville Utilities reserves the right to require Customer to install the complete substation as referred to in the Orrville Utilities' applicable Rate Schedules. In such an event, the Customer will receive the credit specified in the applicable Rate Schedule.

10.4.10 When an expansion requires Orrville Utilities to install additional substation capacity, Orrville Utilities reserves the right to require contracts for service and increase rates or contribution by Customers that benefit, or have the potential to benefit, from such expansion. The term of the Contract shall be of such length as Orrville Utilities deems necessary to compensate for the investment and operating costs involved.

10.5 To assure payment of Customer's bill and the Contract Monthly Minimum Charge, Orrville Utilities reserves the right to require Customer to make a suitable advance deposit as provided in Deposit Policy. In addition, Orrville Utilities also reserves the right to require Customer to make at the beginning of each 12 month period, a prepayment of account equal to 12 times the Monthly Minimum Charge specified in said Contract. One twelfth of said annual advance payment shall be applied as a credit to each monthly bill computed under the applicable Rate Schedule and Contract terms. Any unused portion of said advance payment remaining at the end of 12 months billing period may at option of Orrville Utilities, be retained as partial advance payment for the succeeding 12 months billing period.

10.6 Additional work requested by Customers will be performed on a time and material basis plus an overhead charge determined by the Director. Approval of Director

## Electric Utility Rules and Regulations

of Utilities is required before commencing work.

### **11. BILLING, METER READING, PAYMENTS, METER TESTING**

**11.1** All bills for service applied are due when rendered and are payable at Orrville Utilities' Billing Office or at an authorized collection agent for payment of bills, on or before the net due date specified on Customer's bill for electric service. If a Customer account is not paid by the net due date, a 5% penalty will be assessed. The following will be exempt from the penalty: churches, schools, township and county governments, and non-profit organizations.

**11.2** Bills will normally be rendered by Orrville Utilities to the Customer at approximately monthly intervals (the word "month" being defined as the elapsed time between two (2) successive meter readings approximately 30 days apart). If the meter is not read on a monthly basis, Orrville Utilities will render a bill based upon an estimated 30 days consumption using Customer's past and projected consumption as an estimating base.

Said bills are payable in person or by mail at the Cashier's Office, on or before the date and/or time limit specified on the bill. Failure to receive a bill or the existence of a Customer Deposit will not entitle Customer to any discount or to the remission of any charge for non-payment within the date or time limit specified.

Payments that are made to the Utilities Cashier's Office will be considered at net if made before closing on the net due date or in their respective drop slots before said agent opens for business the day following the net due date. There will be no payments collected after normal business hours. Meter Department

## Electric Utility Rules and Regulations

personnel will not be called in for an afterhours turn-on, nor will they be permitted to receive payments at any time.

Customer may elect to be billed on any equal payment or Budget plan. Said plan is set up primarily for Customer's that have seasonally fluctuating loads such as electric heat or air conditioning.

11.3 In the event of the stoppage or the failure of any meter to register the full amount of power consumed, the bill will be based on the customer's use of power in a similar period.

When a bill for electric service is questioned, Orrville Utilities will cause an investigation to be made and any billing adjustments shall be determined in accordance with said investigation. Bill adjustments for meter errors shall be made pursuant to Rules and Regulations.

In cases where any factors required for application of Rate Schedules or other provisions are not subject to exact determination or are disputed, the Director of Utilities shall establish such factors and shall authorize billing adjustments to be made.

11.4 For a partial month's service to Residential and Commercial Customers, when either the initial billing period after service is first established or the final billing period up to the time of discontinuance of service by the Customer is less than the regular meter readings or billing period of approximately 30 days, Orrville Utilities reserves the right to apply the following billing procedure:

11.4.1 When the Customer's account is being transferred from one location to

## Electric Utility Rules and Regulations

another and the period of service involves five days or less of the Orrville Utilities' regular billing period, the Customer's initial usage at the new location will be carried over into the next succeeding regular billing period for said new location and shall be combined with and be considered as part of same.

- 11.4.2 For all other services furnished for a partial month, including all final bills, the bill shall be calculated in accordance with the charges (including Minimum Charges) as set forth in the applicable Rate Schedules with no prorating of the rate blocks of the Minimum Charge being made.
- 11.5 For initial service to Consumers served under Orrville Utilities' General Service Small, Medium, Large or Industrial, whose initial period of service is ten days or less, Orrville Utilities reserves the right to combine the Demand and Minimum Charges with the next succeeding billing period at that location.
- 11.6 Customers who intend to move from the premises or discontinue the use of electricity or in any way terminate their liability hereunder shall give Orrville Utilities reasonable notice of such intention (two [2] working days). The Customer and/or Property Owner will be liable in accordance with the laws of this State and Orrville Utilities' Rules and Regulations for all electricity used upon the premises until such notice is given and Orrville Utilities has made final meter readings and/or service has been discontinued (reference section 14.1 ACCESS TO PREMISES of these rules and regulations).
- 11.7 When the accuracy of a meter is questioned, upon request from the Customer,

## Electric Utility Rules and Regulations

Orrville Utilities will test the meter by comparing with a standard test meter. If the meter is found to be correct to within plus or minus 2%, the Orrville Utilities reserves the right to make a charge equivalent to a trip charge, to partially cover the expense to make such a test, the fees to be included and paid together with Customer's next bill, which is to be paid on or before due date. Orrville Utilities reserves the right to require a deposit to cover said charge, same to be paid to Orrville Utilities before making test. See Exhibit A in the Appendix.

If the meter being tested is found to be incorrect beyond plus or minus 2%, no charge shall be made for testing and Orrville Utilities will adjust the bill in proportion to the error (either fast or slow) for the period covered by the bill in question and to the date of installation of a new meter. Said adjustment period shall not exceed six months.

### **12. DEPOSITS AND RESPONSIBILITY FOR PAYMENT OF BILLS**

- 12.1 See Appendix, Exhibit A Utility Service Applications , Deposits ,Collections and Non Sufficient Fund Procedures, and Exhibit A-1 Utility Shut-off Procedure and Deposits for Accounts in Bankruptcy.
- 12.2 See Appendix, Exhibit G, Delinquent Utilities and Service Transfer Policy/Procedure (Landlords and/or Property Owners).

### **13. SPECIAL SERVICE CHARGES FOR CONNECTION, RECONNECTIONS, ETC.**

- 13.1 See Appendix, Exhibits B and C.

### **14. ACCESS TO PREMISES**

- 14.1 Orrville Utilities shall have access to the Customer's premises to perform work in connection with serving said Customer's power and communications

## Electric Utility Rules and Regulations

requirements. Such work would include repairs to Orrville Utilities equipment and appurtenances, trim trees, read meters, change meters, etc., and all rights granted under Easements, Rights-Of-Way grants and Contracts. Access to Customer's premises shall also be granted to Orrville Utilities, if in the opinion of Orrville Utilities, it becomes necessary to perform any work on said premises to provide service to Customer and any other Customer on Orrville Utilities' System.

If access to premises to perform aforesaid work is denied or otherwise impeded, Customer will be subject to disconnection until access shall be granted. Customer will also be subject to any legal action found necessary to obtain such access as Orrville Utilities finds necessary. Customer may also be held accountable for any extra costs and/or legal fees incurred by Orrville Utilities caused by denial of access to said Customer's premises.

If disconnection of utility service requires inside access to the property and the current / vacating occupant has not provided access, the rental property owner (or written pre-designated representative of property owner) is ultimately responsible for establishing an appointment to accompany the representative of Orrville Utilities, at requested property location and to provide access to the premises to complete the disconnection. Failure to provide access to Orrville Utilities within five business days will result in future billings (date of discontinuation of service and forward) reverting to the property owner.

