



Advanced Meter Program Policies Package 1 Proposed Changes

Advanced Meter Program Policies Package 1 Proposed Changes

Public Utility Board Draft Policy Review 5/22/2020

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Advanced Meter Program Policies Package 1 Proposed Changes

Customer Services Customer Service Policy Explanatory Comments for Proposed Changes 5/22/2020

1. **Table of Contents:** Updated to include PrePay and Opt-Out language. PrePay is a new benefit for customers and Opt-Out is a new required policy, both related to advanced metering.
2. **Adoption Date and Board Resolution Number:** The final policy presented for Board consideration will be updated to reflect the correct adoption date and resolution number. Placeholders are currently used during draft policy reviews.

PrePay Changes

With advanced meters customers will have the new, optional benefit of PrePay. PrePay will be referenced multiple times throughout Customer Services Customer Service Policy.

3. **Section 3.2.3.3 E:** The language that referenced the “future expansion of Tacoma Power prepayment service” has been removed and language has been added that references PrePay.
4. **Section 4.2.2:** The language around utility invoicing has been updated to include PrePay Statements. PrePay Statements are not invoices with a due date, they are a statement of activity that occurred during the previous billing period.
5. **Section 5.2.2:** The language has been updated to remove reference to the “Tacoma Power pre-payment program” and language has been added that references PrePay.
6. **Section VI:** The details of the PrePay Program have been added as Section VI of the Customer Services Customer Service Policy.
7. **Section VII:** This section has no language/content changes but numbering changes were required due to the addition of PrePay.

Opt-Out Changes

With advanced metering customers have the option to Opt-Out of advanced electric metering, a new policy section documents this policy.

8. **Section VIII:** The details of Opt-Out have been added as Section VIII of the Customer Services Customer Service Policy.

Required Formatting Changes

9. **Section IX:** This section has no language/content changes but numbering changes were required accommodate proposed policy changes and additions.

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I. INTRODUCTION

1.1 Customer Service Policies and Fees applicable to City provided utility services.

1.1.1 This Customer Services Policies document (hereafter “Policies”) pertains to the operations of the Customer Service Division (“Customer Services” or “CS”) in support of the City of Tacoma’s Department of Public Utilities d/b/a Tacoma Public Utilities (“TPU”) and the Environmental Services Department (“ES Department” or “ESD”). TPU provides electric energy and water services and the ES Department provides solid waste collection, wastewater and surface water services.

The Power, Water, and Rail Divisions of TPU, as well as the ES Department, maintain separate and additional customer service policies applicable to their own operations.

1.1.2 Fees associated with many of the Customer Services operations addressed in these Policies are established pursuant to authority set forth in the Tacoma Municipal Code (“TMC”) including, but not limited to, Chapter 12.01, TMC.

1.1.3 Fee Schedule. RESERVED.

1.2 Definitions: Unless otherwise defined in the Tacoma Municipal Code (“TMC” or “City Code”), the following terms shall have the definitions stated.

The term “**Customer**” as used in these Policies refers to a person or entity legally responsible for payment of utility rates, charges, and fees pursuant to the TMC and/or applicable State law and includes, but is not necessarily limited to, a person or entity that is designated in Customer Services’ records as a business partner.

The term “**Hold**” as used in these Policies refers to a restriction or restraint on utility service and may prevent activation of service. A Hold may be placed on a utility service account or a service premises due to, but not limited to, outstanding utility service debt owed to the City, safety reasons, or a violation of TMC, State or other local laws, and/or policies adopted by TPU or the City.

The term “**service premises**” as used in these Policies refers to any real property, structure, building or dwelling unit(s) to which utility service is provided by TPU and/or the ES Department.

The term “**satisfactory payment history**” as used in these Policies refers to the number of credit points assigned to the applicant or Customer by Customer Services based on late or returned payments for utility services, credit related service disconnection, default of an Approved Payment Agreement, or other negative credit or irregular circumstances. An applicant or Customer with six (6) or less credit points in the most recent twelve (12) month period will be deemed to have a satisfactory payment history unless other negative credit or irregular circumstances exist.

The term “**statutory utility lien**” as used in these Policies refers to a lien or other rights granted to utility providers under Washington State lien laws including, but not limited to, RCW 35.21.290, 35.21.300, 35.67.200, 35.67.290, and/or Chapter 60.80. Such lien and rights are enforceable by TPU and/or the ES Department against the service premises at which the service debt was incurred regardless of whom may have incurred such debt.

“**Approved Payment Agreement**” as used in these Policies means a contractually binding agreement specifying the amount(s) and date(s) of payment of an outstanding utility service account debt. The terms and conditions of a such agreement may be negotiated by Customer Services, TPU, the ES Department, or an authorized collection agency, but must be approved by authorized Customer Services staff pursuant to standard operating procedures. The required amount(s) and date(s) of payment under an Approved Payment Agreements must be documented by Customer Services and made available for review by the account debtor upon request.

1.3 Unauthorized Connection, Reconnection, and/or Use of Utility Services.

Unless authorized or permitted under these Policies or applicable City Code, any connection, reconnection, and/or use of utility services shall be deemed to be unauthorized and subject to recourse by the City. Such recourse may include, but is not limited to, immediate disconnection of service, recovery of all costs and damages incurred, and such other civil remedies or criminal sanctions as may be available at law or in equity.

1.4 Additional Information.

Further information regarding the application of these Policies can be found in the Customer Services Procedures document.

II. APPLICATION FOR SERVICE

2.1 Introduction

All requests for utility service will be met whenever possible in accordance with State law and the laws and policies of the City of Tacoma. Each request will be deemed to be an application for utility service whereby the applicant agrees to be bound by the provisions of the Tacoma Municipal Code ("TMC")¹, these Policies, and the respective service policies of Tacoma Power, Tacoma Water, and the ES Department, in effect at the time of application or as thereafter amended. Upon application approval by Customer Services, such provisions shall establish the contractual rights and obligations of the Customer and the City.

An application for electricity, water, solid waste collection, wastewater and/or surface water utility services may be made to Customer Services via telephone, mail, fax, electronic medium, or in person at the Public Utilities Administration Building or other designated locations.

Customer Services, on behalf of TPU or the ES Department, may deny new utility service(s) to any applicant or existing Customer that has unpaid utility service debt in collection status.

2.2 Policies

2.2.1 Applicable utility service rate schedules, charges, and other fees for new and existing Customers will be determined in accordance with Chapters 12.01, 12.06, 12.08, 12.09 and /or 12.10, TMC and/or other City ordinances.

2.2.2 All applicants for utility service are required to provide accurate and verifiable information as to the true identity of each individual who will be financially responsible for the service.

2.2.2.1 Applications for utility accounts or service may be denied if inaccurate or fraudulent information is provided by the applicant.

2.2.2.2 Utility service to an existing Customer may be terminated if fraudulent or inaccurate information was provided to establish such service.²

¹ Including, but not limited to, Chapters 12.01, 12.06, 12.08, 12.09, and 12.10, TMC

² Additional recourse may be pursued under State law and/or City ordinance to recover costs associated with these actions.

2.2.3 The owner of a service premises, and/or its agent, may apply for a utility account or service to such premises on behalf of a tenant. Customer Services may require a copy of a lease or rental agreement to verify tenancy at such premises.

2.2.3.1 Applications by an owner and/or its agent on behalf of a tenant may not be accepted, nor may utility service be provided, if fraud or deception by the owner and/or the tenant has been perpetrated against Customer Services. Customer Services Management will make such determinations, in consultation with the City Attorney's Office, on a case by case basis.

2.2.4 Applications for utility accounts and/or services may be denied or provision of services reasonably conditioned as follows:

2.2.4.1 Application for an account and/or services may be denied when the service premises to be served is subject to a statutory utility lien.

2.2.4.2 As a condition of service, and prior to reconnection of service, full payment of all statutory utility lien charges against the residential or commercial service premises to be served is required. Customer Services may provide interim service based on an alternative form of guarantee or agreement to ensure statutory utility lien charges are satisfied. See Section 2.2.5 of this Chapter for further details.

2.2.4.3 Application for an account and/or service may be denied based on a Hold placed on the service premises to be served. As a condition of service, all such Holds must be satisfactorily resolved.

2.2.4.4 Application for an account and/or service may be denied when the applicant owes outstanding balances for utility account(s) in collection, regardless of the service premises where the applicant incurred the delinquent charges. As a condition of service, full payment for such outstanding balances is required.

2.2.4.5 Application for an account and/or service may be denied based on any delinquent utility charges previously incurred by the applicant or Customer, regardless of the service premises where such delinquent charges were incurred. As a condition of service, the Customer may be required to make full payment or enter into an Approved Payment Agreement for such delinquent balances.

- 2.2.4.6 Application for an account and/or service may be denied if the service premises to be served is subject to outstanding debt including, but not limited to, conservation loan default, unpaid permit fees, or delinquent surcharges. As a condition of service, full payment or an Approved Payment Agreement for such outstanding balances may be required.
- 2.2.4.7 Application for an account and/or service may be denied based on unauthorized connection, reconnection, and/or use of utility services at the service premises to be served. As a condition of service, full payment of all outstanding damages or fees resulting from electric or water diversion, or from equipment tampering, shall be required by the responsible Customer or service premises owner.
- 2.2.4.8 Application for an account and/or service with delinquent utility charges, or outstanding utility collection balances, may be accepted based on a pledge (promise to pay) from an authorized Public, Tribal, Federal, and/or State agency. This exception to subsections 2.2.4.4 and 2.2.4.5 of this Chapter will only be considered for applicants residing at a service premises where services were disconnected for nonpayment and remained off for more than 10 days but no more than 60 days. Further guidance regarding this exception are found in the Customer Service Procedures.
- 2.2.5 An Interim Service Request Agreement may be utilized for restoring service on a temporary basis. Approval of such Agreement, at Customer Services' sole discretion, must be by Customer Services Representative Lead level or higher. Such an Agreement does not waive statutory utility lien or other rights held by TPU or the ES Department. Such Agreement may be used to allow service for home inspection, electrical inspections, property sale, or other similar needs at the discretion of Customer Services.
- 2.2.6 Electric and/or water service may be connected without the presence of the Customer. The service may be connected either manually by a TPU employee on site or by remote means as available. The Customer assumes all risk³.
- 2.2.7 A service establishment fee will be imposed in accordance with TMC 12.01.010 when a new account is established for a single service or combination of services (electric, water, solid waste, wastewater, and/or surface water).

³ See TMC 12.06.150 and 12.10.115

- 2.2.8 If the owner of a service premises initiates an Owner Allocation agreement, the electric, water, or other related services to such premises may be continued between tenant occupancies. When such agreement has been made, and complied with, the service establishment fee due upon each new tenancy will be collected from the tenant and waived for the owner.
- 2.2.8.1 The owner and/or its agent is responsible for providing Customer Services with actual change of tenant occupancy dates before they occur and must do so as a condition of any waiver of service establishment fees.
- 2.2.8.2 Failure of owner and/or its agent to notify Customer Services of occupancy changes before they occur may result in revocation of the Owner Allocation agreement and/or the assessment of the service establishment fee upon the owner.
- 2.2.8.3 The Owner Allocation agreement shall indicate the specific services (electric, water, solid waste, wastewater, and/or surface water) for each service address premise. Use of services not included in the Owner Allocation agreement will be charged a service establishment fee.
- 2.2.8.4 Notwithstanding compliance with an Owner Allocation agreement, electric, water or other related services may be disconnected for non-payment of utility service bill(s).
- 2.2.9 An account for utility service(s) provided to multiple units or a common area at a single service premises must be established and remain in the name of the service premises owner, the owner's authorized management company, or the homeowners association served by such account, as the case may be.
- 2.2.10 If unauthorized electric or water service connection, reconnection, and/or use of utility services is discovered, Customer Services and/or TPU may disconnect such service from the utility system. Any service(s) disconnected under these circumstances shall not be reconnected until (i) all charges, including cost of investigation and damages, and other applicable fees are paid in full, and (ii) Holds removed and/or any additional requirements have been satisfied.
- 2.2.10.1 Damages shall include, but not be limited to, the value of electric or water service used without authorization. In the absence of evidence to the contrary, such value will be calculated by Customer Services based on an estimate of consumption (i) from the time the Customer's service

account was opened until the date unauthorized connection, reconnection, and/or use of utility services was discovered, and (ii) in a quantity comparable to historic service use at the service premises.

- 2.2.11 Uniform procedures for the administration of this Chapter are found in the Customer Services Procedures document. Such Procedures include additional guidance concerning: (i) application for service, (ii) change of service, and (iii) the designation and responsibilities of Customers (as Account Holders legally liable for account charges) and Customer agents or representatives (as Authorized Agents entitled to receive account information and make limited account transactions).

III. DEPOSITS

3.1 Introduction

- 3.1.1 Prior to establishing a new account or furnishing utility services, security to guarantee payment for services is required. Upon request for electrical, water, and/or commercial solid waste service, applicants and existing Customers are required to pay a cash deposit or security⁴, unless waived by Customer Services. Deposits or security shall be in accordance with the provisions set forth below in Section 3.2 (residential service), Section 3.3 (commercial service), and Section 3.4 (adequate assurances in bankruptcy). These provisions are subject to change based on changes in State law or City Code.

3.2 Residential Deposit Policies

- 3.2.1 A security deposit in the following amounts⁵ shall be required for all new applications for a residential utility account and service, unless waived pursuant to these Policies:
- 3.2.1.1 Electric security deposits are based on the type of residence:
- | | |
|-----------------------------------|-------------------|
| Residential housing up to 4 units | \$200.00 per unit |
| Apartments 5 units or above | \$100.00 per unit |
- 3.2.1.2 Water security deposit will be \$75.00
- 3.2.1.3 Solid Waste security deposit will be \$0.00
- 3.2.1.4 Wastewater security deposit will be \$0.00
- 3.2.2 Security deposits may be required from existing Customers, owners, and tenants that do not have a satisfactory payment history including, but not limited to:
- 3.2.2.1 Two (2) or more return payments not honored by a financial institution in a twelve (12) month period.
- 3.2.2.2 Service disconnection for unpaid charges two (2) or more times in a twelve (12) month period.
- 3.2.2.3 If the security deposit was waived because inaccurate information was provided.

⁴ See Revised Code of Washington (RCW) 35.21.217(1) and TMC 12.06.100 and 12.10.050

⁵ Subject to City Code, as the same may hereafter be amended

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- 3.2.2.4 If a security deposit was previously waived based on a payment or deposit guarantee instrument that has been breached or is no longer in effect.
- 3.2.2.5 Other irregular payment or credit activities that result in administrative costs or burdens to the City.
- 3.2.3 Security deposits may be waived if one or more of the following criteria is met at or within thirty (30) days from service establishment date:
 - 3.2.3.1 Title owner of the service premises.
 - 3.2.3.2 Purchaser of service premises pursuant to a recorded Real Estate Contract.
 - 3.2.3.3 An applicant or customer renting, leasing, or leasing with an option to purchase the service premises and one of the following is satisfied:
 - A. Has established satisfactory payment history with Customer Services.
 - B. Provides a satisfactory history of credit from another electric, water, or natural gas utility for a minimum of twelve (12) months within the past two (2) years.
 - C. Customer Services may verify satisfactory credit history through its third party credit bureau vendor.
 - D. A signed payment guarantee instrument is on record with Customer Services, pursuant to which the owner of the service premises is liable for unpaid charges including, but not limited to, the security deposit.
 - E. The security deposit for electrical service will be waived if the Customer agrees to enroll in ~~PrePay.the Tacoma Power prepayment service when advanced meter infrastructure is available and installed at the service premises.~~
- 3.2.4 When a security deposit is required under these Policies, a letter requesting the deposit will be sent to the Customer. Security deposits are due within thirty (30) days of the service establishment date; Provided, that in cases of returning applicants seeking service at the same service premises, such deposits will be due sooner as determined by Customer Services.

- 3.2.4.1 Credit action may begin if any required security deposit has not been paid or an Approved Payment Agreement has not been established in the allowable time period.
 - 3.2.4.2 If service is disconnected because of non-payment of a security deposit, lack of an Approved Payment Agreement, or failure to make payment pursuant to such Approved Payment Agreement, the service may not be reconnected until full payment of the security deposit and all outstanding charges are paid.
- 3.2.5 The security deposit will be held, without interest, for a minimum of twelve (12) consecutive months of satisfactory payment history from the date the security deposit was paid in full. Customer Services will continue to hold the security deposit for a longer period, as determined by Customer Services, if satisfactory payment history is not maintained by the Customer.
- 3.2.6 The security deposit will be refunded after deduction of any accrued or outstanding charges and fees -- which may be estimated by Customer Services -- at such time as the Customer notifies Customer Services to close the account and terminate service.
 - 3.2.6.1 Upon account closure Customer Services will first apportion and apply deposit funds to the utility service for which such funds were collected to the earliest incurred charges. Any remaining security deposit will be applied to other outstanding utility charges.
 - 3.2.6.2 When a Customer moves from one service premises to another within TPU's service area, deposits may be applied to the closing invoice(s) or other TPU accounts associated with the Customer.
- 3.2.7 Customer Services may apply all or any part of a security deposit held upon the Customer's default in payment of utility charges and may require additional deposit amounts or a change in the type of security based on a change in a Customer's service status.

3.3 Commercial Deposit Policies

- 3.3.1 Security deposits in the following amounts are required of all new applications for a commercial utility account and service, unless waived pursuant to these policies:
 - 3.3.1.1 The electric deposit is an amount equivalent to, but not less than, the highest two (2) months' charges for the service premises in the prior twenty-four (24) months.

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- 3.3.1.2 The water deposit is the amount equivalent to, but not less than, the highest two (2) months' charges for the service premises in the prior twenty-four (24) months.
- 3.3.1.3 A security deposit may be calculated if there is no history at a new service premises or a change of business. The calculation may be based on an estimate of a similar business usage, or following two or more invoices for the Customer at the new service premises, at the discretion of Customer Services.
- 3.3.1.4 The solid waste deposit is four times the monthly rate.
- 3.3.2 Security deposits may be requested from existing Customers, owners, or tenants when the Customer, owner or tenant do not have a satisfactory payment history including, but not limited to:
 - 3.3.2.1 Two (2) or more returned payments by a financial institution in a twelve (12) month period.
 - 3.3.2.2 Service disconnection for lack of payment two (2) or more times in a twelve (12) month period.
 - 3.3.2.3 If the deposit was waived because of inaccurate information provided.
 - 3.3.2.4 If a security deposit was previously waived based on a payment or deposit guarantee instrument that has been breached or is no longer in effect.
 - 3.3.2.5 Other irregular payment or credit activities that result in administrative costs or burdens to the City.
- 3.3.3 Security deposits may be waived if one or more of the following criteria is met at or within thirty (30) days from the service establishment date:
 - 3.3.3.1 Title owner of the service premises.
 - 3.3.3.2 Purchasing of service premises pursuant to a recorded Real Estate Contract.
 - 3.3.3.3 An applicant or Customer renting, leasing, or leasing with an option to purchase the service premises and one of the following is satisfied:
 - A. Has established a satisfactory payment history with Customer Services.
 - B. Provides a satisfactory history of commercial credit from another electric, water, or natural gas utility for a

minimum of eighteen (18) months within the past two (2) years.

- C. Customer Services may verify satisfactory credit history through its third party credit bureau vendor.
- D. A signed payment guarantee instrument is on record with Customer Services, pursuant to which the owner of the service premises is liable for any unpaid charges.
- E. A signed promissory note or other legally sufficient letter of credit or other fiduciary documentation is accepted by, and is on record with, Customer Services.

3.3.4 When a security deposit is required under these Policies, a letter requesting the deposit will be sent to the Customer. Security deposits are due within thirty (30) days of the written notification date; provided, that in cases of returning applicants seeking service at the same service premises, such deposits will be due sooner as determined by Customer Services.

3.3.4.1 Credit action may begin if any required deposit has not been paid or an Approved Payment Agreement has not been established in the allowable time period.

3.3.4.2 If service is disconnected because of non-payment of a security deposit, lack of an Approved Payment Agreement, or failure to make payment pursuant to such Approved Payment Agreement, the service may not be reconnected until full payment of the security deposit agreements and all outstanding charges are paid.

3.3.4.3 The security deposit will be held, without interest, for a minimum of twelve (12) consecutive months of satisfactory payment history from the date the security deposit was paid in full. Customer Services will continue to hold the security deposit for a longer period, as determined by Customer Services, if satisfactory payment history is not maintained by the Customer.

3.3.4.4 Upon written request by a Customer, Customer Services will review the Customer's deposit status to determine whether the Customer's security deposit should (i) continue to be held, or (ii) applied to the Customer's open utility account(s) conditioned upon substitute security provided by the Customer in the form of a signed payment guarantee instrument, promissory note, or letter of credit. The Customer may request such review at any time following

account establishment, but not more frequently than once every twelve (12) months. The determination to change deposit status shall be made in the sole discretion of

Customer Services based on the business risk involved and the best interests of TPU. Any determination that changes the Customer's deposit status must be approved by the Customer Services Manager. If a security deposit is applied to the Customer's account, Customer Services may require a new security deposit be made at any time due to the Customer's subsequent failure to maintain a satisfactory payment history.

3.3.5 The security deposit will be refunded after deduction of any accrued or outstanding charges and fees -- which may be estimated by Customer Services -- at such time as the Customer notifies Customer Services to close the account and terminate service, or as otherwise determined pursuant to Section 3.3.4.4 above.

3.3.5.1 Upon account closure Customer Services will first apportion and apply deposit funds to the utility service for which such funds were collected to the earliest incurred charges. Any remaining security deposit will be applied to other outstanding utility charges.

3.3.5.2 When a Customer moves from one service premises to another within TPU's service area, deposits may be applied to the closing invoice(s) or other TPU accounts associated with the Customer.

3.3.6 Customer Services may apply all or any part of a security deposit held upon the Customer's default in payment of utility charges and may require additional deposit amounts or a change in the type of security based on a change in a Customer's service status.

3.4 Adequate Assurance For Post-Bankruptcy Service

3.4.1 Residential Customers. Except as otherwise provided under federal bankruptcy law⁶, a residential Customer is required to provide an adequate assurance of payment for future service within twenty (20) days of filing a petition for bankruptcy. If TPU is notified of such petition or is listed as a creditor, an adequate assurance deposit must be provided within twenty (20) days of such notice or a written request for such deposit by Customer Services.

⁶ See 11 U.S.C. §366

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- 3.4.2 Commercial Customers. Except as otherwise provided under federal bankruptcy law⁷, a commercial Customer is required to provide an adequate assurance of payment for future service within twenty (20) days of filing a petition for bankruptcy or within twenty (20) days of written request by Customer Services, if any of the following conditions exist:
- 3.4.2.1 The Customer has seven (7) or more credit points, indicating a less than acceptable payment history for utility service. Customer Services may, at its discretion, consult with the City Attorney's Office on a case-by-case basis for Customers having seven (7) or more credit points to determine cost-effectiveness of pursuing adequate assurance and/or objecting to debtor motions to limit or avoid post-petition utility service deposits.
 - 3.4.2.2 Customer Services determines, in its sole discretion, that the Customer's prior payment history or any other circumstances demonstrate an unacceptable risk of non-payment of future utility service.
- 3.4.3 An adequate assurance of payment required under these Policies is in addition to any previous security deposit paid to or held by Customer Services. Per 11 U.S.C. § 366(c)(4), Customer Services may apply such security deposit to any pre-petition debt owed without notice.
- 3.4.4 Adequate assurance of payment will be in the form of a deposit or other form of security satisfactory to Customer Services and will be in the amount equivalent to, but not less than, the two (2) highest months of charges for the service premises over the past twelve (12) month period.
- 3.4.5 Failure to timely provide adequate assurances satisfactory to Customer Services shall, in Customer Services' sole discretion, result in termination of further utility service.
- 3.4.5.1 If service is disconnected due to non-payment of the required adequate assurance, the service may not be reconnected until full payment of such adequate assurance and all outstanding post-petition service charges and fees are paid.
- 3.4.6 Except as otherwise ordered by the bankruptcy Court, the adequate assurance deposit, or credited security, may be applied to the account

⁷ See 11 U.S.C. §366(c)(2), as the same may hereafter be amended.

after three (3) years, provided that the Customer has maintained good credit during the past twelve (12) consecutive months.

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IV. INVOICES FOR SERVICE

4.1 Introduction

- 4.1.1 Customer Services will invoice Customers for utility services. Billing options are available to Customers. Customers with questions regarding their billing invoices may contact Customer Service for assistance.
- 4.1.2 All charges for utility services provided by the City shall be the personal obligation of the Customer and/or the person(s) that applied or signed for or that received such service. Additionally, the City shall have all lien rights granted by State laws against the service premises where such service charges were incurred. Except as limited by State law, the Director of Utilities, shall have the absolute authority to refuse to furnish service to, to discontinue service to, or to refuse to resume service to any applicant or Customer on account of the failure to pay delinquent utility invoices owing the City by such applicant or Customer, whether such invoice covers charges for service at the premises sought to be served or elsewhere.⁸

4.2 Policies

- 4.2.1 Meter Reading. Electric and water meters are read either monthly, bimonthly or at otherwise determined intervals for invoice and billing purposes.
 - 4.2.1.1 Meter reading schedules are available to all Customers.
 - 4.2.1.2 If an actual meter reading cannot be obtained by Customer Services or TPU because of limited access, severe weather, major disaster or by other cause beyond the City's reasonable control, the meter reading will be estimated. The Customer's invoice will note that the meter reading is estimated.
 - 4.2.1.3 Estimated meter readings will be generated as part of the invoice process for bimonthly accounts with Budget Billing.
 - 4.2.1.4 When approved by Customer Services, at its sole discretion, the Customer may provide meter readings to Customer Services. In such cases, Customer Services will verify the meter reading(s) to determine if such reading(s) fall within the expected ranges.

⁸ See TMC 12.06.110 and 12.10.130.

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- 4.2.1.5 Any meter readings that fall outside expected ranges may be reviewed by Customer Services and or TPU during the billing process prior to creating a customer invoice.
 - 4.2.1.6 A Customer may be required to pay additional fee(s) when billing reconciliation action is required due to restricted access.⁹
- 4.2.2 Customer Invoicing. Customer invoices will be prepared and issued by Customer Services. Customers on the PrePay Program will receive a PrePay statement that reflects account activity during the previous billing period. Invoices and PrePay statements are deemed issued upon one or more of the following:
 - 4.2.2.1 Mailed; and/or
 - 4.2.2.2 Electronically made available by Customer Services for Customer review based upon a documented Customer request.
- 4.2.3 An invoice will be issued to the Customer for each utility account. As determined by Customer Services, the invoice will include all utility services provided under the account.
- 4.2.4 Unless otherwise specified in City Code, the invoice shall be due and payable within fifteen (15) days from the date the invoice is issued by Customer Services.
 - 4.2.4.1 Alternate invoice due dates may be available at the Customer's request.
- 4.2.5 Pursuant to RCW 35.21.217, upon written request by a residential service premises owner or owner's agent, notice of a residential tenant's delinquency will be provided to such owner or owner's agent.
- 4.2.6 Customer invoices may reflect the following transferred balances:
 - 4.2.6.1 Unpaid delinquent charges on a closed utility account, for which the Customer is financially responsible per the provisions in Chapters 12.06, 12.08, 12.09, and 12.10,TMC¹⁰.
 - 4.2.6.2 Unpaid balance(s) for utility service provided to the Customer at a prior service premises.

⁹ See TMC 12.01.010 and/or Customer Services Procedures

¹⁰ For example see section 12.06.110C and Section 12.10.130

- 4.2.6.3 Other lawfully assessed charges including, but not limited to, returned payment(s), delinquent conservation loan balances, non-returned equipment, equipment tampering, and costs or damages resulting from unauthorized connection, reconnection, and/or use of utility services.
- 4.2.6.4 Credit balances from closed utility accounts and other utility account management activities.
- 4.2.7 Invoices may reflect a credit based on a discount residential rate. The discount residential rate is available for Customers who meet established income and age or disability requirements as provided by City ordinance.¹¹
- 4.2.8 Monthly invoicing is available for residential Customers enrolled in budget billing.
- 4.2.9 Disclosure of billing records. Customer Services may provide copies of a Customer's billing and invoice records to a third party upon the Customer's written request or consent. Such consensual disclosure requests shall not be processed as a public records request.
 - 4.2.9.1 The owner of a service premises or their agent may, upon request, be provided a copy of tenant invoice(s) as necessary for such owner to confirm and pay all outstanding and lawfully assessed utility service charges and fees including, but not limited to, statutory utility lien charges.
 - 4.2.9.2 A Customer's Authorized Agent¹² may request and be provided such Customers' account documentation and information.
 - 4.2.9.3 Other requests for utility account balances.
 - A. Upon request by a closing agent pursuant to Chapter 60.80, RCW, Customer Services will provide estimated or actual final account balances. Per RCW 60.80.005(1), such balances will include all lawfully assessed charges and amounts owed on the account.
 - B. Upon request by a person or entity that has demonstrated a legal interest in or authority over a service premises, Customer Services will identify the account balance(s) owed with respect to such service

¹¹ See TMC 12.06.165, 12.08.360, 12.09.090, and 12.10.400 as the same may hereafter be amended. ¹² As defined in, and pursuant to, the Customer Services' Account Association procedures set forth in the Customer Services Procedures document.

premises. Upon request, Customer Services may provide statutory utility lien balance(s) in the form of an Itemized Statutory Utility Lien Statement.

4.2.9.4 Policies governing account information related to third party payments are set forth in Chapter V (Utility Payments).

4.2.10 Utility billing errors resulting in retroactive adjustments for under-billing shall be limited to a maximum of three years. Utility accounts that have been over-billed will be refunded the full amount of the overbilling up to a maximum of three years, or up to a maximum of six years for accounts with a written contract.

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V. UTILITY PAYMENTS

5.1 Introduction

- 5.1.1 Subject to the conditions specified in these Policies, a variety of payment options and methods are available for Customers to conveniently pay their utility service bills. Payment options and methods may be restricted due to, but not limited to, returned payment(s).
- 5.1.2 Monies received in payment of utility service bills will be applied to the Customer's utility account(s) by Customer Services according to the Policies set forth in this Chapter.

5.2 Policies

- 5.2.1 Payment options and methods. Payments will be accepted via US mail, the official TPU website, telephone, pay stations (kiosks), and in person at the TPU Administration building. Payments may also be accepted pursuant to Approved Payment Agreement.
 - 5.2.1.1 Customer Services is authorized to accept a variety of payment methods for customer's convenience. Methods may include, but are not limited to Budget Billing, Automatic Payment, and pre-payment.
 - 5.2.1.2 Customer Services is authorized to take or accept a variety of payment tenders for Customer convenience. Tender types may include, but are not limited to, personal checks, cash, credit card, and other bank-approved methods.
 - 5.2.1.3 Customer Services may accept payment from third parties¹². To facilitate payment, Customer Services is authorized to provide the amount currently due on an account to the third party provided the third party submits sufficient information as specified in the Customer Services Procedures. No other account information shall be provided without Account Holder consent.
 - 5.2.1.4 Customers who need to make payment arrangements are encouraged to contact Customer Services and request an Approved Payment Agreement before their bill(s) become past due. See Chapter VI, Section 6.2.3, for policies and criteria applicable to Approved Payment Agreements.

¹² A third party is not an Account Holder or Authorized Agent associated with the utility account to be paid.

Customer Services Policies

- 5.2.1.5 Customer Services reserves the right to restrict payment options and methods based on, but not limited to, returned payment, irregular payment, or credit activity that result in administrative costs or burdens to the City.
- 5.2.2 Application of payments. All payments, including partial payments, will be prorated on total services and applied to the oldest charges first unless otherwise designated by the Customer at the time of payment and subject to the following:
 - 5.2.2.1 If a Customer with two or more utility services designates a payment to pay the balance owed for one service, said designation will be accepted only if the other services are not past due.
 - 5.2.2.2 Payment designated for PrePay accounts will be applied in accordance with Program rules. ~~Tacoma Power pre-payment may be exclusive to the pre-payment electric contract account.~~
 - 5.2.2.3 Payment for a required security deposit will be processed pursuant to Chapter III.
 - 5.2.2.4 Customer Services will actively cooperate with authorized assistance agencies in the processing of utility payments. Authorized payments from federal, local, utility and private assistance programs will be applied to the designated utility service.
 - A. Payments from authorized assistance agencies may only be applied to the account under which the assistance was granted. These payments may not be applied to accounts in collection without the Customer's permission.
 - 5.2.2.5 Customer Services will apply payments on lienable charges according to Washington State utility lien laws (including, but not limited to, RCW 35.21.290, 35.21.300, 35.67.200, 35.67.290 and/or Chapter 60.80, RCW).
- 5.2.3 Overpayments or credits on open utility accounts will remain on the account and be applied to the next utility invoice.
- 5.2.4 Credit balances resulting upon closing of utility account. Unless otherwise requested in writing by the Customer, credit balances resulting from the closing of the Customer's utility account will be processed as follows:

Customer Services Policies

- 5.2.4.1 Single utility account. If the closed account is the Customer's only account, any credit balance will be refunded to the Customer.
- 5.2.4.2 Multiple utility accounts. If the Customer has one or more other open utility accounts, any credit balance from a closed account may be transferred to one or more of those open accounts in lieu of issuing a refund.
- 5.2.4.3 Credit balances resulting from payment by escrow must be refunded per RCW Chapter 60.80.
- 5.2.5.4 Transfers of credit balances resulting from closed utility accounts may only be transferred to other non-utility City accounts at the Customer's request.

VI. PREPAY PROGRAM

6.2.1 Utility accounts with residential electric service are eligible to establish PrePay for the electric portion of their utility bill. The following provisions apply to the PrePay program. See section 4.2.2 of the Customer Service Policies regarding PrePay statements in lieu of invoicing.

6.2.1.1 PrePay billing for electric service will be established as of the previous day's midnight meter read from when the customer requested to be enrolled in the program.

6.2.1.2 Charges incurred on PrePay billing accounts cannot be combined with charges from another account. However, Customers referred to Customer Services' Customer Solutions office may be exempt from this provision.

6.2.1.3 Accounts on PrePay billing will be disconnected, unless required otherwise by applicable Code or Policy, once the prepaid balance reaches \$0 or a negative balance for any reason. If the service is not restored within ten (10) days from the date of disconnection, Customer Services will convert the account to standard invoicing as outlined in section IV. Invoices for Service.

6.2.1.4 Customer Services may reinstate PrePay billing if the Customer's account has been converted to standard invoicing per 6.2.1.3, upon approval of Customer's PrePay application and payment in full of all utility account balance(s).

VII. CREDIT AND COLLECTION

67.1 Introduction

- 67.1.1** The following Policies pertain to utility account credit considerations and the requirements for collection of debt for electric, water, solid waste, wastewater and/or surface water service charges owing or that may become owing on utility accounts. Additional policies and criteria applicable to extension of credit for new or continued utility service are found in Chapter II (Application for Service) and Chapter III (Deposits).
- 67.1.2** As a general statement of policy, all Customers and applicants for utility service shall receive uniform consideration in credit and collection matters.

67.2 Policies

- 67.2.1** Duty to pay for utility services. Customers are required to pay for utility services provided to them and to pay utility invoices when due.
- 67.2.2** The following fees and charges may be assessed by Customer Services based on non-payment of utility services provided by the City:
 - 67.2.2.1** Late payment fees will be assessed in accordance with TMC 12.01.030 if an invoice for utility service is not paid when due. Payment of such fees will be a condition of continued or new utility service.
 - 67.2.2.2** Fees for returned payment(s) from financial institutions will be assessed in accordance with TMC 1.36.010, TMC 12.01.010 and/or TMC 12.01.020. Payment of such fees will be a condition of continued or new utility service.
 - 67.2.2.3** All other collection activity fees as may be authorized by current ordinances.
- 67.2.3** Upon request by a Customer, an Approved Payment Agreement may be available to ensure payment of delinquent account debt and as a condition of new or continued utility service.
 - 67.2.3.1** Customer Services will take into consideration the following criteria in evaluating a Customer request for an Approved Payment Agreement:
 - A. Whether a Customer has a satisfactory payment history

Customer Services Policies

- B. Customer's previous unauthorized connection, reconnection, and/or use of utility service
- C. Customer's past fraud or illegal activity
- D. Years of service
- E. Customer's ownership of service premise
- F. Age of the charges owed

67.2.3.2 Electric and water service may be disconnected and/or other utility services withheld if the Customer fails to establish or pay an Approved Payment Agreement. Services shall not be reconnected until all delinquent charges and fees are paid in full and/or an Approved Payment Agreement is established for all amounts due.

67.2.4 Customer Services may pursue recovery of any unpaid charges and/or fees on a closed utility account including, but not limited to, referral to a collection agency.

67.2.4.1 Collection agencies may, pursuant to applicable law, impose additional charges for the collection of unpaid accounts referred by Customer Services. Payment of such additional charges will be a condition of new or continued utility service.

67.2.4.2 A Customer with an account in collection has the responsibility to contact and work with the collection agency as necessary to resolve the collection account debt.

67.2.5 Customer Services may refuse or terminate utility service based on non-payment and/or any of the following circumstances:

67.2.5.1 Outstanding statutory utility lien against the service premises.

- A. Customer Services is authorized to enforce any and all Washington State utility lien laws, which are applicable to municipally owned utilities. These laws include, but are not limited to, the right to collect up to four (4) months' charges on electricity and water and six (6) months' charges on wastewater and surface water service.
- B. Customer Services will enforce a statutory utility lien against the owner of the service premises for fraudulent or illegal activities perpetrated by, or with knowledge of, that property owner.

Customer Services Policies

67.2.5.2 Unauthorized connection, reconnection, and/or use of utility services.

A. Customer Services shall pursue recourse under State statutes and/or City ordinances for recovery in cases of unauthorized connection, reconnection, and/or use of utility service or equipment tampering. Recourse may include, but is not limited to, the following:

- i. If an electric or water service has been disconnected and is reconnected without authority, Customer Service shall disconnect the service. Service may not be reconnected until all charges and costs associated with the diversion are paid in full including, but not limited to, value of power or water diverted, costs of investigation, and collection fees.
- ii. Customer Service shall assess fees in accordance with TMC Title 12 governing equipment tampering or damage.

67.2.5.3 Outstanding Hold. A Hold prevents activation of service requests due to, but not limited to, outstanding utility debts, service premises infrastructure code violations, safety concerns, or illegal activities. Service may not be provided until all Holds have been released.

67.2.5.4 Electric service may be terminated pursuant to TMC 12.06.115 if a Customer defaults on an energy conservation loan agreement.

67.2.5.5 Failure to pay utility service surcharges adopted by ordinance.

67.2.5.6 Customer Services may require any payment due under this Section 2.5 to be in the form of cash, money order, or certified check.

67.2.6 Billing disputes. Customers who choose to dispute their utility service bills must promptly exercise their right to do so in compliance with the bill dispute process set forth below. A Customer's failure to comply with the applicable bill dispute process shall be deemed to have waived the right to dispute their bill.

67.2.6.1 For accounts in collection: The Customer is expected to promptly respond to notice(s) issued by the City's collection agency and make good faith efforts to resolve any questions or disputes regarding the debt specified in such notice(s). If,

after contacting the collection agency and making such good faith efforts, the Customer continues to dispute any amounts owing on the collection account, the Customer may contact Customer Services and follow the process specified in Section 6.2.6.2 below.

- 67.2.6.2** For all other utility accounts: The Customer must contact Customer Services either by calling (253) 502-8600 or in person during regular business hours at the Tacoma Public Utilities (TPU) Administration Building, 3628 South 35th ST, Tacoma, WA. to request an informal conference.
- A. To request an informal conference, the Customer must fully fill out and timely submit a "Statement of Disputed Utility Bill" form. The Customer may obtain this form by requesting it from Customer Services no later than four (4) business days following the due date of the disputed invoice -- or the date the Customer contacted the City's collection agency. No conference or further review of the Customer's billing dispute will be available if the fully completed Statement of Disputed Utility Bill form is not submitted to Customer Services within seven (7) business days following the date the dispute form is mailed or otherwise provided to the Customer.
 - B. Informal conferences will be held at the Customer Services offices. The Customer may be accompanied or represented by another person. The Customer will be advised of Customer Services' decision and any action regarding the disputed bill in writing at or immediately following the informal conference.
 - C. If the Customer disputes the conference decision made by Customer Services and desires further review, the Customer may request a hearing before the City's Hearings Examiner. To request a hearing, the Customer must fully fill out and submit a "Request For Hearing Regarding Disputed Utility Bill" form. Customer Services will provide the review request form to the Customer at the informal conference upon request or the Customer may obtain this form by contacting Customer Services. The Customer must deliver a fully completed Request for Hearing form to Customer Services within seven (7) business days after the form is provided or mailed to the Customer. The appeal will be processed in accordance with the requirements of Chapter 1.23, TMC.

D. Customers are entitled to a hearing only on matters related to errors in billing, meter operation, meter reading, applicable ordinance rate or substantially similar issues. The hearing office shall not hear nor decide disputes nor complaints challenging (i) the validity or reasonableness of an ordinance rate; (ii) the City's authority to impose an ordinance rate; or (iii) the authority for a deposit or the amount of a requested deposit.

67.2.6.3 All utility charges and fees, except those portions that are under dispute, must be kept in a current paid status to avoid termination of service. The contested portion of the utility service will not be terminated until the bill dispute process stated above has been completed; provided, however, that service may be terminated by the Director during the dispute process if evidence exists of fraud or abuse of process by the Customer. Upon receipt of the decision, any amounts determined to be owed by Customer shall be paid within three (3) business days to avoid termination of service.