### **15. RIGHTS OF WAY**

## Electric Utility Rules and Regulations

- 15.1 All lines to the extent feasible, will be constructed within, the right-of-way boundaries of streets, roads and alleys. Whenever, in the opinion of Orrville Utilities, it is not practical to construct its lines within the limits of streets, roads, alley and other public thorough-fares, Orrville Utilities will construct its lines on private rights-of-way.
- 15.2 Where it is not practicable or feasible to construct such lines on a public right-of-way and it is necessary to secure right-of-way on private property or tree trimming permits; the applicant or applicants shall secure same or assist Orrville Utilities in obtaining such right-of-way, without cost to Orrville Utilities before construction shall commence. Orrville Utilities shall be under no obligation to construct such necessary lines to serve applicant in the event the necessary right-of-way or tree trimming permits cannot be so obtained.
- 15.3 Easements or rights of way must be 30 feet for primary access and 20 ft. for secondary.

### **16. ORRVILLE UTILITIES' LIABILITY**

- 16.1 Customer shall be solely responsible for all wiring up to Orrville Utilities' point of delivery. Said delivery point will normally be where Orrville Utilities' overhead or underground service wires are first connected to Customers' service entrance (metering point) on Customer's building or other structures of Customer.
- 16.2 Customer shall be responsible for the direct and indirect use and/or ultimate utilization of all electric energy and telecommunications services on Customer's



## Electric Utility Rules and Regulations

premises. Customer shall be further responsible for any injuries to person or property arising from, caused by, or incident to the failure on the part of the Customer to properly install, operate, or maintain any wiring, appliances or other appurtenances located on Customer's side of the aforementioned delivery point or for any defects in said wiring and other equipment operated by Customer.

16.3 Orrville Utilities will use reasonable diligence in furnishing a regular and uninterrupted supply of energy but does not guarantee uninterrupted service. It is recognized that a customer must employ mitigating measures in his own facility to meet his total needs. Orrville Utilities shall not be liable for damages in case such supply should be interrupted or fail by reason of an Act of God, the Public Enemy, accidents, Labor Disputes, Orders, or Acts of Civil or Military Authority, Breakdowns or Injury to the Machinery. Orrville Utilities also shall not be liable for the following; transmission lines, distribution lines or other facilities of Orrville Utilities, extraordinary repairs, or any act of Orrville Utilities including the interruption of service to any Customer taken to prevent or limit the extent or duration of interruption, instability or disturbance on the electric system of Orrville Utilities or any electric system interconnected, directly or indirectly, with Orrville Utilities' system. When such act is necessary or indicated in the sole judgment of Orrville Utilities, Orrville Utilities shall not be liable for damages if the supply or service is disconnected due to any cause.

The Customer shall provide and maintain suitable protective devices power conditioning equipment, UPS, etc., on his equipment to prevent any loss, injury or

## Electric Utility Rules and Regulations

damage that might result from single phasing conditions or any other fluctuation or irregularity in the supply of energy. Orrville Utilities shall not be liable for any loss, injury or damage resulting from a single phasing condition or any fluctuating or irregularity in the supply of energy, which could have been prevented by the use of such protective devices.

Orrville Utilities will provide and maintain in proper operative condition the necessary lines or service connections, transformers, when the same are required by conditions of Contract between the parties thereto; also such meters and apparatus as may be required for proper measurement of and protection to its service. All such apparatus shall be and remain the property of Orrville Utilities.

16.4 Orrville Utilities shall design and operate its system so that under normal operating conditions, the sustained voltage delivered to the Customer's service entrance is for the voltages listed above within the range of plus or minus 5% of normal voltages. Whenever voltages shall be known to exist outside of such range, Orrville Utilities will take steps to promptly initiate corrective action to restore the sustained voltage level to within such range.

16.5 The distribution circuit shall be designed so that the short circuit current ratings of Orrville Utilities equipment will not be exceeded in accordance with industry standards. In general, fault currents must be within specified momentary or interrupting ratings for studies made with all facilities in service.

16.6 Transient and momentary voltage deviations are generally beyond the control of Orrville Utilities since they are caused by the need to perform equipment switching

## Electric Utility Rules and Regulations

to clear system faults or the result of customer usage. Orrville Utilities minimizes the frequency and magnitude of these disturbances by doing adequate maintenance to assure that Orrville Utilities facilities perform up to design levels. Orrville Utilities will inform customers as to what can be expected by providing monitored information where available and required so that the Customer may purchase equipment to minimize the adverse effects of voltage deviations or power quality.

16.7 The distribution system is designed to provide three phase voltage as nearly balanced as is practical. Recognizing the diversity and varying level of customer loads, Orrville Utilities shall attempt to minimize any imbalance.

16.8 Frequency change caused by sudden load or generator changes, will be limited to  $\pm 0.5$  Hz subject to Section 6.10.

### **17. CUSTOMERS' LIABILITY**

17.1 The Customer shall be held responsible for all electricity and communications services used on the premises occupied and/or under the Service Contract or Application, until reasonable notice has been given at Orrville Utilities' Cashiers Office to discontinue services. Such discontinuance of services shall in no way relieve Customer of his obligation as to Minimum Charge and other payments set forth in Customer's Contract or Service Application with Orrville Utilities.

Customer, as referred to herein, shall be responsible for the payment of all bills for electric and communication services used on the premises. The foregoing

## Electric Utility Rules and Regulations

shall in no manner relieve the Property Owner of his responsibility for payment of bills as is specified in Section 11, herein and also as is prescribed by the laws of this State.

17.2 No one except the employees of Orrville Utilities shall be allowed to make any internal or external adjustments of any meter or any other piece of equipment or facilities which is the property of Orrville Utilities.

17.3 Customer shall be held responsible and liable for any tampering with, interfering with, the breaking of meters, removal of seals, metering/equipment or any other equipment of Orrville Utilities installed on the Customer's premises.

Customer shall also be responsible for any illegal diversion of electrical energy or communications services and shall be liable according to the laws of this State and be subject to the penalties of said laws.

17.4 When Orrville Utilities finds a service which has been tampered with, resulting in the by-passing of electric service around his meter, or where the proper accounting of the quantity is prevented or interfered with unauthorized use of communications services. Orrville Utilities shall immediately discontinue without notice all electric service and/or communications services until the by-pass is removed, the accuracy of metered power confirmed and the necessary wiring change are made by the Customer. All wiring changes shall be inspected by Orrville Utilities and complete payment of all charges must be made as specified in Section 18 herein before service will be reconnected.

17.5 The Customer shall also be responsible for any illegal meter tampering, removal

## Electric Utility Rules and Regulations

or damage by anyone other than Orrville Utilities' personnel. The Customer will be responsible for all charges associated with unauthorized meter removal. See Appendix, Exhibit B.

17.6 The normal operating characteristic of industrial equipment such as motors, welders, and electric furnaces can cause abrupt changes in supply and voltage. Repetitive abrupt voltage changes of relatively low magnitude are defined as voltage flicker. Whether this is considered objectionable by other customers is dependent upon the magnitude of change and rate of occurrence. Since such flickers are not under direct Orrville Utilities' control, Orrville Utilities may impose limits to maintain the flicker at an acceptable level for the majority of people.

17.7 Harmonics are caused by customer equipment and may require Orrville Utilities' limits in accordance with industry standards.

### **18. ILLEGAL DIVERSION OF ELECTRICITY AND COMMUNICATIONS SERVICES- DISCONTINUANCE OF SERVICE**

18.1 In the event Orrville Utilities finds that its metering equipment and/or wiring or connections have been tampered with, so as to prevent proper accounting of the quantity of electricity and communications services used on the premises, the following procedure will be applicable:

18.2 Orrville Utilities reserves the right to discontinue its service at once and without notice to any Customer for any of the following reasons:

18.2.1 If electricity consuming devices are connected ahead of Orrville Utilities'

## Electric Utility Rules and Regulations

meter or metering equipment or if connections or devices of any kind are found installed on the premises of Customer which would prevent the meter from registering the total amount of electricity then being used or which may be subsequently used on the premises.