67.2.7 Owners of service address premises, or their designated agent(s), shall be responsible for ensuring that Customer Services is notified and provided with accurate information necessary to properly bill for utility services at the time tenants/occupants move in and/or move out of their premises. Owners may be held liable for any charges incurred if the required information is not provided to Customer Services.

VIII. OPT-OUT

8.1 Introduction

8.1.1 The purpose of the Advanced Meter Opt-Out Policy is to provide customers who do not want a communicating advanced electric meter installed at their residence an opt-out option as described in this Section VIII. Otherwise, unless a customer specifically opts-out, he or she will receive a standard communicating advanced electric meter.

8.2 Eligibility

8.2.1 Customers with the following types of service are eligible to opt-out:

8.2.1.1 Residential Service electric customers in dwellings of four units or less (Electric Rates Schedules A-1 and A-2).

8.2.1.2 Residential Service electric customers with an accompanying additional separately metered, domestic use Residential Service electric account (e.g. garage or shed), (Electric Rates Schedules A-1 and A-2) may opt-out of advanced meters for both accounts, so long as all of the following criteria are met:

A. the primary Residential Service account is on the same premise, with the same parcel zoning, as the accompanying Residential Service account,

B. the primary Residential Service account is the same place of residence as the accompanying Residential Service account, and

C. the primary Residential Service account is under the same business partner as the accompanying Residential Service account.

8.2.2 A customer is ineligible to opt-out or the customer's opt-out status can be revoked if he or she has a record of:

8.2.2.1 Equipment tampering or electric/water diversion (past or present).

8.2.2.2 Service disconnection for lack of payment 2 times in a 12 month period.

A. The customer's opt-out status may be reinstated if the customer does not have a service disconnection for lack of payment for a minimum of six months, as determined by Tacoma Public Utilities.

8.2.2.3 Obstructions that prevent meter access for meter reading and/or meter maintenance after Tacoma Public Utilities' reasonable attempt to access the meter, or a lock-out that prevents Tacoma Public Utilities from reading a meter.

A. The meter location shall not be concealed by materials of any kind and must be readily accessible at all times. If the customer blocks a clear path to the meter, or if the meter is subject to damage because of its location, the customer may be required, at his or her expense, to provide a new and suitable meter location and make the necessary wiring changes (Tacoma Power Customer Service Policy, 13.0.E).

B. A \$5 service charge will be assessed to accounts that lock-out a reasonable attempt of a meter read (TMC § 12.01.010).

C. The opt-out status may be reinstated if the customer satisfactorily addresses any obstructed access issue, as determined by Tacoma Public Utilities.

8.2.2.4 A documented threat to Tacoma Public Utilities staff (past or present).

8.2.3 If customer's opt-out status is revoked,

8.2.3.1 Tacoma Public Utilities will automatically remove the customer from opt-out status and the meter will be converted to a standard advanced meter.

8.2.3.2 Tacoma Public Utilities will notify the customer by mail of the revocation.

8.2.4 Customers with the following types of service are ineligible to opt-out:

8.2.4.1 Residential Service in dwellings of more than four units

8.2.4.2 Commercial Service (Electric Rates Schedules B, G, HVG)
(unless otherwise specified in this policy)

8.2.4.3 Industrial Service (Electric Rates Schedule CP)

8.2.4.4 Net Metering (solar) Service Types

8.2.4.5 Temporary Service

8.2.4.6 All other types of service not specified as being eligible
(Electric Rates Schedules H-1, H-2, H-3, DC, EO, P, TC)

8.3 Fees

8.3.1 A recurring billing cycle fee, as specified in Chapter 12 of the Tacoma Municipal Code, will be assessed on the opted-out customer's account beginning the first full billing cycle following an approved opt-out application and the start of opt-out status.

8.3.1.1 The recurring bill cycle fee will continue until the opt-out status ends. At that time, a final recurring billing cycle fee will be charged for the last bill period during which the opt-out status was active.

8.3.1.2 Only one fee will be assessed per customer per bill cycle at a residence, even if the customer has multiple meters being opted-out for the same residential premise (e.g one electric meter on a home and one on a detached garage).

8.3.2 Customers eligible for Tacoma Public Utilities' Discount Rate Program will have that program's percentage rate discount applied to opt-out fees.

8.3.3 Fees related to opt-out will be evaluated and updated on a periodic basis.

8.4 Steps to Opt-Out:

8.4.1 Customers requesting opt-out status related to Tacoma Public Utilities' standard advanced meters shall complete the following opt-out request process:

8.4.1.1 Complete and sign an opt-out application acknowledging associated fees, terms, and conditions, and provide relevant

Customer Services Policies

service information. Incomplete applications may delay processing.

A. In tenant-landlord relationships, the Tacoma Public Utilities account holder must complete the application. Only the account holder, regardless whether a tenant or landlord, may request and be granted opt-out status.

8.4.1.2 After an application is processed, the customer will receive an approval or denial letter in the mail. Tacoma Public Utilities will do its best to process applications in a timely manner. However, some cases may need additional information before a decision can be made.

8.5 Moves

8.5.1 Upon move out (or account closing), any opt-out meters will be converted to a standard advanced meter.

8.5.2 An opt-out status customer moving to a new location will be required to opt-out again (including any related fees). A new opt-out application will need to be submitted and processed for the new service location.

8.6 Steps to Cancel Opt-Out:

8.6.1 Customers requesting to cancel their opt-out status (to opt back in to Tacoma Public Utilities' standard meter) should contact Tacoma Public Utilities Customer Service by emailing cservice@cityoftacoma.org, calling 253-502-8600, or visiting Tacoma Public Utilities in person at 3628 South 35th Street, Tacoma, WA 98409.

8.6.2 No fees are associated with canceling opt-out status (to opt back in to a standard meter).

IXVII. MISCELLANEOUS

- 79.1** Customer Services may terminate service if any misconduct relating to utility services occurs. Recourse shall be pursued under State law and/or City ordinance to recover costs associated with these actions.
- 79.2** Customer Services may refuse service or may take appropriate actions to terminate service, if the safety of Customer Services employees or any City utility employees is in jeopardy. Threats will not be tolerated. A written acknowledgment letter will be provided and must be signed by the customer prior to reconnection or continuation of service.
- 79.3** If there are conflicts between separately written contracts and these Customer Service Policies, the separately written contracts shall control and govern the resolution of such conflicts.
- 79.4** Customer Service will provide information regarding the winter shut-off policy in accordance with RCW 35.21.300 Utility Services—Limitations on termination of service for residential heating.
- 79.5** Additional consideration before disconnect of service may be given to Customers who have provided Customer Services with proper documentation of life sustaining equipment dependent upon utility service.

1.0 Summary and Customer Features

Tacoma Public Utilities (TPU) is upgrading its existing legacy meters to standardized communicating meters as part of its Advanced Meter Program.

The purpose of the Advanced Meter Opt-Out Policy is to provide customers who do not want a communicating advanced electric meter installed at their residence with an alternative. Unless a customer specifically opts-out, all existing and new Tacoma Power customers will receive a standard communicating advanced electric meter.

Electric Meter Options Table:

The following table presents summary details and features provided by TPU's standard electric meter and each opt-out meter option.



Customer Features	Standard Meter	Opt-Out Option 1: Existing Legacy Meter	Opt-Out Option 2: Radio Off Meter
Opt-Out One Time Fee	None	None	None
Opt-Out Billing Cycle Fee (recurring fee)	None	\$XX	\$XX
Availability	Any Time	Before Meter Upgrade Only	After Meter Upgrade
Frequent usage data and expanded ways to save money	Yes	No	No
Easier move in, out, and reconnection	Yes	No	No
Faster outage and leak detection	Yes	No	No
Flexible payment options (including PrePay and selectable bill date)	Yes	No	No
Budget Billing	Yes	Yes	Yes
Monthly billing	Yes	Yes	Yes
Automated meter reading	Yes	No	No
Reduced environmental impact	Yes	No	No

*No fees are associated with canceling opt-out (to opt back in to a standard meter).

2.0 Electric Meter Descriptions:

The following three electric meter options are available to Tacoma Public Utilities residential electric customers, including two opt-out options.

2.1 Standard, Communicating Advanced Meter

A. Availability:

This meter is available any time following advanced electric meter installation at the specified residence.

B. Description:

This is the standard electric meter for residential customers and is required to receive advanced customer features and benefits. This meter communicates with Tacoma Public Utilities only when it transmits data, in total typically less than one minute per day. It emits radio frequency (RF) only during transmissions.



Standard Advanced Meter

2.2 Opt-Out Option 1: Existing Legacy Meter

A. Availability:

This option is only available if Tacoma Public Utilities receives the customer's opt-out application prior to advanced electric meter installation at a specified residence.

B. Description:

Under this opt-out option, the existing legacy meter installed at the premise may be temporarily left in place and will be read manually. The legacy meter will be replaced in the future in accordance with routine meter maintenance. At that time, if the meter is still being used for the purpose of opt-out, the opt-out meter will be transitioned to an advanced electric meter with the radio frequency (RF) transmitter turned off (Opt-Out Option 2: Radio Off Meter). In addition, this transition includes a period, typically less than one week, when the meter's RF transmitter will be turned on to synchronize and provision the meter with Tacoma Public Utilities' metering systems.

Following this synchronization, the meter's RF transmitter will be turned off (radio off meter). With the RF transmitter turned off, the meter will periodically read "opt out" on its screen.



Legacy Digital Meter



Legacy Electromechanical Meter

2.3 Opt-Out Option 2: Radio Off Meter

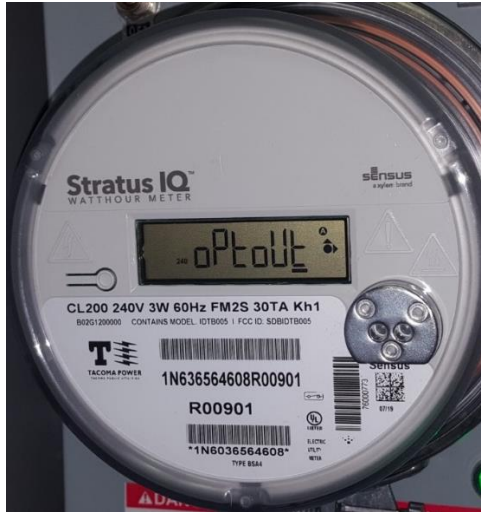
A. Availability:

This is the only opt-out option available if a customer's opt-out application is received by Tacoma Public Utilities after the advanced electric meter installation at a specified residence.

B. Description:

Under this option, the standard communicating advanced meter will have its radio frequency (RF) transmitter turned off (radio off meter) and read manually. The installation of this meter includes a period, typically less than one week, when the RF transmitter will be turned on to synchronize and provision the meter with Tacoma Public Utilities' metering systems. Following this

synchronization, the meter's RF transmitter will be turned off (radio off meter). With the RF transmitter turned off, the meter will periodically read "opt out" on its screen.



Radio Off Meter

3.0 Opt-Out Options and Timing

- A. Submit a complete opt-out application in person or by mail to Tacoma Public Utilities.
 1. If an opt-out application is received by TPU prior to advanced electric meter installation at the specified residence, the opt-out may be performed using the existing legacy meter.
 2. If an opt-out application is received by TPU after advanced electric meter installation at the specified residence, the opt-out will only be performed using a standard advanced electric meter with the radio frequency (RF) transmitter turned off (radio off meter).



Tacoma Public Utilities Advanced Meter DRAFT Opt-Out Application & Summary May 2020 v0.2

4.0 Eligibility

Customer Type	Eligible to Opt-Out
Residential Electric : Single Family or Multi-unit of 4 units or less	✓Yes*
Move-in, New Account, New Service	✓Yes*
Residential: Multi-unit > 4 units	No
Commercial & Industrial	No
Net Metering (solar)	No
Temporary Service	No

***Ineligible to opt-out or opt-out is revoked if customer has record of:**

- Equipment tampering or electric/water diversion
- Service disconnection for lack of payment 2 times in a 12 month period
- Obstructed meter access for meter reading and/or meter maintenance
- Documented threat to utility staff



Tacoma Public Utilities Advanced Meter DRAFT Opt-Out Application & Summary May 2020 v0.2

5.0 Customer Opt-Out Request Application:

i. Terms and Conditions:

- a. I represent and warrant that I am the named account holder (or their legal guardian) of the utility account number provided. I further represent and warrant that I am either the legal owner of the premise or a tenant at the premise, or the legal guardian of the owner or tenant, as listed on this application.
- b. By signing this application, I am verifying that I request to opt-out of Tacoma Public Utilities' standard communicating advanced electric meter. By signing this application, I acknowledge that a non-radio frequency (RF) transmitting meter shall be utilized for the purpose of opting-out at the premise listed on this application. Depending on the time this application is received by Tacoma Public Utilities related to the planned advanced meter upgrade at the listed premises, this opt-out meter may either be an existing, non-communicating electric meter (legacy meter) or an advanced electric meter with the radio frequency (RF) transmitter turned off (radio off meter).
- c. By signing this application, I acknowledge that if a legacy meter is being used as an opt-out option, the legacy meter will be replaced at some point in the future with an advanced meter in accordance with routine maintenance. If at the time of replacement, the legacy meter is still being utilized for the purpose of opt-out, the legacy meter will be transitioned to an advanced electric meter with the radio frequency (RF) transmitter turned off (radio off meter). I acknowledge that this transition includes a period, typically less than one week, when the radio frequency (RF) transmitter will be turned on to synchronize and provision the meter with Tacoma Public Utility metering systems. Following this synchronization, the meter's radio frequency (RF) transmitter will be turned off (radio off meter).
- d. I understand and have read specific Opt-Out policy details and provisions provided within the Tacoma Public Utilities Customer Services Policies Opt-Out section, including eligibility, fees, steps to opt-out, moves, revocation of opt-out eligibility, and canceling opt-out.
- e. I understand that, in accordance with the Tacoma Public Utilities Customer Services Policy Opt-Out section and the Tacoma Municipal Code, Title 12, my account will be assessed a recurring billing cycle fee.
- f. I understand that I am only eligible for Tacoma Public Utilities' basic rates and I will not be able to receive any other enhanced benefits that the standard communicating advanced electric meter may provide, such as faster outage and/or leak detection, easier move in, out, and reconnection, flexible payment options related to advanced metering, and frequent usage data.
- g. I understand that if I move to a new location, this opt-out application will not apply and I will need to complete a new opt-out application for the new premise, including payment of any related fees.
- h. I agree that I will maintain clear and direct access to my meter(s) allowing Tacoma Public Utilities to manually read the meter(s) during typical business hours throughout the month.



Tacoma Public Utilities Advanced Meter DRAFT Opt-Out Application & Summary May 2020 v0.2

i. Customer Information:

(Check all that apply)

- ☐ I am a tenant making this request.
- ☐ I am an owner/landlord making this request.
- ☐ Tenant lives at premise.
- ☐ Owner lives at premise.
- ☐ I am a Tacoma Public Utilities Discount Rate Program customer.

Utility Account Number: _____

Customer Name: _____

Telephone Number: _____

Email Address: _____

Property Owner (if different from person opting-out): _____

Property Owner Telephone Number: _____

Reason for Opt-Out: _____

ii. Service Address and Meter Information:

Service Address (premise): _____

Existing Meter Number: _____

Existing Meter Number: _____

Existing Meter Number: _____

Existing Meter Number: _____

iii. Signature:

Account Holder Signature: _____

Account Holder (Printed Name): _____

Date: _____

Submit this application in person or by mail to Tacoma Public Utilities (TPU), at:

3628 South 35th Street, Tacoma, WA 98409

Further information about TPU Advanced Meters can be found at: **MyTPU.org/AdvancedMeters**

Please contact TPU at cservice@cityoftacoma.org or 253-502-8600 for any questions or concerns.

TACOMA PUBLIC UTILITIES USE ONLY

DATE RECEIVED: _____

VERIFIED BY: _____

APPROVED: YES / NO

RECEIVED PRIOR TO UPGRADE: YES / NO



Exhibit A: Tacoma Public Utilities, Customer Services Policies Section VIII, Opt-Out

VIII. OPT-OUT

8.1 Introduction

- 8.1.1 The purpose of the Advanced Meter Opt-Out Policy is to provide customers who do not want a communicating advanced electric meter installed at their residence an opt-out option as described in this Section VIII. Otherwise, unless a customer specifically opts-out, he or she will receive a standard communicating advanced electric meter.

8.2 Eligibility

- 8.2.1 Customers with the following types of service are eligible to opt-out:
- 8.2.1.1 Residential Service electric customers in dwellings of four units or less (Electric Rates Schedules A-1 and A-2).
 - 8.2.1.2 Residential Service electric customers with an accompanying additional separately metered, domestic use Residential Service electric account (e.g. garage or shed), (Electric Rates Schedules A-1 and A-2) may opt-out of advanced meters for both accounts, so long as all of the following criteria are met:
 - A. the primary Residential Service account is on the same premise, with the same parcel zoning, as the accompanying Residential Service account,
 - B. the primary Residential Service account is the same place of residence as the accompanying Residential Service account, and
 - C. the primary Residential Service account is under the same business partner as the accompanying Residential Service account.
- 8.2.2 A customer is ineligible to opt-out or the customer's opt-out status can be revoked if he or she has a record of:
- 8.2.2.1 Equipment tampering or electric/water diversion (past or present).
 - 8.2.2.2 Service disconnection for lack of payment 2 times in a 12 month period.
 - A. The customer's opt-out status may be reinstated if the customer does not have a service disconnection for lack of payment for a minimum of six months, as determined by Tacoma Public Utilities.

8.2.2.3 Obstructions that prevent meter access for meter reading and/or meter maintenance after Tacoma Public Utilities' reasonable attempt to access the meter, or a lock-out that prevents Tacoma Public Utilities from reading a meter.

- A. The meter location shall not be concealed by materials of any kind and must be readily accessible at all times. If the customer blocks a clear path to the meter, or if the meter is subject to damage because of its location, the customer may be required, at his or her expense, to provide a new and suitable meter location and make the necessary wiring changes (Tacoma Power Customer Service Policy, 13.0.E).
- B. A \$5 service charge will be assessed to accounts that lock-out a reasonable attempt of a meter read (TMC § 12.01.010).
- C. The opt-out status may be reinstated if the customer satisfactorily addresses any obstructed access issue, as determined by Tacoma Public Utilities.

8.2.2.4 A documented threat to Tacoma Public Utilities staff (past or present).

8.2.3 If customer's opt-out status is revoked,

8.2.3.1 Tacoma Public Utilities will automatically remove the customer from opt-out status and the meter will be converted to a standard advanced meter.

8.2.3.2 Tacoma Public Utilities will notify the customer by mail of the revocation.

8.2.4 Customers with the following types of service are ineligible to opt-out:

8.2.4.1 Residential Service in dwellings of more than four units

8.2.4.2 Commercial Service (Electric Rates Schedules B, G, HVG) (unless otherwise specified in this policy)

8.2.4.3 Industrial Service (Electric Rates Schedule CP)

8.2.4.4 Net Metering (solar) Service Types

8.2.4.5 Temporary Service



Tacoma Public Utilities Advanced Meter **DRAFT** Opt-Out Application & Summary May 2020 v0.2

- 8.2.4.6 All other types of service not specified as being eligible (Electric Rates Schedules H-1, H-2, H-3, DC, EO, P, TC)

8.3 Fees

- 8.3.1 A recurring billing cycle fee, as specified in Chapter 12 of the Tacoma Municipal Code, will be assessed on the opted-out customer's account beginning the first full billing cycle following an approved opt-out application and the start of opt-out status.

- 8.3.1.1 The recurring bill cycle fee will continue until the opt-out status ends. At that time, a final recurring billing cycle fee will be charged for the last bill period during which the opt-out status was active.

- 8.3.1.2 Only one fee will be assessed per customer per bill cycle at a residence, even if the customer has multiple meters being opted-out for the same residential premise (e.g. one electric meter on a home and one on a detached garage).

- 8.3.2 Customers eligible for Tacoma Public Utilities' Discount Rate Program will have that program's percentage rate discount applied to opt-out fees.

- 8.3.3 Fees related to opt-out will be evaluated and updated on a periodic basis.

8.4 Steps to Opt-Out:

- 8.4.1 Customers requesting opt-out status related to Tacoma Public Utilities' standard advanced meters shall complete the following opt-out request process:

- 8.4.1.1 Complete and sign an opt-out application acknowledging associated fees, terms, and conditions, and provide relevant service information. Incomplete applications may delay processing.
- A. In tenant-landlord relationships, the Tacoma Public Utilities account holder must complete the application. Only the account holder, regardless whether a tenant or landlord, may request and be granted opt-out status.

- 8.4.1.2 After an application is processed, the customer will receive an approval or denial letter in the mail. Tacoma Public Utilities will do its best to process applications in a timely manner. However, some cases may need additional information before a decision can be made.