18.2.2 If inspection by Orrville Utilities shows that anyone has interfered or tampered with any wiring connections, seals, conduit, equipment or appurtenances that may have or would prevent the meter registering the total amount of electricity or communications services used.

18.3 Upon disconnection of service for any of the aforesaid reasons, the following procedure shall be applicable and followed before service is restored:

18.3.1 Orrville Utilities shall in any reasonable manner, estimate and/or compute the amount of unmetered electricity used and shall have the right to inspect the Customer's premises and make accurate service count of all current consuming devices in order to arrive at the probable amount of all unmetered electricity.

18.3.2 Customer shall pay for all metered and estimated unmetered electricity in accordance with the Applicable Rate Schedule, plus any damages to Orrville Utilities' metering equipment and/or installation.

18.3.3 A special reconnection fee set forth in Exhibit C in the Appendix shall be paid by the Customer in order to pay for part of the expense Customer has caused Orrville Utilities to make in order to investigate and correct the fraud or crime.

## Electric Utility Rules and Regulations

18.3.4 Customer has installed at his expense all necessary rigid conduit and/or approved cable together with any necessary protective devices that will, in the opinion of Orrville Utilities, protect Orrville Utilities' metering equipment. Customer shall also pay for the expense caused Orrville Utilities to move its metering equipment to another location, on Customer's premises or on Orrville Utilities' pole or other structure, so as to prevent the future diversion or theft of electricity or communications services from Orrville Utilities.

The foregoing Rules, applicable to illegal diversion or theft of electricity or communications services, are not intended to affect, waive, or modify any possible action or prosecution under the Laws and Criminal Statutes of this State pertaining to this crime.

### **19. DISCONTINUANCE OF SERVICE**

19.1 Orrville Utilities reserves the right to discontinue the supply of electrical energy, disconnect its lines, and/or remove its property from the premises of the Customer for any of the following reasons:

19.1.1 For necessary repairs to Orrville Utilities' system or for unavoidable shortage or interruptions in the source of supply.

19.1.2 If the Customer's service use is detrimental to other Orrville Utilities customers, and the Customer fails to correct the situation after notice has been given by Orrville Utilities.

19.1.3 When unauthorized devices are attached to Orrville Utilities' facilities, see

## Electric Utility Rules and Regulations

Section 9 herein.

19.1.4 For any violation of the National Electric Code currently in effect.

19.1.5 When made incompatible, unreasonable or unlawful by the order of any County, State or Federal Government Regulatory Authorities, Laws of this State or any Political Subdivision thereof.

19.1.6 When the Customer is in arrears in payment of bills, or fails to comply with any of these Rules and Regulations.

19.1.7 When the Customer has moved from the premises or requested disconnection of service.

19.1.8 For fraud or to prevent fraud, as specified in Section 18 herein.

19.1.9 Willful destruction of any property of Orrville Utilities located on the Customers' premises and for non-payment of same by Customer.

19.2 Any such suspension of service shall not terminate or reduce the term of any Contract between Orrville Utilities and the Customer nor shall it nullify any applicable Minimum Charge.

19.3 To the extent applicable the disconnection and restoration of service, when disconnected as provided herein, shall be subject to the applicable charges set forth in Exhibit C in the Appendix.

### **20. SERVING NOTICE TO CONSUMERS**

20.1 Notice to Customer may be given by whichever of the following methods is applicable.



## Electric Utility Rules and Regulations

20.1.1 To Discontinue Service for Non-Payment of Bill: All Customer bills shall clearly state the due date of the bill. The Customer shall be given a separate printed notice by mail from Orrville Utilities at least five (5) days in advance of the date that service is subject to disconnection by Orrville Utilities. If customers do not make their payment in full by specified date on the disconnection notice, disconnection fees of \$40.00 (inside city limits) and \$60.00 (outside city limits) will be added and collected prior to reconnection, reference Exhibit C.

20.1.1 To discontinue Service when Orrville Utilities' Metering Equipment has been Tampered with or when illegal diversions of electric energy has occurred or exists, **no** advance notice will be given. At the time of disconnection, Orrville Utilities' employees may give verbal notice to Customer or any of his agents or employees who may be on the premises.

20.1.2 To discontinue Service for Violation of Other Rules and Regulations, written or oral notice may be given by Orrville Utilities.

### **21. RATES APPLICABLE AND SELECTION OF**

21.1 A complete Schedule of all Rates in effect, and these "General Rules and Regulations", will be available to any Customer at Orrville Utilities' Office during normal Business Hours.

21.2 The rates to be charged to the Customer and to be paid to Orrville Utilities for electric and communications services will be the applicable rates in effect for the

## Electric Utility Rules and Regulations

class of service involved.

- 21.3 The Customer shall not be eligible to receive service under any rate unless the classification of Customer's requirements and use of electric and communications services conforms to the Rate under consideration. The Customer is responsible for necessary and required wiring and equipment changes, to conform and comply with all of the requirements for the Rate Schedule under consideration.

### **22. DISTRIBUTION FACILITIES FOR NEW SUBDIVISIONS**

- 22.1 Orrville Utilities will extend its overhead electric distribution system, including primaries, secondaries, transformers, meters, etc., for the purpose of providing electric and communications services to new residential subdivisions where, the Director determines such an extension of facilities is feasible and justifiable. The Developer shall be responsible for all cost(s) associated with the installation of an overhead or underground distribution system to serve the subdivision. Developers and/or property owners may be required to assume all costs for installation of services if located outside the city limits.

- 22.2 At Orrville Utilities' option, an underground distribution system may be installed, subject to the following conditions and requirements:

- 22.2.1 Primary and Secondary Distribution Facilities. All Developers shall make known to and consult with Orrville Utilities as to their intent and requirements of power **prior** to any construction before any commitment to

## Electric Utility Rules and Regulations

furnish power or other services will be given by Orrville Utilities. (See Application or Contract and Extension of Service).

22.2.2 Detailed plans, drawings, and locations shall be furnished to Orrville Utilities by the Developer in sufficient time to allow engineering, material acquisition and work schedules to be made. All installation of electric distribution or communications systems shall conform to the Rules and Regulations of Orrville Utilities or any other Administrative Orders, Policies, Ordinances, Governmental Codes and the National Electric Code then in effect. See Sections 7.73 and 10.3.5 herein.

22.2.3 Where the subdivision plat Developer desires that said plat or subdivision be served by means of an underground system of distribution, in lieu of the overhead construction that is normally installed by Orrville Utilities, Orrville Utilities shall furnish and install all primary electrical and communications cables, transformers, conduits, poles and make all connections. Trenching and backfilling shall be done by the site work Contractor to Orrville Utilities' Specifications and Applicable Codes.

22.2.4 Orrville Utilities reserves the right to refuse to install said underground distribution system unless the Telephone and other Utilities also install their facilities underground.

22.2.5 Pad mount transformers must be located within 30 feet of the roadway for maintenance access by Orrville Utilities' equipment. See Exhibit E.

22.2.6 Installation of the electric distribution system will not commence until all

## Electric Utility Rules and Regulations

streets and sidewalks have been located.

22.2.7 Electrical and telecommunications conduits shall be in place prior to construction of streets and sidewalks.

22.2.8 The Electrical Contractor is to furnish and install all secondary conduit, 2 ½" Sch. 40 with long radius elbows with cables and make connections from the transformer to the meter base in accordance with all applicable codes then in effect.

22.2.9 Contractor is to install a 6" wide continuous yellow tape 12" below grade above all buried electrical cables. Lettering on the tape is to read "Warning - Buried Electrical Wires."

22.2.10 Contractor shall install a telecommunications conduit along with all secondary cables to be terminated near the meter base as specified by Orrville Utilities. See Exhibit E.