Tacoma Public Utilities Advanced Meter **DRAFT** Opt-Out Application & Summary May 2020 v0.2

8.5 Moves

- 8.5.1 Upon move out (or account closing), any opt-out meters will be converted to a standard advanced meter.
- 8.5.2 An opt-out status customer moving to a new location will be required to opt-out again (including any related fees). A new opt-out application will need to be submitted and processed for the new service location.

8.6 Steps to Cancel Opt-Out:

- 8.6.1 Customers requesting to cancel their opt-out status (to opt back in to Tacoma Public Utilities' standard meter) should contact Tacoma Public Utilities Customer Service by emailing cservice@cityoftacoma.org, calling 253-502-8600, or visiting Tacoma Public Utilities in person at 3628 South 35th Street, Tacoma, WA 98409.
- 8.6.2 No fees are associated with canceling opt-out status (to opt back in to a standard meter).



Advanced Meter Program Policies Package 1 Proposed Changes

Water Customer Service Policy Explanatory Comments for Proposed Changes 5/22/2020

1. **Adoption Date and Board Resolution Number:** The final policy presented for Board consideration will be updated to reflect the correct adoption date and resolution number. Placeholders are currently used during draft policy reviews.
2. **Definitions:** *Critical Medical Condition* was added to comply with HIPPA laws and to be able to adjust Section 14.0 of the Water Customer Service Policy, related to kidney dialysis treatment.
3. **Definitions:** *Property Side Pipe* was updated to add clarification and assist with the creation of TPU's Advanced Meter Customer Side Repair Policy.
4. **Definitions:** *Virtual Disconnect/Reconnect* was added as this will be a new benefit TPU can utilize with advanced metering.
5. **Definitions:** *Utility Owned Asset* was added to clarify what the Utility is responsible for and includes the communication modules that will be on the new advanced meters. This will also be used to assist with the creation of TPU's Advanced Meter Customer Side Repair Policy.
6. **Section 1.0:** The effective date will be updated to reflect the approval date of the proposed changes.
7. **Section 6.0.B. i. and iii:** *Utility Owned Asset* is replacing the generic description of what is owned by the Utility. This is a new definition as referenced above (#4).
8. **Section 10.0 A:** This clarifies that turn-on and turn-off is referring to the meters being physically turned on and off in the field. This distinction is necessary with the new capability of Virtual Disconnect/Reconnect where the meter stays physically turned on in the field.
9. **Section 10.0 B:** *Utility Owned Asset* is replacing the generic description of what is owned by the Utility. This is a new definition as referenced above (#4).
10. **Section 10.0 F:** Virtual Disconnect and Reconnect section was added to clarify situations in which it will be used. This is a new benefit of advanced metering.
11. **Section 14.0:** Any place that kidney dialysis treatment was referenced was replaced by *Critical Medical Condition* to comply with HIPPA laws. This is a new definition as referenced above (#1).



Advanced Meter Program Policies Package 1 Proposed Changes

12. **Section 17.0 E. i:** When a customer informs the division that their consumption is higher than normal TPU will now be able to verify the previous days meter read rather than having to send a meter reader out to re-read the meter. This is a new benefit with advanced metering.

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**CUSTOMER SERVICE POLICIES
TACOMA PUBLIC UTILITIES
WATER DIVISION**

DRAFT

February 2017Month 2020

Adopted by Public Utility Board Resolution U-~~40914~~XXXXX on ~~February 22, 2017~~Month XX, 2020

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CUSTOMER SERVICE POLICIES

DEFINITIONS

For purposes of this policy, the following words or phrases shall have the meaning set forth below:

ABUTTING WATER MAIN - That portion of a water main(s) that abuts a particular parcel or development.

ACCESSORY DWELLING UNIT - A second sub-ordinate dwelling unit added to or created within a single-family dwelling, with a provision for independent cooking, living, sanitation, and sleeping.

ACTUAL COST OR COST - "Actual cost" or "cost" of any work performed for any person or other agency or City department by the Division includes the direct cost of all labor plus fringe benefits, the direct cost of all materials plus materials overhead, the direct cost of equipment used in connection with the work, all other direct costs incurred in connection with the work, plus administrative and supervisory cost computed at the current applicable rate as established by Council Ordinance or Resolution.

ASSESSABLE UNIT OF FRONTAGE - Defined as set forth in Chapter 35.44 of the Revised Code of Washington (or as amended).

BOARD - The Public Utility Board of the Department of Public Utilities of the City of Tacoma.

CCF - 100 cubic feet (approximately 748 gallons).

CITY - The City of Tacoma.

COMMERCIAL SERVICE - Water service to a business or businesses engaged in the manufacture and/or sale of a commodity or commodities, or the rendering of a service, including hotels, motels, hospitals and schools.

CONTRACT BUSINESS PARTNER – Refers to the person or persons who have sole financial responsibility with the City.

COUNCIL - The City Council of the City of Tacoma.

COUNTY - The county in which service is being provided.

CRITICAL MEDICAL CONDITION - a medical condition where the patient's life would be in immediate jeopardy if the water service to their in-home medical equipment were unexpectedly interrupted.

CROSS CONNECTION - Any actual or potential physical connection between a public water system or the consumer's water system and any source of non-potable liquid, solid, or gas that could contaminate the potable water supply by backflow.

CUSTOMER - All persons obtaining water service from the Division.

CUSTOMER SERVICE POLICIES - The latest revision of the Customer Service Policies.

DAMAGE – The impairment of and/or causing interference with the integrity of the Division's water system, either deliberately or unintentionally.

DIRECTOR - The Director of the Department of Public Utilities of the City of Tacoma.

DIVISION - The Water Division of the Department of Public Utilities of the City of Tacoma.

FRAUD - Any act to deceive or defraud the Division including but not limited to false identity or failure to provide verifiable identification.

INDUSTRIAL SERVICE - A water service to a business enterprise engaged in the manufacture of products, materials, equipment, machinery and supplies on a substantial or major scale.

INTERRUPTIBLE SERVICE – In case of emergency, risk of damage to property, either public or private, or whenever public health, safety, or equitable distribution or conservation due to water shortage demands, the Director or Superintendent may authorize the Division to change, reduce, or limit the time for, or temporarily discontinue the use of water for any or all customers (TMC 12.10.150).

MULTIPLE DWELLING UNITS - Residential duplexes, triplexes, fourplexes, apartment buildings, condominiums, mobile home parks, trailer courts or similar types of multiple dwelling unit arrangements on one parcel of land.

NON-ABUTTING WATER MAIN - That portion of a water main(s) not adjacent to a contributing property/developer.

PARKS AND IRRIGATION SERVICE - A water service to a public park or irrigation user with seasonal use for recreational, landscaping and horticultural purposes or other similar uses. Irrigation shall include outdoor residential and commercial sprinkler services.

PERSON - All persons, all private and public entities including districts, cities, towns, counties and political subdivisions of the state, Native American tribes, partnerships and corporations, whether acting by themselves or by a servant, agent, or employee, the singular number shall be held and construed to include the plural and the masculine pronoun to include the feminine.

PREMISES - A public or private property, home, building, apartment house, condominium complex, trailer court, mobile home park, a group of adjacent buildings utilized under one ownership on one parcel of property and under a single control with respect to use of water and responsibility for payment therefore.

PROPERTY SIDE PIPE - All piping beyond the meter assembly is the customer's responsibility. The customer's buried water pipe to install and maintain. The Property Side Pipe is buried located between the meter yoke outlet and onto the premises and to the exterior wall of the first structure after the meter.

PSI - Pounds per square inch.

REGULAR WORKING HOURS - 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding City holidays.

RESIDENTIAL SERVICE - A water service to a single family or multifamily dwelling unit using water for domestic use. A single family permitted to operate a business on the same premises is classified residential.

SERVICE INSTALLATION - All piping and fittings from the main to and including the water meter assembly. All piping beyond the meter assembly is the customer's responsibility and is not considered a part of the service installation.

SUPERINTENDENT - The Superintendent of the Water Division of the Department of Public Utilities of the City of Tacoma.

SYSTEM - All water source, supply and quality facilities, transmission pipelines and storage facilities, pumping plants, distribution mains and appurtenances, vehicles and materials storage facilities.

TAMPERING - To alter, hinder, or obstruct the operation or maintenance of any water facility(ies) and/or their appurtenance(s), or failure to take reasonable care when operating any water facility(ies) and/or their appurtenance(s).

TEMPORARY WATER SERVICE - A water service obtained from any main 2-inch or less in diameter, a permanent water main not abutting the parcel served, or from a transmission or supply pipeline.

TREASURER - The City Treasurer of the City of Tacoma.

VIRTUAL DISCONNECT/RECONNECT- Deactivating and activating billing for a meter with a communication module that remains physically turned on in the field.

UTILITY OWNED ASSET- The equipment owned by the utility including the main, service line from main to meter, meter, meter box and lid, communication module, yoke, and appurtenances.

1.0 EFFECTIVE DATE

The customer service policies set forth herein shall be effective as of ~~June 1, 2009~~Update and shall remain in full force and effect until superseded or modified thereafter, pursuant to the authority of Tacoma Municipal Code (TMC) 12.10.505.

2.0 STATEMENT OF GENERAL POLICY

The supply and distribution of water for domestic, commercial and fire protection purposes within the City of Tacoma herein referred to as the City and in certain authorized areas of Pierce and King Counties is a function of the Water Division, Department of Public Utilities, City of Tacoma, herein referred to as the Division. The Division is dedicated to providing quality service, in accordance with Federal, State, and local requirements, at the lowest cost consistent with sound business practices. Water service connections of any type, including fire service connections, are and shall always be conditioned upon the premise that the Division is not liable by reason of failure of water quantity or water pressure.

The purpose of these policies is to assist the customer in obtaining water service and to guide the Division employees in providing service to customers.

3.0 RESOURCE AVAILABILITY

The availability of water for service, whether for fire service, irrigation, industrial, or domestic use should be determined in advance of any development by contacting the Division. Provision for service will require that sufficient source is available or approved for development without adversely impacting existing customers.

A. Water Efficiency

The Division will ensure efficient water use by all customers. Conservation programs for existing customers are planned, reviewed, and implemented on an ongoing basis as described in the Water System Plan. As a condition of new water service for retail and wholesale customers requiring a 3-inch or larger meter or for irrigation needs for large parks, golf courses, or cemeteries, the customer must demonstrate to the Division that they are committed to the use of excellent water conservation practices. Requirements associated with this policy are identified for specific customer classes below.
(Resolution No. U-9674)

- i. New Wholesale Water Purchases - The purchasing utility must demonstrate to the Division that they have an ongoing program designed to achieve and maintain levels of unaccounted for water consistent with industry standards.

- ii. Irrigation Needs - The new customer will need to provide an evaluation of other potential sources of water, an assessment of the amount of water available, and an estimated cost of source development. In the event that water service is provided by the Division, the service will be considered an "Interruptible service." During water system emergencies and/or dry conditions, water service may be reduced in compliance with the Division's Shortage Response Plan.
- iii. Retail Customers Requiring a 3-inch or Larger Meter - The customer must demonstrate to the Division that the facility design and/or process has incorporated the use of efficient water use practices.
- iv. New Power Plant Installations - The customer must comply with the "Water Service Policy for New Power Plant Installations" as specified below. This policy encourages the use of water-efficient technology in the design and operation of power generation plants and applies to facilities proposed in either the retail or wholesale service areas of the Division.
 - a. Water Services Policy for New Power Plant Installations:
 - o Proponents of new power plants will be strongly encouraged to utilize air cooling or other water efficient technology.
 - o System Development Charges will be applied as set forth in the current Water Rate Ordinance. This may be waived in lieu of a special contract water rate for short-term temporary facilities.
 - o For new facilities that employ evaporative cooling technology, the regular published water rate will apply to the quantity of water that would be required multiplied by a factor of 0.3. This factor assumes dry cooling would use 25% of the water that would be used by an evaporatively cooled power plant and applies a 1.2 safety factor. The rate for water consumed above that calculated quantity will include the regular rate plus an amount designed to recover that portion of the source, storage and transmission costs not covered by the System Development Charge. The method for calculating the costs to be recovered is shown in Exhibit I.
 - o The following requirements must be met if evaporative cooling is utilized:

- All steps must be taken to make the process as water efficient as reasonably possible. The Division will employ an independent expert to assist in evaluation of proposals.
- In the event of an emergency or shortage of water due to a severe drought, the power company agrees that their supply may be curtailed in accordance with a Water Shortage Response Plan approved by the Public Utility Board.
- The power company agrees to seek and investigate opportunities for application of reclaimed waste water for cooling purposes.
- The power company agrees to a joint review every five years with the Division to evaluate operational experience with regard to water use and conservation.
- The above commitments will be documented in a written water service contract for a 20-year period. Beyond 20 years continued water service will be subject to a new contract which will address the potential for improved water use efficiency.
- This policy applies to facilities proposed in either the retail or wholesale service areas of the Division.
- Capital Cost Recovery Methodology for Power Plants Using Evaporative Cooling
 - The power plant proponent identifies the required water use for the proposed facility.
 - Multiply the required water use by .3 to determine the amount assumed to be required by a dry cooled power plant.
 - Calculate the System Development Charge (SDC) for the proposed facility in accordance with the current Water Rate Ordinance
 - Multiply the calculated SDC determined in Step 3 by a factor of .7 (total water use required minus 30% [assumed required by dry cooling] equals 70%) to determine the charge to be recovered in the water rate for the water used in excess of the quantity from Step 2.

- The cost to be recovered will be incorporated into the water rate assuming consumption as projected over a 20-year period and an interest rate comparable to the rate paid on revenue bonds by The Division.

4.0 SERVICE WITHIN THE DIVISION'S RETAIL SERVICE AREA

A. Service Inside Tacoma City limits:

- i. Water service shall be provided to all customers pursuant to the Tacoma City Charter Section 4.7 and in accordance with applicable Sections of TMC 12.10.

B. Service Outside Tacoma City limits:

- i. Water service will be provided to customers outside the City limits in accordance with the appropriate County Coordinated Water System Plan, applicable sections of TMC12.10, and consistent with resource availability.
- ii. Commitment to Support Annexation: In accordance with the Growth Management Act, the City of Tacoma has described an area contiguous to the City limits for future annexation. Availability of service within the established annexation area and the Division's service area may depend on a potential customer's willingness to sign a petition agreeing to support future annexation.

C. Water Availability Certificates:

Water Availability Certificates outside the Tacoma City limits will be issued upon request if applicable. The requester may be required to provide a copy of the proposed project plans, indicating type of project and site parcel number. Water Availability documents are valid for a maximum of 3 years as noted on the document.

5.0 SERVICE OUTSIDE THE DIVISION'S RETAIL SERVICE AREA

A. Service Area Expansion:

- i. Extension of water service facilities beyond the present service area will be in accordance with the City Council's Service Expansion Policy:

A request for extension of service must be submitted.

Extension of service shall be at the expense of the requester. The new customer will pay a System Development Charge in accordance with TMC 12.10.310. Where water rights are available and are transferred to Tacoma, a System Development Charge credit may be approved.

The extension will not adversely affect the cost or level of service provided to current customers.

The extension shall not be within another purveyor's service area unless the other purveyor relinquishes the right in writing to serve the area.

Extension outside of the existing service area shall be consistent with the appropriate County Coordinated Water System Plan. Areas larger than ten acres must be approved by the Public Utility Board and City Council and the franchise granted by appropriate franchise authority. In Pierce County, a copy of the approved adjustment must be forwarded to The Pierce County Department of Public Works, Office of Water Programs. Areas smaller than ten acres in Pierce County will require a purveyor boundary line adjustment agreement, forwarded to the Pierce County Department Of Public Works, Office Of Water Programs.

B. Satellite Service:

- i. As state and federal regulations regarding design, management, operation and maintenance of public water systems become more complex, small water system owners are finding it increasingly difficult to own, manage, and operate their water system. In recognition of this, the Division, as a State approved Satellite Management Agency, will offer various services (management and operations, contract services, or ownership) as deemed prudent and feasible to new and existing water systems in Pierce County east of Puget Sound or other water systems owned by other City departments.

6.0 **SERVICES AND METERS**

A. General:

- i. Service connections and meters including appurtenances shall be sized and installed in conformance with the applicable section of the Uniform Plumbing Code, or latest revision thereof as adopted by the City of Tacoma, and to Division standards.

- ii. An existing or new water meter shall not be increased in size to accommodate short term high water uses such as irrigation and/or fire sprinkling unless approved by the Division. Meters shall be sized to provide water service for continuous daily requirements. Short term high demands, other than for continuous daily requirements, may require an additional water service and meter.
- iii. Pursuant to TMC 12.10.485, the Division and/or the City is not responsible or liable for any personal injury, property damage or losses due to fire or conflagration by reason of an insufficient quantity of water, insufficient water pressure, terminated service based on non-payment, or for any reason whatsoever at the time of fires, fire alarms or at any other time.

B. Ownership and Maintenance:

- i. All ~~water services from the main to and including the meter and appurtenances~~ Utility Owned Assets shall be and remain the property of the City, and shall be maintained and operated by the Division.
- ii. All water service materials from the meter yoke outlet to and onto the premises shall be installed and maintained by the owner, agent or occupant and referred to as the property side pipe.
- iii. If replacement or repair to any ~~service and/or meter is~~ Utility Owned Asset is made necessary by a willful act, negligence or carelessness, any damage related costs that may occur as a result, either directly or indirectly- shall be billed in accordance with TMC 12.10.125 and assessed a penalty as set forth in TMC 12.10.110 (Paragraph B).

C. Inspection of Customer Premises:

- i. Authorized employees, agents, or contractors of the City, properly identified, shall have free access at reasonable hours of the day, to all parts of a premise or within buildings thereon to which water is supplied from the City water mains, for the purpose of checking conformity to these regulations. Whenever the owner of any premises supplied by the Division restrains authorized City employees from making such necessary inspections, water service may be refused or discontinued.

D. Customer Shut-Off Valves:

- i. The customer shall install full flow shut-off valves on the discharge side of the Division water meter and on all branch connections in

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conformance with the applicable sections of the latest revision to the Uniform Plumbing Code and Division standards.

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E. Fire Protection:

Pursuant to TMC 12.10.485, the Division and/or City is not responsible or liable for any personal injury, property damage or losses due to fire or conflagration by reason of an insufficient quantity of water, insufficient water pressure, terminated service based on non-payment or for any reason whatsoever at the time of fires, fire alarms or at any other time.

When fire protection service is requested by a customer or required by and subject to approval of the local fire authority, the fire service meter type for specific protection purposes is determined by the Division as follows:

- i. Detector Check Meters: Shall be used as flow detector meters for interior fire sprinkler systems only. Interior fire fighting hose racks may be a part of the system
- ii. Fire Service Type Meters: Fire Service Type meters approved and installed by the Division are required on all dedicated fire services that have outside hose connections and/or fire hydrants.
- iii. Displacement Meters: These meters are not UL, FM approved fire protection meters. The types of meters approved for use in providing fire protection are those described in 8.E.i and 8.E.ii above. When fire protection meters are not manufactured in the specified size, the displacement meter is the only type available. As stated in section 8. A., "meter shall not be increased in size to accommodate short term high water uses such as irrigation and/or fire sprinkling". Therefore, any customer requesting to use their domestic water service and meter for supplying interior fire protection as well, can only do so if the fire demand does not exceed the manufacturer's recommended continuous flow rate for the domestic meter, either proposed or in place. The only exception is a 5/8" meter serving, or proposed to serve, a single family dwelling or a single unit in a multi-unit building which can be increased to a 3/4" meter to accommodate the added required fire protection flow rate in accordance with TMC 12.10.310.C.2.
- iv. Delinquent Fire Service Accounts: As part of discontinuing service to a delinquent dedicated fire service account as specified under TMC 12.10.130 (Termination of Service), the Division will provide thirty (30) days prior notification of the proposed termination to the appropriate fire protection authority, tenant and/or property owner.
- v. Dedicated Fire Service Turn-off Requests: An individual requesting turn-off of a dedicated fire service will be referred to the appropriate fire protection authority for approval to discontinue service; in addition the Division will notify the fire protection authority. If the

account is in the tenant's name and a request for turn off is made to close an account, the account must revert to the owner's name and remain active until approval for turn off is received by the fire protection authority.

F. Location and Utility Separation:

Water services and meters shall be located within the easement or right-of-way in which the water main is located. The service pipe shall extend at right angles from the main to the meter. All water service piping from the water main to the meter shall be installed in accordance with Division standards.

Where the premise to be supplied with water abuts a street right-of-way or easement in which a water distribution main is installed, the premise shall be connected to that water main within the limits of the premises frontage.