22.2.11 The location of the underground distribution facilities shall be determined by Orrville Utilities. At the option of Orrville Utilities, the distribution facilities may be located at either the front or at the rear of the lots.

22.2.12 All primary electric and telecommunication cables shall be in conduit provided by Orrville Utilities and installed by Orrville Utilities or owner on a time and material cost basis to the Developer.

22.2.13 Single and Duplex meter bases will be furnished by Orrville Utilities. If other than single or duplex bases are required for the development, the Electrical Contractor will be required to furnish them.

## Electric Utility Rules and Regulations

22.2.14 All electric revenue meters will be furnished and installed by Orrville Utilities. All meter bases shall be clearly identified and marked properly so proper billing can be made in multiple dwellings before any meters will be set.

22.2.15 The Developer shall be responsible for all damages to all electrical supply equipment (except damage due to Acts of God) until said development has been properly and legally accepted by Orrville Utilities.

22.2.16 No permanent electric service shall be furnished until dedication and plat recording has taken place.

22.2.17 Before any work is done, Orrville Utilities reserves the right to require an Aid to Construction Payment to Orrville Utilities' estimated cost to provide an overhead distribution system or underground distribution system to service the entire subdivision as provided herein.

22.2.18 Before any work is done by Orrville Utilities, a Contract and a blanket Right-Of-Way Easement shall be executed between the owner of the subdivision tract and Orrville Utilities. Said Contract and blanket Right-Of-Way Easement shall constitute a covenant that shall be a part of and to run concurrently with each and every subsequent deed transfer, covering the sale of any land within the subdivision. Said Contract and Covenant shall provide the following: (Also see Sections 18 and 19 herein.) Suitable perpetual Right-Of-Way Easements that will permit the installation, operation, maintenance and replacement of all Orrville Utilities' distribution and telecommunication facilities and appurtenances

## Electric Utility Rules and Regulations

required to serve every lot in the subdivision, including the right of ingress and egress of Orrville Utilities and the right to trim trees and shrubbery. A suitable similar perpetual Right-Of-Way Easement to occupy all streets, alleys and thoroughfares of the subdivision and all other areas that are not part of the lots involved.

22.3 Conversion of Overhead Service to Underground - Where existing overhead service facilities are requested to be installed underground, the cost and responsibilities related to new installations, plus labor costs of retirement of existing overhead facilities shall be borne by the Customer pending approval by Orrville Utilities.

All underground 3-Phase distribution systems will be evaluated on an individual basis and charged for as dictated by material and labor cost.

22.4 If underground distribution is constructed initially, it shall not be changed to overhead distribution in future phases, but must continue with underground utilities through the whole subdivision

### **23. COMMUNICATIONS SYSTEMS**

23.1 All new subdivisions must provide conduit crossings for streets to handle communication system wiring.

23.2 All new subdivisions must supply blanket easements from the nearest transformer to the meter location for telecommunications wiring and electrical service wiring.

23.3 All new service installations, residential or commercial, must have a 2" Sch. 40 PVC conduit with long radius bends installed from the communications' pedestal

## Electric Utility Rules and Regulations

to the meter base and capped off at both ends.

### **24. STREET LIGHTING SYSTEMS**

- 24.1 All new subdivisions must provide street lighting.
- 24.2 The developer may choose between wood poles with cobra head lights or a decorative pole and light as specified in Exhibit D, Street Light Specifications, or at the discretion of the Utility Director, an approved equivalent.
- 24.3 Existing subdivisions may obtain lighting by submitting a proposal for payment of the lights to the Utilities Director. If sufficient numbers of property owners desire street lighting, assessments can be set up. A petition signed by the majority of the property owners must be submitted, before detailed cost estimates and engineering can be completed.
- 24.4 Minimum street lighting levels have been set by City Council.

### **25. MEDICAL ALERT SITUATIONS**

- 25.1 The Electric and Water Departments will maintain a list of customers who may not be shut off due to medical necessity.
- 25.2 To be put on this list a customer must submit a request to the Director of Utilities along with a physician's letter stating the medical necessity for providing power.
- 25.3 In the event of a power outage these people should be put back on first or an attempt made to provide temporary power. If temporary power is not available, emergency personnel should be notified.

## Electric Utility Rules and Regulations

25.4 A special numbered meter seal will be attached to electric meters for people who qualify for the special medical status.

25.5 Medical alert seals do not preclude customers from payment requirements.



## Electric Utility Rules and Regulations

### EXHIBIT A

#### **UTILITY SERVICE APPLICATIONS , DEPOSITS AND COLLECTIONS for the DEPARTMENT OF PUBLIC UTILITIES CITY OF ORRVILLE**

All customers and potential customers of one or more of the Utility Services provided by the Department of Public Utilities of the City of Orrville, Ohio, shall be subject to the provisions of this policy.

Applications should be made online. Applicant must provide valid driver's license number or state identification number. The only acceptable foreign identification will be a passport number, with country of origin identified. Deposits will be determined by a sliding scale. The scale will be determined by using the Online Utility Exchange. Orrville Utilities recognizes that receiving personal information from customers requires responsibility of maintaining privacy and security of each customer. In an effort to meet this responsibility Orrville Utilities has established guidelines in an "Identify Theft Protection Program Policy", see Exhibit "F".

#### **Residential Service Applicants- Property Owners**

1. Property owner(s) who reside at the property being served shall complete the application. This application must be completed in person.
  - a. Property owners who pose no credit risk will not be charged a deposit.
  - b. Property owners who pose minimal credit risk will be charged a deposit of \$150.00.
  - c. Property owners who pose substantial credit risk will be charged a deposit of \$225.00.
2. If an applicant who was not required to pay a deposit is disconnected for nonpayment of a bill two times within a three year period, the maximum deposit will be required prior to restoration of service.

#### **Residential Service Applicants - Renters**

3. Renters who provide a valid lease agreement shall complete a service application. Said application must be completed in person.
  - a. Renters who pose no credit risk will be charge a deposit of \$ 75.00
  - b. Renters who pose minimal credit risk will be charged a deposit of \$ 150.00.
  - c. Renters who pose substantial risk will be charged a deposit of \$ 225.00.

## Electric Utility Rules and Regulations

4. If an existing customer has been issued a 3 year refund of their deposit (see Deposit Duration) a new deposit will not be required if transferring an account to a new service address. If an applicant who has received a deposit refund and subsequently is disconnected for non-payment, the maximum deposit will be required prior to restoration of service.

### **Application Process**

5. Applicant must provide valid driver's license number or state identification number. The only acceptable foreign identification will be a passport number, with country of origin identified. If applicant cannot provide the above, the application will be rejected.
6. Applicant who provides a social security number that is returned as deceased, non-issued, belonging to a person under the age of 18, or belonging to a person other than the applicant, or is fraudulent, shall be denied service.
7. Orrville Utilities cannot demand that an applicant provide their social security number as a requirement for service. However, it is our policy that applicants who refuse to provide their social security number pose a greater credit risk and shall be charged the maximum deposit.
8. Applicants that are found to have an existing unpaid balance with Orrville Utilities will be required to pay said balance in full. In addition, Applicant will be deemed a substantial credit risk and will be charged the maximum deposit prior to establishing service. If it is later discovered that Applicant has a separate delinquent balance with Orrville Utilities said balance will be transferred to Applicant's current account. Applicant acknowledges that the delinquent account is their responsibility and subject to current disconnection procedures despite the fact that the delinquency may have been incurred at a past residence.