Other utility facilities installed above or below the surface shall maintain a horizontal separation of five feet from any water facilities. Sanitary sewer lines and sanitary facilities shall be installed with a horizontal separation of ten feet from The Division facilities. When extraordinary circumstances exist the sanitary facilities can be located closed in accordance with the most current State of Washington, Department of Ecology "Criteria for Sewage Works Design".

i. Location in Rights-of-Way:

Water meters shall be placed within the rights-of-way as follows:

- a. Inside Tacoma City limits: Within the corporate limits of Tacoma, where practicable, meters shall be placed in the right-of-way, behind the edge of the proposed sidewalk as determined by the Division.
- b. Outside Tacoma City limits: Outside Tacoma, where practicable, meters shall be placed within the rights-of-way and within two (2) feet of the right-of-way line or as determined by the Division.
- c. Other Instances: In instances other than as stated herein, the location of meters shall be determined by the Division.
- d. If it is necessary to install a water meter or other Division pipes and equipment on the customer's premises, as a condition of water service, the customer agrees to provide an easement to allow the Division access to operate and maintain said Division facilities. The easement size shall be

determined by the Division and prepared by the customer's professional land surveyor for Division approval and recording prior to meters being turned on.

G. Property Side (Private Pipes in Public Right-of-Way)

When a customer requests a service and meter installation for a property not abutting a water main and the public entity having jurisdiction over the right-of-way (R/W) does not allow privately owned water lines in the R/W the customer must obtain easements from the adjacent property owners for installation of their property side pipe. Recorded copies of said easements must be provided to the Division before installation of the requested service and meter can occur.

Where a public entity requires that a customer's existing property side (private) pipe be removed from public right-of-way, the following four options are available to the customer.

- a. The customer may arrange for a contractor to install a new water main in the right-of-way using the Private Contract process. The main would be designed by the Division and installed by the contractor at the expense of the customer. Following the construction of the water main in the right-of-way, the customer's service and meter will be transferred to the new main at no charge.
- b. Pending Public Utility Board and City Council approval, the customer may organize with adjacent property owners to form a Local Improvement District (LID) to install a new water main in the right of way. The design and construction process is similar to Option 1 above, but the project is financed over time by the City of Tacoma using the LID process.
- c. The customer may obtain easements from adjacent property owners to allow relocation of their property side (private) pipes out of the right-of-way and into the easement obtained. With this option, the customer must provide verification to the Division that the easement has been recorded prior to the relocation of the service and meter.
- d. The customer may arrange for the Division to design and install the necessary water main and appurtenances using the time and materials. The Division will estimate all costs associated with design and construction of the proposed water main and appurtenances and the customer will be required to make a deposit in the estimated amount. If the

final costs are more than the estimate the customer will be required to pay the balance, if the costs are less the difference will refunded.

7.0 ESTABLISHMENT OF SERVICE ACCOUNT

A. Establishment:

Accounts will be established and billing will occur as noted in the Customer Service Policy of Tacoma Public Utilities Customer Services Division. All errors in address or charges shall be promptly reported to the Division.

B. Multiple Dwelling Units:

All residential multiple dwelling unit accounts, when served by a single meter, must stay in the owner's name for billing purposes.

8.0 BILLING

A. Billing Policy:

Billing will occur as noted in the Customer Service Policy of Tacoma Public Utilities and TMC 12.10.400 (Rates - Inside and Outside City Limits).

B. Leak Adjusts:

When excessive water consumption verified by the meter registration is caused by broken or leaking customer property side pipes, irrigation lines or plumbing either within or extending to the premise, an adjustment may be made for one billing period upon request by the customer and approval of the Division.

The customer requesting the leak adjust must make the request within 60 days of the end of the billing period for which the adjustment is being requested. Only one such leak adjustment will be made within an 18 month period.

An adjustment will be for only one month in the case of monthly billing and two months in the case of bimonthly billing. When two months are being adjusted the two months must be within the same billing period. In circumstances as determined by the Superintendent or designee, the Division may allow additional billing period adjustments

The credit allowed for the leak adjust shall be calculated using the previous year's actual usage for the same billing period at the subject premise. If the previous year's actual use is unavailable the Division will use an average use for a similar period or a similar customer as determined by the Division.

9.0 SERVICE TURN-ON

A. Install Status:

New water services/meters will be installed in the "Off" position.

B. Billing Initiated:

The customer's account will be activated and billing will be initiated with the installation of the meter even if the meter is "off". For residential domestic services 1-inch or smaller, once the property side connection is made, the Division's valve can be turned on by the customer.

C. Multiple Services in One Location:

In cases where multiple services are installed directly adjacent to each other, the meters will be installed and locked off. Meters will remain locked off until the Division has verified that the correct property side pipes are connected to the corresponding water meters per the Divisions records. This procedure is intended to eliminate meters being connected to the incorrect premise. If water is needed for construction the owner may request a single meter be left on and designated for use as construction water.

D. Turn On Requirements:

Water services with cross connection control restrictions, including fire services will be turned on and the account established only after the Water Quality section completes an inspection and approves the installation of all required backflow prevention assemblies. The fire sprinkler contractor may request to temporarily activate a fire service for testing purposes. The fire sprinkler contractor must notify the Water Quality section prior to any temporary activation.

10.0 TURN-OFF, TURN-ON DURING AND OUTSIDE REGULAR WORKING HOURS

A. Temporary Turn-on/Turn-off:

When a request is made to the Division for a temporary physical turn-off and subsequent physical turn-on of water service, ~~the~~ customer will be charged in accordance with TMC 12.01 (Utility Charges). The customer

will be reminded of the Uniform Plumbing Code (UPC) requirement for having a property side shut-off valve. If a second request occurs the customer may be required to install the UPC required shut-off valve before water service is restored.

B. Customer Turn On:

Residential customers may turn-off their water using the City valve located in the water meter vault. If the customer is willing to turn-off and turn-on the City valve, eliminating the field call, the customer will not be charged in accordance with above TMC 12.01 (Utility Charges). If damage to ~~the meter, yoke, and/or valve~~ a Utility Owned Asset is caused by the customer during operation of the City valve, repair charges for the damage will be billed in accordance with TMC 12.10.125.

C. Fire Service Turn Off:

If the request is for a turn-off of a fire service, for whatever reason, the Division will notify the appropriate fire protection authority of the request prior to turning off the service.

D. Penalty for Self Turn On:

If water service, with an established account is turned off by the Division for cause and later turned on without Division approval, upon discovery, a penalty will be assessed as set forth in TMC 12.10.110 (Paragraph A).

E. Penalty for Unauthorized Use with No Account:

Water services installed where an account has not been established but unauthorized use and/or tampering has occurred shall be assessed a penalty as set forth in TMC 12.10.110 (Paragraph B). Any damage related costs that may occur as a result either directly or indirectly there from shall be billed in accordance with TMC 12.10.125.

F. Virtual Disconnect and Reconnect:

The Division will utilize Virtual Disconnect and Virtual Reconnect where appropriate. Situations where Virtual Disconnect/Reconnect typically occur are:

- Service disconnections
- Service reconnections after a service disconnect

11.0 DIRECT SERVICE FROM SUPPLY AND TRANSMISSION PIPELINES


The Division has a goal to eliminate all existing individual water services from the supply and main transmission pipelines. In support of this goal, those customers directly connected to these pipelines should be transferred to distribution mains owned by the Division or by the appropriate purveyor designated to serve the area. Water service from the supply and transmission lines will be in accordance with the following guidelines. (Resolution No. U-9254)

A. Supply Lines (Pipeline Nos. 1 and 5)

- i. No new retail services shall be allowed.
- ii. Existing retail services and meters shall not be increased in size.
- iii. An existing retail service will not be available for use if inactive for more than two (2) years.
- iv. Wholesale water service connections or emergency interties will be considered only after review by the Division and concurrence by all involved regulatory agencies, and only if the following conditions are met. The purveyor requesting wholesale service shall:
 - a. Comply with all applicable State and County requirements for an approved water system.
 - b. Provide for sufficient storage or Department of Health (DOH) approved alternate source or combination thereof in anticipation of supply line interruption for up to three days.
 - c. Provide for additional detention time to meet existing and future State and Federal water quality requirements. This applies where the requirement has not been met in the Division supply lines.

B. Transmission Lines (Pipeline Nos. 2 and 4)

- i. New service within the Division service area will be granted in accordance with the applicable sections of TMC 12.10.
- ii. Fire hydrants will not be connected directly to the transmission lines. Property requiring fire protection in addition to domestic service will be required to construct distribution mains from designated points along the transmission line or other existing distribution mains.
- iii. New service outside the Division's service area shall only be granted on a temporary basis in accordance with the following criteria:

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- a. Temporary water service will be provided only if the purveyor in whose area the property is located has signed an agreement with The Division, detailing future transfer of service and payment of fees.
 - b. The length of time for temporary service shall not exceed five (5) years. Any extension requires approval by the Water Division Superintendent.
 - c. Fire hydrants will not be installed on the transmission lines. Property requiring fire protection in addition to domestic service will not qualify for temporary service.
 - d. All requests for service from the transmission lines will be referred to the water purveyor in whose service area the property is located. The customer shall apply to the purveyor for water service.
 - e. The charges to be paid by the customer to obtain temporary service from the Division under this policy shall be the total charges of the Division and the designated purveyor. The Division charge will be the current Water Service Construction Charge. A Water Main Charge or System Development Charge will not be required by the Division. These charges will be collected by the designated water purveyor who will in turn pay the Division the current water service construction charge to install the temporary service.
 - f. The water service and meter will be installed by the Division in accordance with TMC 12.10. The property side pipe from the meter to the residence shall be installed by the customer in accordance with Division requirements.
 - g. The customer receiving temporary service shall be billed directly by the Division in accordance with TMC 12.10.
 - h. To allow for service to future customers of the purveyors abutting the transmission line right-of-way, the Division will provide the necessary easement and/or permits for construction, and operation and maintenance of purveyor proposed water mains and services within the transmission right-of-way.
 - i. At such time that the purveyor is able to provide permanent water service to the customer, the purveyor shall notify the Division in writing and indicate on which day the changeover is planned.

C. Existing Customers Outside Division's Service Area:

Service to existing customers outside the Division's service area will be transferred in accordance with the following criteria:

- a. Service will be transferred to the purveyor in whose service area the customer is located.
- b. If the property being transferred had previously paid a main charge the amount collected will be refunded to the purveyor receiving the new customer
- c. The Division may remove and salvage the temporary water service and meter materials.

12.0 **INTERTIES**

A. Wholesale:

- i. Wholesale Service shall be made available to all water purveyors in accordance with resource availability. This service will be subject to the City's conservation and curtailment plan in accordance with TMC 12.10.400 (Paragraph F). With Utility Board and City Council approval, Wholesale service will be provided upon payment of the Water Service Construction Charge in accordance with TMC 12.10.250 and the System Development Charge in accordance with TMC 12.10.310. Take or Pay will be included in the Wholesale agreement.
- ii. Wholesale customers may elect to take service under a short-term contract or with firm long-term supply assurance. Water may be provided on a short-term basis for up to 10 years. Annual extensions of service beyond the initial agreed upon time period would be considered. A capacity charge would apply for term limited contracts. Water may be provided on a firm long-term basis upon payment of a System Development Charge (SDC) in accordance with TMC 12.10.310. A SDC credit may be available with a transfer of a valid water right to the Division. Water initially provided on a short-term basis may be converted to firm supply incrementally by payment of the SDC.
- iii. Annually, the purveyor's actual usage pattern will be reviewed. Usage in excess of service and meter capacity or purchased water commitments will result in additional costs due for SDC and possibly service and meter exchanges in accordance with the Ordinance.

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- iv. The charge for water used will be in accordance with TMC 12.10.400 (Paragraph E, Rates, Wholesale Service).

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B. Emergency:

- i. Emergency Intertie Service may be made available to all water purveyors. An agreement shall be negotiated with the requesting purveyor and must be approved by the Division Superintendent. Neither party shall be obligated to agree to or be a party to construct an intertie. Any intertie agreement may be terminated by either party after at least twelve (12) months' written notice. Emergency interties shall be constructed to allow water to flow in both directions. The cost incurred to construct the intertie will be shared on the basis of mutual benefit. The intertie may provide water when water system repairs are necessary due to a water system failure or to supply shortfalls. In the case of a system failure, the intertie shall only be activated for the time it takes for repairs. In the case of water system supply shortfalls the conditions of activation and the duration of service will require approval of the Superintendent. Neither party shall be liable for failure to deliver to the other at any time. If water is supplied, it shall be only from surplus production and/or the storage capacity of the supplying utility as determined at the time of intertie activation.
- ii. A written request is required to activate the intertie unless a situation arises necessitating immediate water supply. In those events verbal request will be sufficient followed by a written request.
- iii. Should there be a need to use an emergency intertie to meet increased demand; the intertie must be converted to a Wholesale Service as detailed above.

13.0 CROSS CONNECTIONS

A. Regulations:

All cross connections between the drinking water system and potential sources of contamination represent a very serious threat to public health. The control or elimination of cross connections shall be in accordance with the applicable sections of the Washington Administrative Code (WAC), TMC, and Policies/Procedures approved by the Division. The Division's cross connection control program shall rely on premises and in-premises isolation as defined in WAC 246.290.010.

B. Cross Connections Control Requirements:

- i. Furnishing or continuance of service shall be contingent upon the customer providing cross connection control approved by the

Division for protecting the water supply from backflow. The Division will inspect the installation of all new and replaced backflow prevention assemblies to ensure compliance with Division standards.

- ii. New water service to facilities listed in Table 9 of WAC 246-290-490, dedicated fire services, separately metered irrigation services, multi-tenant commercial properties, and premises with an unapproved auxiliary water supply available on site shall not be provided until an approved backflow prevention assembly is installed, inspected, and approved by the Division's Water Quality section. Continuance of existing water service to these facilities shall be contingent upon the proper installation, testing, and maintenance of an approved backflow prevention assembly.
- iii. When a premise is served with more than one water service at different supply pressures or from more than one supply source, an approved backflow prevention assembly must be installed at each water meter as a condition of continuation of existing service or prior to obtaining new service from the Division.
- iv. Water service supplied for temporary or construction purposes must have an approved double check valve assembly or reduced pressure backflow assembly installed at the point of connection. The type of backflow prevention assembly will be determined by the Water Quality section.

C. Backflow Prevention Assembly Installation

- i. All required backflow prevention assemblies installed shall be models approved by the State of Washington, Department of Health. Assemblies shall be installed in the orientation in which approved by the State of Washington, Department of Health. In addition, all assemblies must be installed in accordance with Division standards.
- ii. An independent shut off valve must be installed between the water meter and the backflow prevention assembly, in accordance with the governing plumbing code.
- iii. All backflow prevention assemblies shall be installed in a location in which water flowing from the assembly during operation, testing, repair or replacement shall not cause damage or create a hazardous condition. Backflow prevention assemblies shall not be installed in walls, ceilings, crawl spaces, or locations where they

are not accessible for inspection or testing during normal business hours. Any damage from operation, testing, repair, or maintenance of a backflow prevention assembly shall be the responsibility of the customer/owner.

D. Backflow Prevention Assembly Testing

- i. It is the responsibility of the customer to have their backflow prevention assemblies tested by a State of Washington Certified Backflow Assembly Tester. Testing shall be as required by the applicable section of WAC 246-290-490. The Division may require more frequent testing of an assembly if the reliability of the assembly is in question. The Division will assign a test due date for each backflow prevention assembly and will make every effort to provide notice to the customer when testing is due. Annual testing will be required by the Division-established due date regardless of the actual date previous tests were performed.
- ii. The testing and maintenance of all backflow prevention assemblies is the responsibility of the customer. Required testing shall be completed within 30 days of notification of the customer by the Division. A copy of the completed backflow assembly test report shall be submitted to the Division for each backflow prevention assembly tested. Backflow prevention assembly test reports may be submitted by U.S. Mail, e-mail or fax. The Division is not responsible for lost or misdirected test reports.
- iii. Failure of any customer to comply with the required annual testing or failure to repair/replace and satisfactorily retest a failed backflow prevention assembly will result in a penalty per assembly per occurrence as set forth in TMC 12.10.220 (Cross connections). The penalty will only be applied after the Division has provided written notification to the customer per the TMC.
- iv. To ensure ongoing protection of public health, the Division may, at its option, terminate water service or install a backflow prevention assembly at the water meter for any customer that fails to comply with the installation, maintenance, or testing of required backflow prevention assemblies. All costs associated with the installation of a backflow prevention assembly by the Division shall be at the expense of the customer. Failure to pay said fees may result in termination of water service to the customer.

14.0 **SERVICE TO CUSTOMERS WITH CRITICAL MEDICAL CONDITION RECEIVING HOME KIDNEY DIALYSIS TREATMENT**

It is the Division's goal to provide quality uninterrupted service to all of our customers. In order to avoid interruption to customers with equipment supporting critical medical condition~~of the dialysis treatment process~~, the Division shall make a good faith effort to:

A. Medical Seal/Critical Medical Conditions~~Kidney~~ Listing:

Maintain a current listing of supply guarantee status of ~~the kidney dialysis treatment patients who are customer of the~~ Division customers. The listing shall include telephone numbers and addresses of the ~~patients~~customers, whenever available. Their locations will be shown on Division maps for quick reference.

B. Fire Hydrant Permits Not Issued:

Not issue permits for fire hydrant use in the immediate area of a known ~~kidney patient~~Critical Medical Conditions customer.

C. Notification to Customer:

Give prompt notification of a shut down or a potential dirty water situation.

15.0 **NEW SERVICE CONNECTIONS**

In accordance with TMC 12.10.045 (Services and Meters), each premises shall be served by a Division installed water service.

A. Application for Service:

- i. Persons applying for service shall provide the name of the owner or agent, mailing address, legal description of parcel, name of street upon which the parcel fronts, together with the corresponding official house number assigned to the premises, permits and annexation agreement (if applicable).
- ii. The applicant shall state the purpose for which the water is to be used, the number of living units within the premises to be supplied, and all fixtures to be installed, whereupon the size of service pipe shall be determined in accordance with Section 6.0 (Service and Meters). In addition, the applicant must disclose any additional water sources available or intended for use. Other sources include but are not limited to wells, ponds, and streams.

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- iii. The applicant shall be responsible for the staking of the desired location of the installation for the Division service and meter. Where

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practical, the Division will install the service and meter at the desired location. All separation requirements from other utilities and other installation requirements must be adhered to.

- iv. The applicant will be subject to additional removal/installation costs if the installation location needs to be changed.
- v. Water meter size and type shall be determined by the Division based upon the hydraulic requirements of the service.
- vi. Water service for a premise other than a single family or duplex shall be contingent upon the customer furnishing a complete set of plans for new construction, additions, remodels, or improvements to determine backflow protection requirements, size of water service and meter, and water system requirements. Plans will be required for single family and duplex construction proposed to have interior fire sprinkling systems.
- vii. Automated Meter Reading (AMR) equipment will be required on water meters 3-inches and larger, or as required by the Division. AMR is also required on all wholesale meters.
- viii. All services and meters applied for shall be installed within two (2) years of the application. Those customers who have not requested their water service and/or meter be installed within the two year period will be required to pay the difference in the current charge and the charge paid at application. The Division has the discretion to refund all fees for service and/or meters not installed within two (2) years.

B. Water Main in Street:

- i. Where the premise to be supplied abuts a street in which a permanent or temporary water distribution main has been installed, the charges for service connection shall be in accordance with TMC 12.10, Water Service Construction Charges, System Development Charges and Water Main Charge
- ii. Should the temporary main not be able to meet the water requirements of the customer the service will be installed and connected to the nearest available main that is capable of meeting the customer's water requirements. The customer to be supplied shall be required to install their property side pipe from the meter to the premises to be served in accordance with Paragraph C of this Section. If the temporary main is a supply or transmission pipeline, service will be provided in accordance with Section 11.0 (Direct Service from Supply and Transmission Pipelines).

- iii. Where the installation of permanent mains has been authorized by the City Council by formation of a Local Improvement District (LID), any premises within the LID's boundary requiring service may be temporarily served from an adjacent premises upon the approval of the Division, the approval of the owner of the adjacent premises, payment of the System Development Charge in accordance with TMC 12.10 and payment of the Water Service Construction Charge per TMC 12.10. The owner may forego the direct payment of the Water Service Construction Charge and instead add it to their LID assessment upon written request to the Division. Such temporary service shall be terminated when the Division installs a permanent service to serve said premises. The owner shall thereupon discontinue the use of temporary service and connect their property side pipe to the permanent service at their own expense. The location and depth etc., of the customer's property side pipe shall comply with the requirements of the appropriate jurisdiction and with the provisions of the permit or permits issued therefore by the City, County, or State.