### **Commercial Applicants**

1. Commercial applicant's deposit will be determined in the following manner:

## Electric Utility Rules and Regulations

- a. Sole proprietorships will have an Online Utility Exchange report pulled on the sole proprietor and charged the corresponding deposit.
  - b. Partnerships, Limited Liability Companies (LLC) and Limited Liability Partnerships (LLP) that are less than one year old will have the Online Utility Exchange report pulled on the managing partner or managing director, as appropriate, and the corresponding deposit will be charged. If the entity is over one-year-old, an IntelliScore Report will be pulled and a deposit charged as described in paragraph 2 below.
  - c. Commercial applicants who are corporations, regardless of whether they are Subchapter "S" or full "C" Corporations, or any corporation that has a corporate headquarters outside of our service area, shall have their credit risk based upon Online Utility Exchange's Business Profile Report and IntelliScore Report.
    - i. If there are no negative trade items or indications of risk, the deposit shall reflect the IntelliScore risk as described in Paragraph 2 below.
    - ii. If the Business Profile Report OR IntelliScore Report indicates credit risk, the customer will be referred to commercial rates for their deposit to be determined.
    - iii. Any commercial customer who bills in excess of \$2000 per month will have their deposit determined by commercial rates.
    - iv. An existing customer who has no deposit and has been disconnected for nonpayment twice in the past two years will be charged the maximum deposit to continue service.
2. The Online Utility Exchange's Business IntelliScore reports.
- a. Commercial applicants who pose a low credit risk and display an IntelliScore of 80 to 100 shall pay a deposit of one time the highest monthly usage of the service address during the prior 12 occupied months.
  - b. Commercial applicants who pose a medium credit risk and display an IntelliScore of 70 to 79 shall pay a deposit of two times the highest monthly usage of the service address during the prior 12 occupied months.
  - c. Commercial applicants who pose a moderate credit risk and display an IntelliScore of 69 or lower shall pay a deposit of three times the highest monthly usage of the service address during the prior 12 occupied months.

## Electric Utility Rules and Regulations

- d. New Commercial/Business Accounts Deposit Determination - When application is made for new business/commercials accounts, deposit amount will be based on estimated type of usage and rate structure. Other businesses that fall in the proposed rate structure will be reviewed and based on their average monthly charges a deposit of 1 and ½ times that amount will be charged.

### **Deposit Duration**

Orrville Utilities holds deposits in trust for the customer's account at no interest, and shall be refunded after discontinuing service, settlement of final accounts and proof of ownership. Deposits of customers shall be returned annually to all parties who have not been disconnected for nonpayment in the past three years.

Service to a customer will not be started or reconnected until all applicable fees, charges, and amounts owed are paid in full according to the laws, ordinances, rules and regulations in effect at the time.

#### **General**

1. Deposits are required to be paid prior to the time a connection order is issued.
2. Deposits are not transferable from one service address to another.
3. Upon termination of service, the deposit will be applied against any unpaid balance.
4. Any remaining balance will be returned to the customer.
5. Customers who terminate service and have an unpaid balance that is delinquent by more than 30 days from their final bill date shall be turned over for collection.

### **Customers with Unpaid Account Balances**

When service has been terminated, customer will be issued a final bill. If the final bill is unpaid and past due, the balance owed will be transferred to the customer's current open account. If customer no longer has service with Orrville Utilities, unpaid past due final accounts will be turned over to a collection agency.

If said customer applies for service and there are unpaid balances, all past due monies are required to be paid prior to establishing the new service in their name. Once payment has been collected, collection agency will be notified that payment has been made.

## Electric Utility Rules and Regulations

### **Non Sufficient Fund Procedures**

When a payment to Orrville Utilities is returned by our financial institution(s), the following procedures will be followed.

1. A returned item fee equal to what our financial institution(s) are charging us is assessed.
2. The applicable trip charge is assessed
3. A door hanger is prepared for delivery to the customer

If said item is for a disconnection payment, we will contact the customer by phone, if we have a good telephone number. If unable to contact customer, a door hanger will be issued and a trip charge assessed. The power will immediately be turned off. When the item amount plus all additional fees are paid, power will be restored.

If said item is for a payment other than disconnection, the customer will be given until noon on the 5th business day to make payment, or their power will be disconnected. The date of the notice will be considered the first business day. We will contact the customer by phone, if we have a good telephone number. If unable to contact customer by phone, a door hanger will be issued and a trip charge assessed. Example: If we receive notice on Monday, 12/1; payment must be received by noon on 12/5.

If a customer has two returned items within a six month period, they will be sent a letter advising them they are on "cash only" basis for the next six months. Cash only payment methods are as follows: cash, money order or cashier's check, or an approved credit/debit card.

If a customer who is considered "cash only" submits a check for payment, that check will be refused and the above procedures will apply.

### **Collection Procedure for Final Delinquent Bills**

After final bills have been processed, on a monthly basis, a second notice is sent to the customer. At this time they are given an additional two weeks to pay their final bill. If no payment is received, their account is turned over for collection in the following month.

If the account has been disconnected for non-payment, and it is determined the residence is vacant, we will final out their account, and immediately turn it over for collection.

## Electric Utility Rules and Regulations

A notation is made on their account in the Utility Billing system that the account has been turned over for collection. If the customer attempts to have service again in their name, they must first pay all past due amounts plus a deposit to have service established.

If full payment is received from the customer, the collection agency is notified and advised to remove the customer from our collection listing.

Customers who no longer have service with Orrville Utilities may make payments to the collection agency. We receive monthly payments from the collection agency for accounts they have collected, when this occurs, a notation is placed on the account stating payment has been received.

Authorized under date of October 13, 2008, by the Public Utilities Board of Orrville Utilities, City of Orrville, Ohio, in accordance with Sections 743.02 et. seq. of the Revised Code of Ohio. To be effective for all bills payable after November 1, 2008, and revisions thereafter as authorized by the Director of Utilities.

Signed \_\_\_\_\_ Dave Shrader, President

# Electric Utility Rules and Regulations

## EXHIBIT A-1

### Utility Shut-off Procedure and Deposits for Accounts in Bankruptcy

Prior to disconnection of any utility service provided by Orrville Public Utilities to any customer who has provided Orrville Public Utilities with notice that such customer has filed for protection under the bankruptcy laws of the United States, Orrville Public Utilities shall determine the highest billing cycle charge for the delinquent utility service account for the twelve (12) month period immediately preceding the filing of the bankruptcy petition ("Utility Charge Amount"). For purposes of this policy, the Utility Charge Amount shall not include late fees or other non-typical utility charges.

Orrville Municipal Utilities shall post a notice at the address associated with the delinquent utility account and mail, via regular U.S. mail, a notice to the address set forth in the notice of filing bankruptcy requiring a payment of a deposit to secure adequate assurance of payment of future utility charges in an amount equal to twice the Utility Charge Amount ("Bankruptcy Deposit"). The Bankruptcy Deposit shall be paid within twenty (20) days following the posting of the notice or within thirty (30) days following the posting of the notice if the customer has filed for protection under Chapter 13 of the bankruptcy code.

Said notice shall also state that the customer shall pay, when due and owing, all charges for utility service that arise after the date of filing for bankruptcy protection.

For purposes of illustration, if a customer files bankruptcy on April 15, 2011 and a utility that is billed on a monthly cycle is delinquent the utility department would review the monthly billing cycle charges for the period between April 1, 2010 and April 1, 2011 to determine the Utility Charge Amount.

In the event the Bankruptcy Deposit is not paid as set forth above utility service shall be shut-off. In the event the Bankruptcy Deposit is paid within the time required but the customer fails to pay for utility charges that have accrued after the bankruptcy action was filed the utility service shall be shut-off. In the event the utility service is shut-off the Bankruptcy Deposit shall be applied to any amounts due and owing for utility service that have accrued after the date of filing for bankruptcy protection and the remainder of said deposit, if any, returned to the customer.

The Bankruptcy Deposit shall be returned to the customer upon payment of twelve (12) consecutive months of utility service when such utility is due and owing.