C. No Water Main in Street

- i. Where the premise to be supplied abuts a street in which a permanent or temporary water distribution main has been installed, the charges for service connection shall be in accordance with TMC 12.10, Water Service Construction Charges, System Development Charges and Water Main Charge
- ii. Where the premises to be supplied with water is located near or abuts upon a street and/or rights of way in which there is no water main, a temporary service shall be installed and connected to the nearest available water main that is capable of meeting the customer's water requirements. The owner or agent of the premises to be supplied, if outside the Tacoma City limits shall at their expense install a water main extension in the public street right-of-way or install and maintain their property side pipe out of the public street right-of-way in an easement from the meter to the premises to be served and pay a Water Service Construction Charge in accordance with TMC 12.10.250, a System Development Charge in accordance with TMC 12.10.310 and a Water Main Charge in accordance with TMC 12.10.350 (Premises Not Abutting a Water Main). A copy of the recorded easement must be provided to the Division before water service will be sold or installed.
- iii. The service is considered temporary until a permanent main and service is installed in the right-of-way abutting the customer's premises. Use of the temporary service shall terminate immediately thereafter. When an improvement within the public street right-of-way requires the removal or readjustment of the customer's

property side pipe extension, the cost and responsibility therefore shall be that of the owner of the premises served and the City shall not be liable for any portion of the cost thereof.

- iv. If a permanent water main exists or is being constructed between the existing service and specific benefited property, said service may be relocated to the permanent main at a point closer to the benefited property at no charge provided the owner re-routes their property side pipe from the new meter location to the premise served.
- v. In cases of emergency or when extraordinary circumstances exist, the Division may perform services for the repair, adjustment, replacement or installation of customer's property side pipe extension. The person(s) responsible for the premise served may be liable for all or a portion of the cost thereof. The performance of such service by the Division shall not be deemed to have created any further liability or responsibility for or on account of the repair, adjustment, replacement or installation of such service pipe extension.

D. Prior to Paving

- i. Whenever the construction of a street paving improvement has been authorized and a permanent main has been installed in the street, water service connections for future use may be installed upon application to the Division. The Division may require that the owner sign an agreement to pay to retire all services not being used within five years.

16.0 WATER SERVICE CONSTRUCTION

- A. Installation of services and meters installed on new mains constructed by Private Development Contracts or LID's.
 - i. Domestic service for residential will require the installation of 3/4-inch services and 5/8-inch meters.
 - ii. Plan review will be required to determine sizing requirements when requesting a service and meter for use other than single family or duplex domestic service.
 - iii. Fees will be charged in accordance with TMC 12.10.250.
 - iv. Service stubs will be installed on new mains after water quality samples and pressure tests are deemed acceptable to the Division. The initial charge for service stubs must be paid prior to the preconstruction meeting for the service installs.

- v. Once the project is to sub-grade and the service staking is accepted, the Division will schedule the installation of the services.
- vi. The developer will be responsible for protecting the service stubs until final acceptance of the project by the Division. Should any damage occur to Division facilities, no final acceptance will be given. The developer will be responsible for the costs to repair damage; repairs will be performed by the Division.
- vii. If any tampering either deliberately or unintentionally is discovered by the Division, a penalty will be assessed as set forth in TMC 12.10. Any damage related costs that may occur as a result of the tampering shall be billed in accordance with TMC 12.10
- viii. Prior to the installation of the meter, yoke and box, all applicable fees must be paid to the Division.
- ix. When the meter is installed, it will be left in the "off" position. The account will be activated and the billing will begin.

B. Option #2:

This option is no longer offered but all customers who previously purchased this option for a development will be grandfathered in until all service and/or meter work for which they have paid is complete. All requirements for construction of this option that were in effect at the time of purchase must be followed along with any additional requirements put into place since that time.

C. General Requirements

i. Fixed Fees not Adequate:

In extraordinary circumstances where the Division determines that the fixed charges as stated in Ordinance 12.10 are not adequate to cover the actual costs of service and meter installation, the Water Service Construction Charge will be based on the estimated cost of the construction and the customer will be billed the actual costs.

ii. Permit Fees:

All required City, County, State and/or railroad permits and fees (including any mitigation fees), are in addition to the charges in accordance with TMC 12.10.

iii. Low Pressure Service Size:

The Division will install 1-inch service pipe for all new or renewed 3/4-inch single family residential services in areas with less than 40 pounds per square inch (PSI) pressure measured at the meter location. The property owners shall be encouraged to install a minimum of 1-inch pipe from the meter to the premise. The charge for the new 1-inch residential service will be the applicable 3/4-inch by 5/8-inch Water Service Construction Charge.

iv. Temporary Services:

A temporary water service may be installed for the purpose of providing water for a construction project or any other short-term projects. Appropriate backflow protection must be installed per Section 13.0 of this policy. The term shall be a maximum of twelve months with the possibility of an extension if approved by the Division. The actual cost of the temporary service shall be all associated costs for installing and removing the service and material and the appurtenances. The applicant shall pay in advance, a deposit in the amount of the Division's estimated cost to accomplish the installation and removal.

17.0 EXISTING SERVICE CONNECTIONS

A. Two or more Premises being served:

- i. A customer shall not be permitted to furnish water to any other premises, except during an emergency which shall not exceed a period of thirty (30) days or as noted in section 15.0 pertaining to LID's. An application to cover the emergency connection shall be filed with the Division within 48 hours of its occurrence.
- ii. When it has been discovered that two (2) or more premises are being served by one water service connection, the Division shall have the right to require the installation of additional water service connections in accordance with Section 15.0 (New Service Connections) and TMC 12.10.045. Failure to purchase the additional service may result in the Division discontinuing service to the premises being served.
- iii. When an existing parcel with multiple buildings is being subdivided and is served with one meter, or the Division discovers that the parcel has been subdivided, the customer will be required to pay all applicable fees and/or contributions with credit given for any portion

of said parcel that has previously contributed as set forth in TMC 12.10. Ownership of the existing service shall be determined by the Division based on Division records

B. Change In Structure Or Water Use:

- i. When there is a change of land use for a parcel or the structure served is altered or the customer requires a change in service and/or meter size, the Division may require a new service and meter to be installed and the old service and meter retired, all at the customer's expense, unless the existing service and meter are adequate in size and type to provide the required service for the intended use or alteration per current Uniform Plumbing Code requirements and Division standards. The customer may be required to furnish a complete set of plans for all additions, remodels or improvements to determine water service and meter sizing requirements. Additionally the customer must pay all applicable contributions and charges as prescribed herein with credit given for previously paid water main assessments or charges and System Development Charges.
- ii. All existing water service facilities serving the premises that are no longer required shall be removed by the Division at the expense of the subject customer. Any adjustment of Division facilities necessary to accommodate the change in use or the modification of the use shall be accomplished at the expense of the customer in accordance with Section 18.0 (Water system alterations caused by others).

C. Inactive Services:

- i. When a water service account has been closed or a new service account has never been established the service shall be classified as an inactive service.
- ii. When an inactive service is discovered during the planning of routine maintenance or during the design/review of a new main project or other utility project, the Division shall determine whether to adjust and/or renew or disconnect the service as needed.

D. Transfers - Active and Inactive Services:

- i. The Division will transfer, at no charge, those temporary or permanent active or inactive services to a permanent water main constructed within the limits of the frontage of the premises being served provided the premises:

- a. Had a service prior to 12/12/55 **or**
 - b. Has been previously assessed for a water main **or**
 - c. Has paid a Water Main Charge.
- ii. Temporary or permanent inactive services installed after 12/12/55 that serve premises that have not been previously assessed or paid a Water Main Charge may be disconnected, removed and not transferred to the new water main. If a permanent water service has been removed, it may be installed at no charge to the customer after the customer pays a Water Main Charge in accordance with TMC 12.10.
- iii. Temporary or permanent active services installed after 12/12/55 that serve premises that have not been previously assessed or paid a Water Main Charge will be transferred to the new water main. The owner of the premises will have thirty (30) days to make arrangement with the Division for payment of the Water Main Charge in accordance with TMC 12.10 or service to the premises will be terminated.
- iv. Parcels not abutting a street right-of-way or easement with a main may be transferred if it is determined to be in the best interest of the Division.
- v. When the Division has determined it is best to abandon a temporary water main, the Division will, at no charge to the customer, transfer the active connected services and meters as specified under Section 20.0 (Temporary Mains).
- vi. Separate parcels abutting or not abutting the permanent main previously served by a service and meter of another ownership shall disconnect from such service and shall make application to the Division for a new service connection, paying all applicable charges as set forth in TMC 12.10.045.
- vii. Thirty (30) days after the Division replaces a temporary service by installing a new service on the permanent water main the Division will disconnect the temporary service. The customer shall, before the temporary service is disconnected, connect their property side pipe to the new service at their expense and discontinue use of the temporary service.

E. Meter Tests:

- i. When any customer informs the Division that their water consumption has been above their normal billing consumption the Division will ~~re-read the meter to~~ verify the previous days meter read the use for usage and may check the Division meter assembly for leaks. If the check does not discover any leaks on the Division facilities the Division will instruct the customer as to how to read the meter to help them determine- if there are leaks on their property side piping. If the customer determines there are no leaks, the customer may request that the Division test the meter. There may be a cost associated with the meter testing as set forth in TMC 12.10.
- ii. The Division will not test meters owned by others.

F. Meters - Overloaded:

- i. Whenever demand periodically exceeds the rated capacity of a meter to the extent that the meter may be damaged, the Division shall notify the owner. After evaluating the owner's water requirements the Division shall determine what size meter is required to give proper service in accordance with Uniform Plumbing Code and Division standards. If the required meter size exceeds the service size the service shall be replaced along with the meter. A fee covering the service and meter exchange shall be paid to the Division in accordance with this Section (Paragraph G) (Meter Exchanges), or TMC 12.10. (Water Service Construction Charges), if the service and meter require replacing. If the owner does not pay the required fee for the installation of the larger meter and possibly the service, and pay the additional System Development Charge within thirty (30) days after the date of the notice, then the Division shall install the proper size meter and/or service and charge the customer the total cost for removal and installation. If the invoice is unpaid, the Division may discontinue service in accordance with TMC 12.10. (Termination of Service).

G. Meter Exchanges:

- i. A meter may be increased or decreased in size within the limits of the service piping provided that the requested meter is adequately sized for its primary intended continuous use, including low flow accuracy, as determined by the Division. After the Division approves the meter exchange and the customer deposits an amount equal to the Division's estimated cost to make the exchange and any other applicable charges, the Division will exchange the meter.

H. Low Pressure or Low Flow Concerns:

- i. When a customer advises of low flow and/or pressure at their premise, the Division may, upon request, conduct a flow and pressure test on the water service to the premises. If the cause of the problem is found to be located on the property side of the meter yoke outlet, a fee as set forth in TMC 12.10 will be added to the customer's water bill. If the test discloses that the low flow and/or pressure is caused by Division facilities, the Division shall attempt to correct the problem and the customer's account will not be billed.

18.0 WATER SYSTEM ALTERATIONS CAUSED BY OTHERS

A. Notice of Work:

All persons, and their contractors, performing street or utilities work that may interfere with, conflict with, affect, or endanger the water system of the City shall give the Division not less than two City working days advance notice prior to commencing work.

B. Responsibility for Costs:

In the event it becomes necessary to remove, relocate and/or adjust any Division facilities to accommodate work such as but not limited to; paving of streets; sidewalk, curb and gutter upgrades; street lights; construction of or modification to other utilities; or other construction or modifications, such alterations to the water system shall be performed by the Division (unless prior written authorization is given by the Division for alterations by others) and paid for by the person responsible for causing such alteration.

19.0 PERMANENT MAINS AND MAIN EXTENSIONS

A. Definition:

Permanent mains shall include distribution mains six (6) inches or larger in diameter of ductile iron, cast iron, asbestos cement, or other materials as approved by the Division. Four-inch circulating (looped) mains constructed of the above materials, located in residential areas and not serving fire hydrants, or four-inch mains not over 650 feet long of the above materials in cul-de-sac streets and not serving fire hydrants are also considered permanent. New permanent mains must comply with current fire district ordinances, codes, regulations and Division standards. When a permanent distribution water main is installed in any street right-of-way or easement it shall provide service to the abutting property to a depth of 120 feet as measured at right angles to the abutting right-of-way line.

B. Extensions:

Extensions of a permanent main may be constructed by privately financed contract or by local improvement district process to Division standards and specifications.

C. Construction:

For privately financed water main extension projects the developer shall select a contractor and enter into an agreement with said contractor and the Division for construction of the extension. Only contractors experienced in ductile iron water main construction with a record of successful completions of similar scope may be considered by the developer. The developer shall make all necessary arrangements to pay the construction costs directly to the contractor. A performance bond or other appropriate security and certificates showing appropriate liability insurance shall also be provided. The developer will be responsible for all costs and expense incurred by the Division for engineering, inspection and other related work and shall pay the Division the charges to cover the cost of said work as specified in TMC 12.10.

D. Easements:

The transfer of privately financed water main to the City shall be on the condition that the developer provide for any necessary and proper easements. When water mains will be installed on private property which is not owned by the developer and part of the subject development, all easements must be recorded prior to installation. All easements for water mains must specifically name Tacoma Water Division. Said main will be thereafter accepted by the City. The developer shall provide the Division a notarized statement of the water main construction costs. The developer's cost statement shall also provide the legal description of property having contributed its share toward the cost of constructing said mains. Only those properties abutting upon the water main construction qualify as contributing properties. Water Main Charges received on mains constructed by LID shall be considered revenue of the Division.

20.0 TEMPORARY MAINS

A. Definition:

Temporary mains shall mean mains of inadequate size or non-durable materials such as galvanized or thin-walled steel of all diameters, and all mains not approved as permanent mains by the Division. Transmission and Supply lines are not intended to provide permanent water service and are considered temporary until permanent distribution mains are installed. Temporary mains shall not be permitted to be installed as part of the

Division's water distribution system. Temporary mains existing outside of the Division's water service area, however, may be acquired, maintained, and operated by the Division where provisions have been made to standardize such installations in compliance with the Division requirements for permanent facilities under terms of an agreement entered into between the owners and the Division. Where necessary, said agreement shall provide for a surcharge rate to be imposed by the City for a specified period of time to provide sufficient revenues to assure that the acquired temporary facilities are replaced with or brought up to Division standards for permanent facilities in accordance with TMC 12.10. (Water System Acquisition).

B. Temporary Main Abandonment:

Temporary mains existing inside the Division's water service area may be abandoned if in the best interest of the Division. The Division will relocate the existing water services and meters to the nearest main that is capable of meeting the water requirements of the customer and install new customer property side pipe to the new meter location. The owner or agent of the premises being supplied shall at their expense maintain all of the service pipe extension including the pipe in the public street right-of-way or in an easement from the meter to the premises being served. The installation of the customer's property side pipe by the Division is not an assumption of liability by the Division for future damages and/or maintenance thereof.

21.0 CONTRIBUTIONS TO WATER MAIN CONSTRUCTION BY PRIVATE DEVELOPMENT

When main oversizing is required by the Division above and beyond requirements to serve a development in order to strengthen or improve operation of the water system or when the abutting properties have paid a Water Main Charge in accordance with TMC 12.10, the person proposing to construct the water main extension and improvements may receive contributions from the Division as follows:

A. Privately Development Projects:

- i. The Division may require the developer to oversize water mains to serve a project in order to provide additional benefit to the water system. In these circumstances the Division may contribute based on budget availability.
- ii. The contribution amount paid for oversizing of mains will be based on the estimated difference in cost between the required main size to serve the subject project and the oversized main designed to benefit the greater water system. The contribution amount will be determined by the Division and subject to availability of budgeted

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funds. No person shall receive oversize main contributions when the Division determines that extraordinary circumstances exist rendering the contribution not in the best interest of the Division.

- iii. Temporary Water Main Charges previously collected will be applied to the project construction costs when the water main extension passes along the frontage of the property where a temporary main charge has been paid. The amount of the temporary main charge applied to a new main where a main extension does not extend across the full frontage of a parcel where a temporary main charge has been collected, shall be only a fraction of the temporary main charge equal to the fraction that the main extends across the said parcel. Contributions shall be paid to the owner or developer upon the Division's final acceptance of the mains and receipt of a notarized letter from the developer/property owner indicating the project water main construction cost and the legal description of properties which have contributed their share of such construction costs.
- iv. To qualify as a contributing property for relief from a future Water Main Charge the property must abut the right-of-way that contains the water main construction. Portions of the abutting property or properties located beyond 120 feet of the right-of-way will be considered property that has not contributed to the construction of a permanent water main and will be required to pay a Water Main Charge in accordance with TMC 12.10. The contributing properties will become a part of the Division's permanent records to ensure that the property having contributed will receive proper credit.

B. Local Improvement Districts (LIDs):

- i. Local Improvement District assessments for water main extensions shall be in accordance with the laws of the State of Washington and the policies of the City.
- ii. The Division may contribute to an LID under the following circumstances:
 - a. Properties have been previously assessed.
 - b. Substandard mains exist that the Division is responsible for maintaining.
 - c. The improvement would, in the Division's opinion, provide a needed system improvement beyond the boundaries of the L.I.D.

- iii. When a parcel of property being assessed on an LID has paid a Temporary Water Main Charge, an inflation credit will be added to the funds collected at a rate of three (3) percent per year. The amount of inflation credit shall only be allowed up to the amount where the Temporary Water Main Charge plus the inflation credit equals the LID assessment. If the Water Main Charge, without the inflation credit, is greater than the amount of the assessment, then the property will receive a refund of the difference.

22.0 PRIVATE CONTRACT CHARGES (PRIVATELY FINANCED MAIN CONSTRUCTION)

A. Responsibility for Fees:

Extension of a permanent water main may be constructed by private contract. The developer of the privately financed project will be responsible for all costs and expenses incurred by the Division for preparation of plans and specifications, construction inspection, testing, flushing, sampling of the mains and other related work necessary to complete the new water main construction to Division standards and specifications. The engineering charge for the preparation of plans and specifications will be estimated by the Division and will include all applicable permit fees. The developer will be required to pay a deposit in the amount of the estimated cost and sign an agreement acknowledging that they are responsible to pay all actual time and materials costs associated with the project. The actual costs for the work will be billed against the developer's deposit. Should the actual costs for engineering the project exceed the deposit amount, the developer will be required to pay the balance prior to receiving the plans and specifications. Prior to construction, a second deposit in the estimated amount for construction inspection, testing, sampling, and hydrant painting will be due to the Division. Upon completion of the project, the developer will either be refunded the unused amount of the deposits or billed for the cost overrun. Included in the deposits described above is a \$50 fee per fire hydrant in the project for painting.

B. Protecting New Facilities:

The developer will be responsible for protecting all new water facilities, including yokes and boxes, until final acceptance by the Division. After final acceptance of the project, the responsibility for the stub, yoke, box, and meter will belong to each property owner who will be charged accordingly for any damage.

C. Expiration of Plans:

Division plans and specifications created for a project will expire one year after the issue date as noted on the plans and will be required to go through a review by the Division at the cost of developer. All preliminary water main layouts and estimates will expire 6 months after issue date on the time and materials Design/Engineering Estimate.

23.0 FIRE HYDRANT USE (NON-FIRE FIGHTING)

A. Permit:

When water service is supplied by way of a fire hydrant, other than for fire fighting, the proposed use must be disclosed and a permit must be obtained from the Division authorizing the hydrant use. A fee associated with hydrant and water usage shall be collected by the Division. A fire hydrant meter or a water service and meter may be required under certain circumstances as determined by the Division. All persons using the Divisions fire hydrants must attend a training class given by Division personnel before a permit will be issued.

B. Penalty:

The use of the Division's hydrant without a current permit, using a restricted hydrant or failing to conform to the Division's hydrant operating procedures will result in a penalty in addition to all other hydrant use fees as specified in TMC 12.10. Refusal to pay the penalties and fees may be cause for the Division to refuse future hydrant use by the contractor and/or discontinue service to the benefited premise.

C. Damages:

Persons using a fire hydrant will be responsible for all damages to Division facilities or other private facilities that may result from the use of said hydrant. If the person refuses to pay the cost for all damages associated with fire hydrant use, the Division will take actions allowed by law including refusal of service.

D. Long-Term Use:

Applications for fire hydrant use for periods greater than six (6) consecutive months for the purpose of supplying water to a business may require the business to purchase a water service and meter of adequate size to accommodate the proposed water usage as determined by the Division

E. Backflow:

A Division approved backflow protection assembly shall be installed by the person requesting use of a fire hydrant. The assembly shall be accompanied by a current backflow assembly test report. The test report shall be available at the site for the duration of the hydrant use.

APPROVED:

Acting Superintendent, Tacoma Water

Director of Utilities/CEO



Advanced Meter Program Policies Package 1 Proposed Changes

Tacoma Municipal Code Title 12-Utilities Explanatory Comments for Proposed Changes 5/22/2020

1. **Revision Date:** The final code presented for Board consideration will be updated to reflect the correct revision date. Placeholders are currently used during draft policy reviews.
2. **Sections 12.06.215 C, 12.06.225 D, 12.06.260 C, and 12.06.371 E:** The references to demand being reset monthly have been updated to daily. This reflects more accurate metering capabilities and that demand will now be reset daily with advanced metering for applicable meters. This is a required change for moving to advanced meters.
3. **Chapter 12.06A:** The references to the 2017 Edition of the National Electric Code (NEC) have been updated to reference and be in compliance with the 2020 Edition of the NEC. TPU is required to stay up to date and consistent with the NEC.
4. **Section 12.10.110 B:** This section references unauthorized use of water service but does not account for the future state when a water meter will be virtually disconnected; turned off for billing purposes but left physically on in the field. Language has been added to clarify that this section of the TMC will apply when there is unauthorized use of a physically disconnected water service. Virtual disconnect and reconnect is a new benefit TPU can utilize with advanced metering.

TITLE 12

Utilities

Selected Sections Showing Proposed Track Changes:

- Electric Energy - Regulations and Rates: Sections 12.06.215 C, 12.06.225 D, 12.06.260 C, and 12.06.371 E
- Electrical Code: Chapter 12.06A
- Water - Regulations and Rates: Section 12.10.110 B

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$22.50 per month, for all but unmetered services; \$17.50 per month, for unmetered services.

(e) Within the City of University Place:

(1) Energy: All energy measured in kilowatt-hours at \$0.044616 per kWh.

(2) Delivery: All energy delivered in kilowatt-hours at \$0.034587 per kWh.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$22.50 per month, for all but unmetered services; \$17.50 per month, for unmetered services. C. Service Conditions.

1. The maximum allowable total connected motor rating is 7.5 horsepower (5.6 kilowatts) exclusive of motors of 1/4 horsepower and under for standard plug-in applications.
2. At the option of Tacoma Power, a customer may be transferred to a demand metered rate if the customer's actual demand has exceeded 50 kilovolt amperes at least three times in the prior 24-month period.
3. Power factor provision applicable.
4. Applicable provisions of the Tacoma Municipal Code, General Provisions, and Customer Service Policies governing the sale of electric energy shall apply.

(Ord. 28489 Ex. A, passed Feb. 13, 2018: Ord. 28422 Ex. A and Ex. B; passed Apr. 4, 2017: Ord. 28285 Ex. A; passed Mar. 17, 2015: Ord. 28134 Ex. A and Ex. B; passed Feb. 26, 2013: Ord. 27976 Ex. A and Ex. B; passed Mar. 29, 2011: Ord. 27604 § 1; passed Apr. 17, 2007: Ord. 27332 § 3; passed Mar. 22, 2005: Ord. 27150 § 2; passed Oct. 7, 2003: Ord. 27058 § 3; passed Mar. 18, 2003: Ord. 26848 § 11; passed Sept. 18, 2001: Ord. 26628 § 1; passed May 16, 2000: Ord. 25681 § 10; passed Mar. 21, 1995: Ord. 25460 § 6; passed Mar. 22, 1994: Ord. 25076 § 3; passed Mar. 24, 1992: Ord. 24584 § 3; passed Mar. 20, 1990: Ord. 24050 § 2; passed Mar. 29, 1988: Ord. 23372 § 2; passed Apr. 16, 1985: Ord. 22951 § 2; passed Jul. 5, 1983: Ord. 22878 § 2; passed Mar. 1, 1983: Ord. 22460 § 2; passed Jul. 7, 1981: Ord. 21917 § 2; passed Dec. 11, 1979: Ord. 21566 § 2; passed Dec. 19, 1978: Ord. 20267 § 5; passed Dec. 17, 1974: Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.180 Commercial all-electric cooking, baking and water heating rate – Schedule C. *Repealed by Ord. 24584.*

(Ord. 24584 § 4; passed Mar 20, 1990: Ord. 20267 § 6; passed Dec. 17, 1974: Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.190 General commercial service – Schedule C. *Repealed by Ord. 24584.*

(Ord. 24584 § 5; passed Mar 20, 1990: Ord. 24050 § 3; passed Mar. 29, 1988: Ord. 23372 § 3; passed Apr. 16, 1985: Ord. 22951 § 3; passed Jul. 5, 1983: Ord. 22878 § 3; passed Mar. 1, 1983: Ord. 22460 § 3; passed Jul. 7, 1981: Ord. 21917 § 3; passed Dec. 11, 1979: Ord. 21566 § 3; passed Dec. 19, 1978: Ord. 20267 § 7; passed Dec. 17, 1974: Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.210 General service – Schedule E-1. *Repealed by Ord. 24584.*

(Ord. 24584 § 6; passed Mar 20, 1990: Ord. 24050 § 4; passed Mar. 29, 1988: Ord. 23372 § 4; passed Apr. 16, 1985: Ord. 22951 § 4; passed Jul. 5, 1983: Ord. 22878 § 4; passed Mar. 1, 1983: Ord. 22460 § 4; passed Jul. 7, 1981: Ord. 21917 § 4; passed Dec. 11, 1979: Ord. 21566 § 4; passed Dec. 19, 1978: Ord. 20267 § 9; passed Dec. 17, 1974: Ord. 19320 § 2; passed Apr. 6, 1974: Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.215 General service – Schedule G. *Effective April 1, 2018.*

A. Availability. For general power use where a demand meter is installed, for standby capacity to customers generating all or a part of their electric power requirements, and for intermittent use. The customer's actual demand as determined by Tacoma Power must exceed 50 kilovolt amperes or total connected load as estimated by Tacoma Power must exceed 65 kilowatts upon initial service energization.

For customers providing all their own transformation from Tacoma Power's distribution system voltage, a discount for transformer investment and maintenance will be provided by reducing the monthly bill by 0.8 percent. For customers metered on the primary side of a transformer, a discount for transformer losses will be provided by reducing the monthly bill by 1 percent. These discount percentages are additive, and not compounded.

B. Monthly Rate. The sum of the following energy, delivery, and customer charges:

1. Energy: All energy measured in kilowatt-hours at \$0.044813 per kWh.
2. Delivery: All kilowatts of Billing Demand delivered at \$8.35 per kW.
3. Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$76.00 per month.

4. Exceptions:

(a) Within the City of Fife:

- (1) Energy: All energy measured in kilowatt-hours at \$0.044813 per kWh.
- (2) Delivery: All kilowatts of Billing Demand delivered at \$8.35 per kW.
- (3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$76.00 per month.

(b) Within the City of Fircrest:

- (1) Energy: All energy measured in kilowatt-hours at \$0.044813 per kWh.
- (2) Delivery: All kilowatts of Billing Demand delivered at \$8.35 per kW.
- (3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$76.00 per month.

(c) Within the City of Lakewood:

- (1) Energy: All energy measured in kilowatt-hours at \$0.044813 per kWh.
- (2) Delivery: All kilowatts of Billing Demand delivered at \$8.35 per kW.
- (3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$76.00 per month.

(d) Within the City of Steilacoom:

- (1) Energy: All energy measured in kilowatt-hours at \$0.044813 per kWh.
- (2) Delivery: All kilowatts of Billing Demand delivered at \$8.35 per kW.
- (3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$76.00 per month.

(e) Within the City of University Place:

- (1) Energy: All energy measured in kilowatt-hours at \$0.044813 per kWh.
- (2) Delivery: All kilowatts of Billing Demand delivered at \$8.35 per kW.
- (3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$76.00 per month.

C. Billing Demand. Determined by means of a demand meter, 30-minute interval, reset daily~~monthly~~. The Billing Demand shall be the highest of:

1. The highest measured demand for the month adjusted for power factor;
2. 60 percent of the highest measured demand occurring during any of the preceding 11 months after adjustment for power factor; or
3. 100 percent of the standby capacity.

For purposes of the determination of Billing Demand in subsection 2 above, the 11 months of history shall be carried forward from the customer's previous account(s).

D. Standby Capacity. That amount of power requested by written application or estimated by the Director to be made continuously available for exclusive use of the customer. E. Service Conditions.

1. At the option of Tacoma Power, primary metering may be installed where the service transformers aggregate 500 kVA or more.
2. At the option of Tacoma Power, a customer may be transferred to a non-demand metered rate if the customer's actual demand has not exceeded 50 kilovolt amperes in the prior 24-month period.

3. Power factor provision applicable.

4. Applicable provisions of the Tacoma Municipal Code, General Provisions, and Customer Service Policies governing the sale of electric energy shall apply.

(Ord. 28489 Ex. A, passed Feb. 13, 2018; Ord. 28422 Ex. A and Ex. B; passed Apr. 4, 2017; Ord. 28285 Ex. A; passed Mar. 17, 2015; Ord. 28134 Ex. A and Ex. B; passed Feb. 26, 2013; Ord. 27976 Ex. A and Ex. B; passed Mar. 29, 2011; Ord. 27332 § 4; passed Mar. 22, 2005; Ord. 27150 § 3; passed Oct. 7, 2003; Ord. 27058 § 4; passed Mar. 18, 2003; Ord. 26848 § 12; passed Sept. 18, 2001; Ord. 26628 § 1; passed May 16, 2000; Ord. 25681 § 11; passed Mar. 21, 1995; Ord. 25460 § 7; passed Mar. 22, 1994; Ord. 25076 § 4; passed Mar. 24, 1992; Ord. 24584 § 7; passed Mar. 20, 1990; Ord. 24050 § 5; passed Mar. 29, 1988)

12.06.220 Primary general service – Agencies – Schedule E-2. Repealed by Ord. 24584.

(Ord. 24584 § 8; passed Mar 20, 1990; Ord. 24050 § 6; passed Mar. 29, 1988; Ord. 23372 § 5; passed Apr. 16, 1985; Ord. 22951 § 5; passed Jul. 5, 1983; Ord. 22878 § 5; passed Mar. 1, 1983; Ord. 22460 § 5; passed Jul. 7, 1981; Ord. 21917 § 5; passed Dec. 11, 1979; Ord. 21566 § 5; passed Dec. 19, 1978; Ord. 20267 § 10; passed Dec. 17, 1974; Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.225 High voltage general service – Schedule HVG. Effective April 1, 2018.

A. Availability. For general power use where a demand meter is installed and where a customer served does not require the use of Tacoma Power's distribution facilities other than substation transformation. Customers over 8 Megawatts who do not have a Power Service Agreement (Contract) with Tacoma Power will take service under TMC 12.06.215 General Service. A Power Service Agreement (Contract) with Tacoma Power is required for customers who begin taking service under TMC 12.06.225 High voltage general service after April 16, 2017. For customers who provide all of their own transformation from Tacoma Power's transmission system voltage, a credit of 24.00 percent will be applicable to the delivery charge.

High voltage general service customers shall be billed the following rates under Subsection 12.06.225.B (a two-step rate increase effective April 16, 2017 and April 1, 2018) unless the Customer files by April 21, 2017, a written notice in a form approved by Tacoma Power that irrevocably elects to be billed under the alternative rates under Subsection 12.06.225.C (a one-step rate increase effective April 16, 2017 with a second default rate increase effective April 1, 2019, unless superseded prior to the effective date).

B. Monthly Rate: The sum of the following energy, delivery and customer charges:

1. Energy: All energy measured in kilowatt-hours at \$0.041691 per kWh.

2. Delivery: All kilowatts of Billing Demand delivered at \$4.75 per kW.

3. Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$1,490.00 per month.

4. Exceptions:

(a) Within the City of Fife:

(1) Energy: All energy measured in kilowatt-hours at \$0.041691 per kWh.

(2) Delivery: All kilowatts of Billing Demand delivered at \$4.75 per kW.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$1490.00 per month.

(b) Within the City of Fircrest:

(1) Energy: All energy measured in kilowatt-hours at \$0.041691 per kWh.

(2) Delivery: All kilowatts of Billing Demand delivered at \$4.75 per kW.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$1490.00 per month.

(c) Within the City of Lakewood:

(1) Energy: All energy measured in kilowatt-hours at \$0.041691 per kWh.

(2) Delivery: All kilowatts of Billing Demand delivered at \$4.75 per kW.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$1490.00 per month.

(d) Within the City of Steilacoom:

(1) Energy: All energy measured in kilowatt-hours at \$0.041691 per kWh.

(2) Delivery: All kilowatts of Billing Demand delivered at \$4.75 per kW.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$1490.00 per month.

(e) Within the City of University Place:

(1) Energy: All energy measured in kilowatt-hours at \$0.041691 per kWh.

(2) Delivery: All kilowatts of Billing Demand delivered at \$4.75 per kW.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$1490.00 per month.

C. Monthly Rate (a one-step rate increase effective April 16, 2017, with a second default rate increase effective April 1, 2019, unless superseded prior to the effective date).

	Effective 4/16/2017	Effective 4/1/2019 unless superseded prior to effective date
Energy	\$0.039987	\$0.041691
Delivery	\$4.63	\$4.75
Customer Charge	\$1,175.00	\$1,490.00
Exceptions:		
Within the City of Fife		
Energy	\$0.039987	\$0.041691
Delivery	\$4.63	\$4.75
Customer Charge	\$1,175.00	\$1,490.00
Within the City of Fircrest		
Energy	\$0.039987	\$0.041691
Delivery	\$4.63	\$4.75
Customer Charge	\$1,175.00	\$1,490.00
Within the City of Lakewood		
Energy	\$0.039987	\$0.041691
Delivery	\$4.63	\$4.75
Customer Charge	\$1,175.00	\$1,490.00
Within the City of Steilacoom		
Energy	\$0.039987	\$0.041691
Delivery	\$4.63	\$4.75
Customer Charge	\$1,175.00	\$1,490.00
Within the City of University Place		

Energy	\$0.039987	\$0.041691
Delivery	\$4.63	\$4.75
Customer Charge	\$1,175.00	\$1,490.00

D. Billing Demand. Determined by means of a demand meter, 30-minute interval, reset ~~daily~~monthly. The billing demand shall be the higher of:

1. The highest measured demand for the month adjusted for power factor, or
2. 60 percent of the highest measured demand occurring during any of the preceding 11 months after adjustment for power factor.

For purposes of the determination of Billing Demand in subsection 2 above, the 11 months of history shall be carried forward from the customer's previous account(s). E. Service Conditions.

1. Power factor provision applicable.
2. Applicable provisions of the Tacoma Municipal Code, General Provisions, and Customer Service Policies governing the sale of electric energy shall apply.

(Ord. 28489 Ex. A, passed Feb. 13, 2018; Ord. 28422 Ex. A and Ex. B; passed Apr. 4, 2017; Ord. 28285 Ex. A; passed Mar. 17, 2015; Ord. 28134 Ex. A; passed Feb. 26, 2013; Ord. 27976 Ex. A; passed Mar. 29, 2011; Ord. 27332 § 5; passed Mar. 22, 2005; Ord. 27150 § 4; passed Oct. 7, 2003; Ord. 27058 § 5; passed Mar. 18, 2003; Ord. 26848 § 13; passed Sept. 18, 2001)

12.06.240 Primary general service – Schools – Schedule E-3. *Repealed by Ord. 24584.*

(Ord. 24584 § 9; passed Mar 20, 1990; Ord. 24050 § 7; passed Mar. 29, 1988; Ord. 23372 § 6; passed Apr. 16, 1985; Ord. 22951 § 6; passed Jul. 5, 1983; Ord. 22878 § 6; passed Mar. 1, 1983; Ord. 22460 § 6; passed Jul. 7, 1981; Ord. 21917 § 6; passed Dec. 11, 1979; Ord. 21566 § 6; passed Dec. 19, 1978; Ord. 20267 § 12; passed Dec. 17, 1974; Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.250 Temporary general service – Schedule L. *Repealed by Ord. 24584.*

(Ord. 24584 § 10; passed Mar 20, 1990; Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.260 Contract industrial service – Schedule CP. Effective April 1, 2018.

A. Availability. For major industrial power use upon the execution of a written Power Service Agreement (Contract) with Tacoma Power, which shall require among other conditions:

1. A minimum Contract Demand (as set forth in the Contract) of not less than 8,000 kilowatts;
2. Delivery of power at one primary voltage;
3. Metering at primary voltage but in no case at less than nominal 4,160 volts;
4. Power factor adjustment to 95 percent lagging or better; and
5. Service is subject to curtailment and certain notice provisions are applicable.

B. Monthly Rate. The sum of the following power service, delivery, customer and other charges:

1. Power Service Charges:

- (a) Energy: All Contract Energy (as set forth in the Contract) measured in kilowatt-hours at \$0.033038 per kWh.
- (b) Demand: All kilowatts of Billing Demand delivered at \$4.33 per kW.
- (c) Minimum Charge: The Demand Charge.

- (d) Contract Energy Overrun: All energy measured in excess of the Contract Energy (as set forth in the Contract) is subject to a Contract Energy Overrun charge, pursuant to the following formula:

Contract Energy Overrun Charge = (MWh + Losses) x (THI + Tx) x 120%.

Where: MWh = the aggregate MWh over the day the customer's total measured daily load was above the Contract Energy amount; Losses = MWh x 1.9%; THI = the highest hourly price observed on the Tacoma Hourly Index within the day of overrun; Tx = applicable BPA or successor organization, transmission rate in \$ per MWh.

- (e) Contract Demand Overrun: A Contract Demand Overrun charge shall be imposed when the total measured demand (highest 30-minute integrated demand) exceeds the Contract Demand (as set forth in the Contract). Said charge is pursuant to the following formula:

$$\text{Contract Demand Overrun Charge} = \text{MW} \times 300\% \times \text{DC}$$

Where: MW = MW of metered Demand in excess of the Contract Demand; DC = Demand Charge.

2. Delivery: All kilowatts of Billing Demand delivered at \$4.00 per kW.

3. Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$2,980.00 per month.

4. Exceptions:

(a) Within the City of Fife:

(1) Power Service Charges:

(i) Energy: All Contract Energy (as set forth in the Contract) measured in kilowatt-hours at \$0.033038 per kWh.

(ii) Demand: All kilowatts of Billing Demand delivered at \$4.33 per kW.

(iii) Minimum Charge: The Demand Charge.

(iv) Contract Energy Overrun: All energy measured in excess of the Contract Energy (as set forth in the Contract) is subject to a Contract Energy Overrun charge, pursuant to the following formula:

$$\text{Contract Energy Overrun Charge} = (\text{MWh} + \text{Losses}) \times (\text{THI} + \text{Tx}) \times 124.1319\%$$

Where: MWh = the aggregate MWh over the day the customer's total measured daily load was above the Contract Energy amount; Losses = MWh x 1.9%; THI = the highest hourly price observed on the Tacoma Hourly Index within the day of overrun; Tx = applicable BPA or successor organization, transmission rate in \$ per MWh.

(v) Contract Demand Overrun: A Contract Demand Overrun charge shall be imposed when the total measured demand (highest 30-minute integrated demand) exceeds the Contract Demand (as set forth in the Contract). Said charge is pursuant to the following formula:

$$\text{Contract Demand Overrun Charge} = \text{MW} \times 300\% \times \text{DC}$$

Where: MW = MW of metered Demand in excess of the Contract Demand; DC = Demand Charge.

(2) Delivery: All kilowatts of Billing Demand delivered at \$4.00 per kW.

(3) Customer Charge: Calculated on a monthly basis, invoiced, and collected pursuant to the applicable customer service policies: \$2,980.00 per month.

C. Billing Demand. Determined by means of a demand meter, 30-minute interval, reset daily ~~monthly~~.

1. The Billing Demand shall be the highest of:

(a) The highest measured demand for the month, adjusted for power factor;

(b) 60 percent of the highest measured demand occurring during any of the preceding 11 months after adjustment for power factor;

(c) A demand level equal to the Contract Energy, in average megawatt (as set forth in the Contract); or

(d) 60 percent of the highest Contract Demand (as set forth in the Contract) during any of the preceding 11 months. D. Service Conditions.

1. Power factor provision applicable; and

2. Applicable provisions of the Tacoma Municipal Code, General Provisions, and Customer Service Policies governing the sale of electric energy and delivery services shall apply.

(Ord. 28489 Ex. A, passed Feb. 13, 2018; Ord. 28422 Ex. A and Ex. B; passed Apr. 4, 2017; Ord. 28285 Ex. A; passed Mar. 17, 2015; Ord. 28134 Ex. A and Ex. B; passed Feb. 26, 2013; Ord. 27976 Ex. A and Ex. B; passed Mar. 29, 2011; Ord. 27332 § 6; passed Mar. 22, 2005; Ord. 27150 § 5; passed Oct. 7, 2003; Ord. 27058 § 6; passed Mar. 18, 2003; Ord. 26848 § 14; passed Sept. 18, 2001; Ord. 26628 § 1; passed May 16, 2000; Ord. 25681 § 12; passed Mar. 21, 1995; Ord. 25460 § 8; passed Mar. 22, 1994; Ord. 25076 § 5; passed Mar. 24, 1992; Ord. 24584 § 11; passed Mar. 20, 1990; Ord. 24050 § 8; passed Mar. 29, 1988; Ord. 23372 § 7; passed Apr. 16, 1985; Ord. 22951 § 7; passed Jul. 5, 1983; Ord. 22878

(Ord. 25460 § 14; passed Mar. 22, 1994; Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.350 Severability.

If any clause, sentence, paragraph, subdivision, section or part of the provisions relating to the rate schedules, general provisions and customer service policies governing the sale of electric energy shall for any reason be adjudged to be invalid, such judgment shall not affect, impair, or invalidate the remainder of the chapter, but shall be confined in its operation to the clause, sentence, paragraph, subdivision, section or part thereof directly involved in the controversy in which such judgment shall have been rendered.