# Electric Utility Rules and Regulations

## EXHIBIT B

### ELECTRIC & TELECOMMUNICATIONS DIVISION INSTALLATION SERVICE CHARGES

The charges listed below are estimated costs. **Final costs are determined by using cost-based pricing and current labor costs, and may vary.** *Estimates* are given by the Director, Superintendent or Assistant Superintendent.

These costs are part of the Consumer's regular electric utility service bill and are payable at the same time. If not so paid, the electric service is subject to disconnection. The Property Owner is responsible for the payment of all applicable charges, fees, invoices.

Service Type	Estimated Costs
1. Temporary Power	\$ 300.00
2. Service Upgrade	
A. Provide new meter base, cut taps, & reconnect service wire	\$ 150.00
B. Remove existing service wire & install new plus service as listed above in 2Aa.	\$ 350.00
3. Installation Service	
A. Secondary Drop (overhead & underground)	\$ 550.00
B. Secondary drop w/transformer	\$ 3,300.00
C. New Overhead Service (first 500 linear ft.) (\$6.50 per ea. additional linear ft.)	\$ 8,250.00
D. New Underground Service (first 500 linear ft.) (\$8.50 per ea. additional linear ft.)	10,900.00
4. Three phase will be invoiced time and material.	

Authorized under date of October 13, 2008, by the Public Utilities Board of Orrville Utilities, City of Orrville, Ohio, in accordance with Sections 743.02 et. seq. of the Revised Code of Ohio.

To be effective for all bills payable after November 1, 2008, and revisions thereafter effective as authorized by the Director of Utilities.

Approved charges recommended by Director of Utilities on December 12<sup>th</sup>, 2022, and approved by the Public Utility Board. Changes effective January 1, 2023.

Signed Michele Abel , Public Utility Board President



# Electric Utility Rules and Regulations

## EXHIBIT C RULES AND REGULATIONS

### CHARGES FOR TRANSFER, RECONNECTION OF SERVICE, SPECIAL SERVICES, ETC.

For Special Services furnished Consumer to partially offset the additional expense caused the City, the charges (which are in addition to any other charges payable) are summarized as follows:

	DESCRIPTION OF ELECTRIC OR TELECOMMUNICATIONS SERVICE(S) FURNISHED	COSTS
1.	TRIP CHARGE (normal working hours) - covers services such as:	\$ 50.00
	a) Charge for each trip relating to a Turn on, Disconnect, or Reconnect.	\$ 50.00
	b) Trips due to repeat or flagrant violation of rules, regulations, etc.	\$ 50.00 \$200.00
	c) Commercial Trip Charge for items 1a. and 1b, above.	
2.	OVERTIME CHARGE	\$32.00/HR
3.	CALL-IN CHARGE - Time and materials for services that require a City employee to be called in after regular working hours (minimum 2 hrs.)	\$64.00 Minimum
4.	REPLACEMENT OF ELECTRIC EQUIPMENT DAMAGED DUE TO CUSTOMER NEGLIGENCE:	
	a) During regular working hours	Trip charge plus materials
	b) During non-regular working hours or holidays (call in)	\$64.00 Minimal plus materials
5.	TESTING OF METER AT REQUEST OF THE CUSTOMER	
	a) If meter is found to be more than 2% slow or fast:	No Charge
	b) If meter is found to be less than 2% slow or fast or any test where the City does not own the meter:	Trip Charge
6.	FRAUD OR ILLEGAL DIVERSION OF ELECTRICITY OR TELECOMMUNICATIONS. ALSO, WHERE AN UNAUTHORIZED TURN-ON OF SERVICE IS INVOLVED. In addition to possible legal prosecution, the following charges will be assessed.:	
	a) Minimum cost of estimated services diverted	Varies per account
	b) Tampering/Cut Seal Charge	\$100.00
	c) Trip Charge(s)	\$100.00
	d) Overtime or Call In Labor	\$ 32.00
	e) Any Materials Used	At cost + 20 %

# Electric Utility Rules and Regulations

## EXHIBIT C

### RULES AND REGULATIONS

#### CHARGES FOR TRANSFER, RECONNECTION OF SERVICE, SPECIAL SERVICES, ETC. (continued)

DESCRIPTION OF ELECTRIC OR TELECOMMUNICATIONS SERVICE(S) FURNISHED	COST
7. UNAUTHORIZED USE OF SERVICES WHERE NO THEFT IS INVOLVED - The following charges will be assessed:  a) Tampering b) Trip Charge(s) 3) All Overtime Labor Involved 4) Any Materials Used	  \$ 50.00 \$ 50.00 \$ 32.00 At cost +20%

The above charges are part of the Consumer's regular electric and telecommunications service bill and are payable at the same time. If not so paid, the electric and/or telecommunication service is subject to disconnection. The Property Owner is responsible for the payment of all applicable charges.

Authorized under date of August 27, 2001, by the Public Utilities Board of Orrville Utilities, City of Orrville, Ohio, in accordance with Sections 743.02 et. seq. of the Revised Code of Ohio. Revised November 8, 2010.

To be effective for all bills payable after October 1, 2011, and revisions thereafter effective as authorized by the Director of Utilities.

Approved charges recommended by Director of Utilities on December 12<sup>th</sup>, 2022, and approved by the Public Utility Board. Changes effective January 1, 2023.

Signed Michele Abel , Public Utility Board President

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# Electric Utility Rules and Regulations

## **EXHIBIT D**

### **STREETLIGHTING SPECIFICATIONS**

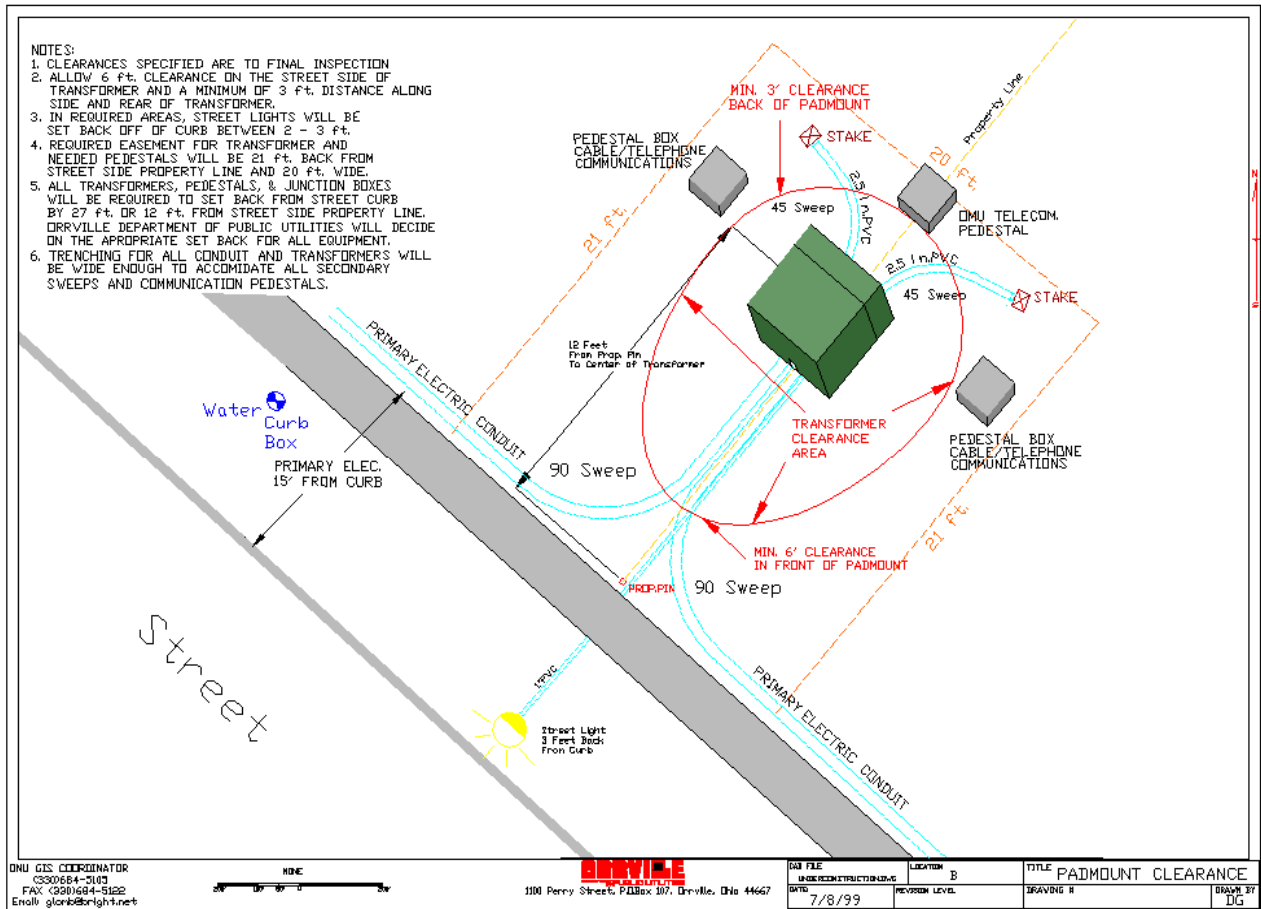
The following street light configurations are available for developers or existing subdivisions to install:

1. Cobrahead Light on Wood Pole
  - a. Manufacturer: General Electric
  - b. Model: ERL100 7E 140AGRAYLR (OMU #ED-4-5830)
  - c. Lamp: 67 Watt LED
  - d. Wood pole - 30 ft. long (25ft. above ground level)
  
2. Decorative Light on Aluminum Pole
  - a. Manufacturer: Cooper
  - b. Model: ACN -080-LED-E-U-33-X-1-1-BK(OMU #ED-3-5297)
  - c. Lamp: 67 Watt LED
  - d. Pole: Shakespeare Fiberglass Direct Burial - 18 ft. (pole height may vary)
  - e. Pole Model No.: BS1801N1BE08 (OMU #ED-3-5296) or comparable.

# Electric Utility Rules and Regulations

## EXHIBIT E

### PAD MOUNT ORIENTATION



**Exhibit F**

**Identity Theft Prevention Program**

**Orrville Utilities Complies with the FACT Act (2003) As Follows:**

An Identity Theft Prevention Program (Program) has been created and designed to detect, prevent and mitigate identity theft relating to covered accounts of the utility. The objective of Orrville Utilities is to safeguard the “identifying information” as defined by the Federal Trade Commission (FTC), of the customers of the utility for the purposes of identifying and preventing identity theft.

The Federal legislation identifies that program must involve to some degree the “Board of Directors” and “Senior Management” of the utility. **(Federal Register/Vol. 72. No. 217, page 63730)**

In accordance with this objective the following individuals/positions will serve on the Privacy Committee (Committee) which governs the use and enforcement of this policy.

<u>Title</u>	<u>Responsibilities and Expectations</u>
Director of Utilities	Oversight of Utility
Accounting Supervisor	Daily Utility Billing Operation
Director of Finance	Oversight of Utility Billing
MIS Manager	Oversight/Security of Computer Systems

In addition the Director of Utilities has been designated the Privacy Official/Officer who will be responsible for coordinating activities of the Committee and development of an evaluation program.

**Identity Theft Red Flag Identification**

**Assessment of Operations and Review**

The Committee conducted an assessment of the secured information for the processes of opening a new account with Orrville Utilities and also monitoring the secured information and transactions on existing accounts. This was completed on September 26, 2008. Red flags as identified in examples as outlined in the FACT Act legislation served as the foundation for reviewing current policies and procedures compared with those needed to detect, prevent and mitigate theft of the private information of the customers of the utility. Examples of those red flags included but were not limited to:

- Warning from consumer reporting agencies
- Suspicious documents
- Suspicious personal information

## Electric Utility Rules and Regulations

- Unusual use of account
- Notice from customers

### **With respect to Review and Monitoring of Existing Accounts:**

**Strengths:** If customer pays with credit card; we require picture ID. When a customer calls with questions regarding their account, we ask for the last 4 digits of their social security number.

**Challenges Discovered:** We do not have picture ID's or Social security numbers on accounts opened prior to December 27, 2007

Applications are filed in file cabinet that is not secure or fireproof.

### **With respect to Opening New Accounts:**

**Strengths:** Requiring picture ID's and previous addresses, and asking for social security number.

Scanning picture ID's and applications.

**Challenges Discovered:** Nothing currently in place to verify above information. We need to add the services of a Consumer Reporting Agency. When proposed changes to Application/Deposit policy are adopted; we will be using a third party reporting agency.

No way to link application/ID to utility billing system

Based on the above review the utility will set in place changes needed, to address the challenges discovered through the review of the Assessment of Operations. These changes once implemented are to be documented and included as part of this Program in Appendix A to this policy. The Committee will review the Assessment of Operations prior to each of its meetings throughout the year and assess any necessary changes in order to detect, prevent and mitigate red flags which could compromise the private information of its customers.

### **Review and Monitoring of Existing Policies/Procedures:**

Based on the Assessment of Operations, the Committee also conducted a review of existing policies/procedures within the utility. Those policies include:

<u>Policy Name</u>	<u>Reviewed (Y/N)</u>	<u>Red Flag Identified</u>	<u>Revised (Y/N)</u>
Application/Deposit Policy	Y	Y	in process

# Electric Utility Rules and Regulations

## Other Utility Procedures

Based on the Assessment of Operations, the Committee also conducted a review of the utilities procedures for the following to safeguard the “identifying information” as defined by the FTC, of the customers of the utility for the purposes of identifying, preventing and mitigating identity theft:

- Security Breaches
- Employee Training in Identity Theft Protection
- Address Discrepancies
- Records Disposal
- IT Security
- Reports of Identity Theft

## Security Breaches

It is the policy of Orrville Utilities to address security breaches discovered within its utility in order to mitigate damage as follows:

1. Customer Service Representative (CSR), utility management, village/city/borough/town management or other village/city/borough/town employee who discovers the breach in security notifies the Privacy Officer/Official of the breach.
2. Privacy Officer/Official must notify all committee Members by both oral and written means (may include letter or email).
3. Privacy Officer/Official must notify law director/solicitor.
4. If the breach has compromised the identity of a utility customer, the utility will notify the affected customer. If it is determined that Orrville Utilities is responsible for a security breach, we have an insurance policy in place to cover losses to individuals incurred due to their identity being compromised.
5. Document the incident(s) and include them as part of Appendix B to this policy and as a report to the Committee, which the Committee will include as part of its annual report to the Public Utility Board and City Council. Such documentation will include an incident report plus what was done to mitigate the exposure.

## Mitigation Choices

It is the policy of Orrville Utilities, once presented with the red flags, they be identified in Appendix E of this Program. The following possibilities for mitigating the effects of the red flag could include but are not be limited to:

## Electric Utility Rules and Regulations

- Monitor accounts
- Contact customer
- Change passwords
- Close and reopen account
- Refuse to open account
- Don't collect on or sell account
- Notify law enforcement
- No response

A list of identified red flags and how those red flags were dealt with is shown in the incident report, Appendix B to this Program.

### Employee Training

It is the policy of Orrville Utilities to train each employee who has access to "identifying information" as defined by the FTC a minimum of between two to four hours for the first year of the Program, and then at least one hour of recurring annual training each year thereafter. The training will be administered by the Privacy Official/Officer or may be administered by a Member of the Committee, pending an assignment by the Committee. The employees will be trained on a "need to know" basis, only receiving information as it relates directly to their job.

For each new employee who it is determined to need access to the "identifying information" as defined by the FTC, that employee will be trained a minimum of between two to four hours for their first year working within the Program and at least one hour of recurring annual training each year thereafter.

A record of the employees trained, date, hours trained, and curriculum covered is maintained as part of Appendix C to this policy.

Curriculum will include:

- 1. Identity theft defined, policy review, etc.**
- 2. Handling data at the customer "window" (conscious of shoulder surfing and prying ears)**
- 3. Handling data at your desk, monitoring your work area**
- 4. Computer security and safety**
- 5. Document destruction and disposal**
- 6. Handling reports of identity theft**
- 7. Case studies in identity theft attempts**

### Address Discrepancies Notices

It is the policy of Orrville Utilities, as users of information received from nationwide consumer reporting agencies (CRA), when notice of address discrepancy is received from



## Electric Utility Rules and Regulations

the CRA, the procedure is as follows:

1. A difference is determined between the address the customer/potential customer provided and the address in the CRA's files; and
2. A reasonable belief must exist that the consumer report relates to the consumer about whom the report was requested; and
3. The information is compared from the consumer report to the information provided by the consumer; and
4. The information provided in the consumer report is verified with the consumer to the satisfaction of the Accounting Supervisor; and
5. The utility confirms that the address for the consumer in its reasonable belief relates to the consumer about whom address discrepancy existed.
6. Each address discrepancy is documented within Appendix D to this policy and will include the consumer's name, address provided by the CRA, address provided by the consumer, date the discrepancy was reported by the CRA, date the consumer was notified and date the discrepancy was resolved.

### **Records Disposal**

It is the policy of Orrville Utilities, to shred and destroy documents and comply with the current Record Retention Policy.

### **Information Technology Security**

It is the policy of Orrville Utilities to complete ongoing monitoring of its information systems in order to identify, prevent and mitigate the possibility of identity theft through access to/through the utilities computer software and hardware. This monitoring will include, but not be limited to the following:

- a. Testing and installation of critical systems patches to remove software defects which would create weaknesses in the security of either software or hardware which if left unresolved would allow access to the "identifying information."
- b. all computers will have the appropriate password protocol and software and/or hardware to allow the machine to be locked down.
- c. Employee training will include training in the security of both software and hardware annually.
- d. An annual audit of the computer systems' security will be performed by the Privacy Officer. This audit must include the Information Technology check list

## Electric Utility Rules and Regulations

which is shown in Appendix F of this Program. The audit must be documented by use of the check list and address any areas where improvements must be made. This will include a date and time by which those changes must occur.

- e. Completion of the audit and meeting all required changes must be recognized by the signature of the Official/Officer.
- f. Appendix F will be reviewed annually by the Committee prior to the audit in order to allow updates to the check list.

### Reports of Identity Theft

It is the policy of Orrville Utilities, once a customer identifies themselves to the utility as a victim of identity theft, and notifies the utility of the theft of their identity that the utility request the following of that customer:

1. Request the customer provide a picture ID which meets the requirements as an ID for a customer opening a new account. The utility will then make a copy of this ID for its files.
2. The utility will provide the customer a Notice of Identity Theft form.
3. The customer will be required to submit a copy of both a police report and the affidavit (as posted on the website of the Federal Trade Commission at <http://www.ftc.gov>) of identity theft.
4. The utility will document the receipt of these documents The utility will then provide this documentation to Privacy Officer.
5. Once received, this data will be evaluated and acted on to comply with the FACT Act. Customers will be provided with identify theft insurance for a period of 90 days.

Authorized under date of October 13, 2008, by the Public Utilities Board of Orrville Utilities, City of Orrville, Ohio. To be effective October 14, 2008, and revisions thereafter upon authorization of the Director of Utilities.

Signed \_\_\_\_\_ Dave Shrader

Dave Shrader, President

# Electric Utility Rules and Regulations

## Exhibit G

### Delinquent Utilities and Service Transfer Policy / Procedure

#### Implementation of Policy

Procedures and Policies associated with property owner responsibility of tenant utility bills shall not apply to current utility accounts, in a tenant's name, at a rental address until such time as the current tenant moves and is replaced by another tenant. The policy adopted April 9, 2018 shall take effect on January 1, 2019. Throughout this document the term "tenant" is applicable to commercial building tenants, multi-family or single family residential rental property tenants.

Customers who have established service on or after the policy effective date of January 1, 2019 will cause formal implementation of this policy. When service has commenced after the policy date the property owner will be responsible for the payment of any and all charges billed for electricity, water, sewer and sanitation service used at his, her or their property after reasonable collection efforts have been made.

#### New Account Set Up

1. New property owners of owner occupied residences will require at least one property owner to complete a Utility Service Application in person at the Utility Billing Office to establish service.
2. Rental properties will require that at least one tenant complete a Utility Service Application in person at the Utility Billing office. Tenant must provide a current Rental Agreement to ensure the property owner has authorized said Tenant to establish utility service. Occupants of rental properties will also be required to authorize disclosure of their account status, at any time, to the rental property owner.
3. A deposit for service will be determined based on the customer's personal credit history or business credit history (for commercial properties) which is obtained by using a third party provider.

Any customer, whose account has previously been written off for non-payment or had a balance transfer to the rental property owner will be required to pay the deposit established for the highest credit risk. Said deposit will remain on the account until the account closes.

4. Following completion of a Utility Service Application, and payment of applicable fees and / or deposit, utility service will be established the next business day.

#### Delinquency and Disconnection Procedures

1. If a rental or commercial property owner has completed any one of the 2 available Landlord / Property Owner Transfer Agreement (Attachments 1, 2) the rental / commercial property owner will be notified, by email, when a tenant account reaches delinquent status. In the case of owner occupied properties the occupant whom established service will be notified once their account reaches delinquent status.
2. Failure to execute a Landlord / Property Owner Transfer Agreement, or update the Landlord /

## Electric Utility Rules and Regulations

Property Transfer Agreement with current information, will result in NO NOTIFICATION of delinquent accounts and or disconnection of services.

3. After a disconnection notice is issued, payment must be made in accordance with the date stated on the notice to avoid disruption of service. Property owners may contact Orrville Utilities to inquire the status of tenant(s) utility accounts at any time if tenants application date for service is dated on or after January 1, 2019.
4. If disconnection of utility services for non-payment or cancellation of service requires access to the inside of a property the property owner is responsible for providing access, **per Orrville Utility Rules and Regulations**, to a representative of Orrville Municipal Utilities. Failure to provide access will result in future billings (discontinuation and forward) reverting to the property owner
5. After utility services have been disconnected for any reason (non-payment, move-out, abandonment, non-meter access, theft, fraud, noncompliance, dangerous/hazardous conditions or request for disconnection), and the account is not brought current within 90 days any outstanding electric, water, wastewater and sanitation balances, including –penalties, will become the responsibility of the Rental Property Owner. If the transferred account balance is not paid within 45 days the remaining balance will be assessed to the property taxes along with a 10% assessment fee through the process described by the Wayne County Auditor. **PLEASE NOTE:** Orrville Utilities Wastewater Division General Rules and Regulations GENERAL 1 and ORC 729.49 provide this authority. The Water Division General Rules and Regulations GENERAL 1 and ORC 743.04 provide this authority. The Electric Division General Rules and Regulations 17 Consumers Liability, provide this authority.
6. Delinquent amounts incurred by tenants **prior to the implementation of this policy** shall stay with the tenant and shall not be considered for property assessment.

### **Ownership of Property Transfers to Realtor or Financial Institution (repossession)**

If ownership or stewardship of a property with an unpaid utility account transfers to either a realty company (temporary) or to a financial institution (i.e. repossession, foreclosure, etc.) said utilities will not be commenced in the name of final purchaser until all amounts owed for all utility services are paid in full.

Authorized by Resolution U-05-18. under date of April 9, 2018, and shall take effect January 1, 2019.