(Ord. 19320 § 2; passed Apr. 6, 1971)

12.06.360 Temporary surcharge rates. *Repealed by Ord. 26848.*

(Ord. 26848 § 21; passed Sept. 18, 2001; Ord. 26785 § 1; passed Mar. 13, 2001; Ord. 26762 § 1; passed Dec. 19, 2000)

12.06.370 Renewable Energy Program.

- A. Availability. Available to all customers taking permanent retail metered service to purchase qualified alternative energy resources to purchase on a voluntary basis.
- B. Applicability. In compliance with RCW 19.29A.090, Tacoma Power is offering its customers the option to purchase Tacoma Power supplied renewable energy credits. Customer participation is strictly on a voluntary basis. Customers may voluntarily begin or terminate their participation at any time by notifying Tacoma Power of their choice.
- C. Rate. The Renewable Energy Premium per kWh of renewable energy purchased under this rate schedule is:
Renewable Energy Premium: \$0.012000 per kWh
- D. General Provisions. Base rates and other terms of electric service shall be governed by the rate schedule under which the customer takes primary services. This Renewable Energy Premium rate does not include electric service or electric power. Charges specified under this Renewable Energy Premium Rate Schedule are in addition to the charges specified in the rate schedule under which the customer takes its primary electricity service. The voluntary Renewable Energy program payments, less the costs of program administration, marketing, and renewable energy education, ("Net Renewable Energy Program Revenue"), will be used to purchase qualified alternative energy resources. Subject to the provisions of the ordinances authorizing issuance of Tacoma Power revenue obligations, Tacoma Power shall make available from its budgeted funds, for the purchase or development of new qualified alternative energy resources, an amount equal to the Net Renewable Energy Program Revenue allocated to existing Tacoma Power qualified alternative energy resources.

(Ord. 28422 Ex. A; passed Apr. 4, 2017)

12.06.371 Electric Vehicle Fast Charge – Schedule FC. *Effective January 1, 2019 to December 31, 2031.*³ A.

Definitions. The following definitions will apply:

- 1. Electric Vehicle – A vehicle that uses at least one method of propulsion that is capable of being reenergized by an external source of electricity, is designed to have the capability to drive at a speed of more than 35 miles per hour, and is licensed to drive on state and federal highways.
 - 2. Electric Vehicle Charging Site – A site that hosts the equipment used to deliver electricity to an Electric Vehicle. Hosted equipment must meet all applicable electrical requirements for interconnection and nationally recognized testing laboratory standards.
 - 3. Direct Current (DC) Fast Charger – Electric Vehicle charging equipment with a Direct Current connection that is designed to recharge the battery of an Electric Vehicle.
- B. Availability. No more than 25 installations may concurrently participate in this schedule, which will be available for a period of 13 years. Participation in this schedule will be on a first-come, first-served basis.
 - C. Applicability. Service under this schedule is applicable to non-residential Electric Vehicle Charging Sites supplied through one point of delivery and measured separately from all other commercial loads through one meter. Electric Vehicle Charging Sites must be broadly available to the general public and must include at least one Direct Current (DC) Fast Charger.

³ Code Reviser's Note: Section 12.06.371 is effective from January 1, 2019, through December 31, 2031.

Ancillary uses, limited to no more than 5 kilovolt amperes (5 kVA) and specifically related to the provision of Electric Vehicle charging (such as lighting), are permitted under this schedule. Actual demand, as determined by Tacoma Power, must not exceed 1 megavolt-amperes (1 MVA).

For customers providing all their own transformation from Tacoma Power's distribution-system voltage, a discount for transformer investment and maintenance will be provided by reducing the monthly bill by 0.8 percent. For customers metered on the primary side of a transformer, a discount for transformer losses will be provided by reducing the monthly bill by 1 percent. These discount percentages are additive, and not compounded.

Unless extended by City Council resolution or ordinance, this schedule will conclude on December 31, 2031. On this date, customers enrolled in Schedule FC will transition their service in accordance with the applicable published rate schedules set forth in Chapter 12.06. Nothing shall prevent the City from adjusting this schedule as it may determine necessary or appropriate.

D. Monthly Rate: The sum of the following energy, delivery, and customer charges:

1. Energy: All energy, measured in kilowatt-hours, charged per kWh at:
all Energy charges of the otherwise applicable published rate schedule set forth in Chapter 12.06 + Energy Adder Discount x Energy Adder.

Where Energy Adder Discount is applied in the year shown:

Effective Year	Energy Adder Discount
2019	1.0
2020	1.0
2021	1.0
2022	0.9
2023	0.8
2024	0.7
2025	0.6
2026	0.5
2027	0.4
2028	0.3
2029	0.2
2030	0.1
2031	0.0

And where Energy Adder is calculated per kWh at: all applicable Energy charges of Section 12.06.170 + all applicable Delivery charges of Section 12.06.170 - all Energy charges of the otherwise applicable published rate schedule set forth in Chapter 12.06

2. Delivery: All Billing Demand, measured in kilowatts, charged per kW at:
Delivery Charge Discount x all Delivery charges of the otherwise applicable published rate schedule set forth in Chapter 12.06.

Where Delivery Charge Discount is applied in the year shown:

Effective Year	Delivery Charge Discount
2019	0.0
2020	0.0
2021	0.0
2022	0.1
2023	0.2

2024	0.3
2025	0.4
2026	0.5
2027	0.6
2028	0.7
2029	0.8
2030	0.9
2031	1.0

3. Customer Charge: Customer Charge of the otherwise applicable published rate schedule set forth in Chapter 12.06.

E. Billing Demand. Determined by means of a demand meter, 30-minute interval, reset ~~daily~~monthly. The Billing Demand shall be the highest of:

1. The highest measured demand for the month adjusted for power factor; or
2. Sixty percent of the highest measured demand occurring during any of the preceding 11 months after adjustment for power factor.

F. Service Conditions.

1. Upon reasonable notice, customers participating in this schedule shall allow Tacoma Power access to the site in order to inspect, install, maintain, upgrade, replace, or remove Tacoma Power equipment, or to confirm compliance with the applicability conditions set forth hereinabove. If, upon inspection, Tacoma Power discovers any one of the applicability conditions are not met, service will be immediately transferred in accordance with the applicable published rate schedules set forth in Chapter 12.06.

3. Customers participating in this schedule retain the right to cancel service under this rate schedule and transfer to another applicable published rate schedule set forth in Chapter 12.06. The customer may not subsequently elect service under this rate schedule for at least one year after the effective date of cancellation.

4. An Electric Vehicle Charging Site is considered broadly available to the general public for the purposes of eligibility on this rate schedule if it is accessible by any driver. Eligibility and acceptance of a customer for service under this rate schedule is subject to review and approval by Tacoma Power.

G. Reporting and Limitation on Use of Customer Usage Information: Tacoma Power may publish reports related to this schedule, except when the report would result in publication of information attributable to a single individual customer. (Ord. 28552 Ex. A; passed Nov. 20, 2018)

CHAPTER 12.06A ELECTRICAL CODE

Sections:

- 12.06A.010 Title.
- 12.06A.020 Purpose.
- 12.06A.030 Scope of chapter.
- 12.06A.035 Adoption.
- 12.06A.040 Standards for installations.
- 12.06A.050 Severability.
- 12.06A.060 Enforcement of chapter.
- 12.06A.070 Definitions.
- 12.06A.080 Duties of Chief Electrical Inspector.
- 12.06A.090 Effective date of chapter.
- 12.06A.100 Inspection of new electrical installations.
- 12.06A.110 Inspection of existing electrical installations.
- 12.06A.120 Final inspection and service approval.
- 12.06A.130 Temporary wiring.
- 12.06A.135 Metering installations and labeling.

- 12.06A.140 New electrical installations.
- 12.06A.145 Overhead service drops.
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- 12.06A.160 Move-on housing.
- 12.06A.170 Fusing and equipment protection.
- 12.06A.180 Explanation of chapter requirements.
- 12.06A.190 Right of entry.
- 12.06A.200 Non-liability of City for damages.
- 12.06A.210 Permits required.
- 12.06A.220 Permits and inspections.
- 12.06A.230 Permit to owner – conditions and affidavit.
- 12.06A.240 Filing of drawings and specifications.
- 12.06A.250 Permit fees.
- 12.06A.260 Penalty fees and fee adjustments.
- 12.06A.270 Penalty and adjustment fee appeals.
- 12.06A.300 Protection of electrical workers.
- 12.06A.350 License requirements.
- 12.06A.360 Appeal process.
- 12.06A.370 Additional rules may be made by Director.
- 12.06A.380 Classification of occupancies and wiring methods.
- 12.06A.400 Violations – Notification – Penalties.

12.06A.010 Title.

This Chapter shall be known as the Electrical Code of the City of Tacoma or alternatively the Tacoma Electrical Code. (Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.020 Purpose.

The purpose of this Code is the practical safeguarding of persons and property from electrical hazards arising from the use of electricity. This Code contains provisions that are considered necessary for safety. Compliance with this chapter and proper maintenance will result in an installation that is reasonably free from hazard, but not necessarily the most efficient, convenient, or adequate for good service or future expansion of electrical use. Additional guidance for efficient and convenient future expansion of electrical use and systems is found in the National Electric Code (“NEC”).

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.030 Scope of chapter.

The provisions of this chapter shall apply to all electrical conductors and equipment installed, used, rented, offered for sale, or distributed for use in areas served by the City, by and through its Department of Public Utilities, Light Division, and its franchised entities, except as shown in Article 90.2(B) of the 2017/2020 Edition of the NEC and as such exemptions for installations under the exclusive control of an electric utility may be identified in future published editions of the NEC.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.035 Adoption.

A. RCW and WAC adoption and incorporation by reference. Except as otherwise specified in this chapter, the City hereby adopts and incorporates into this chapter, the Tacoma Electrical Code, those provisions of the Revised Code of Washington (“RCW”) contained in Chapter 19.28, and the Washington Administrative Code (“WAC”), Chapter 296 46B, that relate to electrical installations including, but not limited to, methods of construction, repair, maintenance, use of materials, and approval of such installations intended to insure the safety of life and property.

B. NEC adoption. Except as otherwise stated herein ~~the~~ the City hereby adopts and incorporates into this chapter, the Tacoma Electrical Code, the provisions of the then current~~2017~~ Edition of the NEC in its entirety. Enforcement of the most current edition of the NEC shall begin June 1st of the year in which the latest edition is published.

C. In the event any NEC, RCW or WAC provision adopted pursuant to this section is hereafter amended, said amended provision shall be deemed adopted and incorporated into this chapter as of the effective date of such amendment unless the amended provision establishes standards of electrical installations that are not equal to, higher, or better than that required by

any other NEC, RCW or WAC provision then in effect. It is the intent of this section that, except as otherwise expressly required or provided under this chapter, the highest standard of electrical installations specified in the NEC, RCW and/or WAC is adopted and shall be enforced per the Tacoma Electrical Code.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.040 Standards for installations.

A. All electrical installations shall be in conformity with the provisions of this Code and with approved electrical standards for safety to life and property. Where no specific standards are prescribed by this Code, conformity with the requirements or rules set forth in the current edition of the NEC, as amended by the WAC, shall be prima facie evidence of conformity with approved standards for safety to life and property. If any requirements or rules in this chapter are found to be not at an equal, higher, or better standard of materials, devices, appliances, and equipment than of those of the WAC, the requirements of the WAC will prevail. The current edition of the NEC shall mean the current edition of the NEC, as adopted by the City in Section 12.06A.035.

B. Additional City requirements applicable to the provisions of this Code are stated in the:

1. Tacoma Power Customer Service Policies, as promulgated or revised from time to time, on file with the Clerk of the Public Utility Board,
2. Tacoma Power Electric Service Handbook, as the same may be amended from time to time by the Light Division Superintendent or his/her designee, on file with Tacoma Power's Electrical Inspection Office, and
3. Tacoma Power Transmission and Distribution Construction Standards, as the same may be amended from time to time by the Light Division Superintendent or his/her designee, on file with Tacoma Power's Electrical Inspection Office.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.050 Severability.

If any section, subsection, sentence, clause, or phrase of this chapter is for any reason held to be unconstitutional, such decision shall not affect the validity of the remaining portions of this chapter. The City Council hereby declares that it would have passed this chapter and each section, sentence, clause, or phrase thereof, irrespective of the fact that any one or more section, subsection, sentence, clause, or phrase be declared unconstitutional.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.060 Enforcement of chapter.

The Chief Electrical Inspector of the Light Division of the Department of Public Utilities, hereinafter called the Chief Electrical Inspector, shall be responsible for the enforcement of this chapter.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.070 Definitions.

"Building" means the structure, of any type or designation, at which work under the Electrical Permit will be performed and which is located at the Premises identified by site address on the application for the Permit.

"City" means the City of Tacoma, Department of Public Utilities, Light Division, doing business as Tacoma Power.

"Code" means this chapter of the Tacoma Municipal Code.

"Contractor" means the person, firm, or corporation performing the installation of electrical work pursuant to an Electrical Permit and licensed by the State of Washington. Also referred to herein as electrical contractor.

"Electrical Inspection Office" means the office within Tacoma Power charged with administration and enforcement of this Code under the immediate supervision of the Chief Electrical Inspector.

"Electrical Permit" or "Permit" means a fully paid, and neither expired nor terminated permit issued by Tacoma Power.

"Occupying" means moving furnishings, material, merchandise, or persons into a Building or Premises.

"Owner" means the legal owner of the Premises on which electrical work is installed or is to be installed.

"Permit Holder" means the person or entity that applies for and is issued an Electrical Permit. The Permit Holder shall be responsible for full compliance with the requirements of this chapter. When the Permit Holder is not the Owner of the Premises identified in the Permit application, but performs electrical work at the Premises for such Owner, the Permit Holder shall be deemed to be the authorized agent of the Owner for purposes of enforcement of this chapter and, therefore, such

Owner shall be responsible for the acts or omissions of the Permit Holder including, but not limited to, correction of Code violations and the payment of fees or penalties arising under the Permit.

“Premises” means real property and all Buildings and other improvements located thereon.

“Service Point” means the point where the customer’s service conductors are connected to Tacoma Power’s service utility conductors.

“Stop Work Order” means a written notice posted by the electrical inspector ordering the electrical work to be suspended until the electrical inspector removes the notice.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.080 Duties of Chief Electrical Inspector.

It shall be the duty of the Chief Electrical Inspector to see that the provisions of this chapter are enforced. The Chief Electrical Inspector shall, upon application, issue Permits for the installation or alteration of electrical wiring, devices, appliances, and equipment, and shall make inspections of electrical installations as provided in this chapter. The Chief Electrical Inspector may delegate appropriate inspection and enforcement duties prescribed by this chapter to electrical inspectors, assistants, and other persons duly qualified and regularly employed by the City.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.090 Effective date of chapter.

Any electrical work for which a Permit was obtained before the date on which this chapter becomes effective may be installed and completed in accordance with the laws and regulations which were in effect at the time of issuance of any such Permit.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.100 Inspection of new electrical installations.

A. Rough-in wiring or installation of electrical equipment not listed for use in wet locations shall only be installed in a structure or area of a structure that is completely free of exposure to the elements.

B. Requests for inspection must be made by the Permit Holder that installed electrical equipment no later than three business days after completion of the electrical/telecommunication installation or one business day after any part of the installation has been energized, whichever occurs first.

C. Electrical wiring shall not be covered or concealed until such wiring has been approved by Tacoma Power’s Electrical Inspection Office. Where an electrical installation is covered or concealed before approval, it shall be exposed for inspection. The City shall bear no liability for damages or costs resulting from exposing the electrical installation.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.110 Inspection of existing electrical installations.

A. The Chief Electrical Inspector is hereby empowered to inspect all existing wiring, appliances, devices, and equipment coming within the scope of this chapter. When the installation of any such wiring, appliance, device, or equipment is determined to be in a dangerous or unsafe condition, the person, firm, or corporation owning, using, or operating the same shall be notified and shall make the necessary repairs or changes required to place such wiring, appliances, devices, or equipment in a safe condition, and have such work completed within 48 hours after notification thereof, or within such further reasonable time as may be allowed by Tacoma Power upon request.

B. The Chief Electrical Inspector is hereby empowered to disconnect or order the discontinuance of electrical service to such conductors or apparatus found to be in a dangerous or unsafe condition, or to have been installed without a Permit. He or she shall thereupon attach a notice, which states that such conductors or apparatus have been disconnected due to violation of the provisions of this chapter. It shall be unlawful to remove a notice of disconnect or to reconnect electrical equipment to an electrical power source without authorization from the Chief Electrical Inspector. Any person removing the notice, or reconnecting the equipment or wiring before approval to do so has been given, will be subject to the penalties outlined in this chapter.

C. Abandoned conductors, conduits, and electrical equipment shall be removed from structures unless it is de energized, supported, capped, and enclosed or terminated by an acceptable method and tagged “For Future Use” at every accessible location.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.120 Final inspection and service approval.

- A. Final inspections are required on all Buildings before occupancy. Each unit of a multiple occupancy Building or complex must have a separate final electrical inspection approval before it is occupied. The Permit Holder is required to request a final inspection at the time the electrical installation is completed. A Permit Holder not complying with the requirements of this section shall be subject to the penalties outlined in this chapter.
- B. Final approval will not be given until all fees owed on the project or Permit(s) are paid. When all fees are paid, and the electrical installation is complete and in compliance with this chapter the electrical inspector will sign and/or post a final inspection approval notice. Building permits requiring an electrical inspector's signed approval shall be posted in a conspicuous location.
- C. The Chief Electrical Inspector is hereby authorized to disconnect any electrical installation or equipment which has been connected before the approval for service has been given. He or she shall thereupon attach a notice which shall state that the wiring or apparatus has been disconnected due to violation of the provisions of this chapter. Any person removing the notice, or reconnecting the equipment or wiring before approval to do so has been given, will be subject to the penalties outlined in this chapter.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.130 Temporary wiring.

Limited use of electricity for emergency or construction purposes may be granted. An Electrical Permit must be purchased and inspection approval must be given before energizing the electrical installation, except as provided in this chapter. Emergency installations shall be limited to a 30-day period. Temporary wiring for construction use is limited to the duration of construction. All use of electricity shall be metered.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.135 Metering installations and labeling.

- A. Meter height. No meter shall be installed at a height greater than six feet from the front working surface or grade to the mid-point of the meter glass and no lower than five feet from the front working surface or grade to the mid-point of meter glass, except as stated in subsections 1-4 below and as provided in the Tacoma Power Electric Service Handbook and in the Tacoma Power Transmission and Distribution Construction Standards shall apply to all electric meter installations.
1. Commercial multi-metering installed in a vertical configuration shall not be installed below 36 inches from the front working surface or grade to the mid-point of the meter.
 2. Residential multi-metering installed in a vertical configuration shall not be installed below 28 inches from the front working surface or grade to the mid -point of the meter.
 3. Listed service pedestals and packages containing integral meter sockets, installed according to the manufacturer's instructions, are allowed to be at the height for which they are designed.
 4. Special permission is granted by the Chief Electrical Inspector.
- B. All meters in a multiple occupancy Building shall be accurately marked to identify the units they serve. Labels must be of sufficient durability to withstand removal from rubbing, fading, or environmental exposure. Label characters must be a minimum 1/2 inch tall and of a contrasting color or shade from the surface to which they are affixed so that they are easily readable.
- C. No customer meter sockets will be placed on a pole owned and maintained by Tacoma Power. Meters shall be located on the first customer owned structure which will be the Service Point from Tacoma Power as further specified in the customer requirements found in the Tacoma Power Electric Service Handbook and Tacoma Power Transmission & Distribution Construction Standards.
- D. The meter location shall not be concealed by materials, structures or vegetation of any kind and must be readily accessible. A level workspace, measuring no less than 3 feet by 3feet, must be maintained in front of the meter location at all times. Failure to meet these requirements may result in termination of service.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.140 New electrical installations.

All new or altered services, feeders, circuits, circuit extensions, and installations must meet requirements of this chapter. (Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.145 Overhead service drops.

Overhead service drop clearances are the Owner's responsibility. These clearances must be free of any vegetation obstructions as further specified in the Tacoma Power Electric Service Handbook.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.150 Unlawful to alter existing wiring.

It shall be unlawful for any person to alter in any way any electrical wiring, or to permit such electrical wiring to be altered, unless done in conformity with the provisions of this chapter.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.155 Variance from Code requirements.

A variance from the electrical installation requirements of this chapter may be granted by the Chief Electrical Inspector when it is assured that equivalent objectives can be achieved by establishing and maintaining effective safety. The variance request must be made in writing by the Permit Holder or designer, using a form provided by Tacoma Power's Electrical Inspection Office. A variance which has been granted shall be for a specific site and time and will not be considered as a precedent for other installations. All variances must be granted in writing.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.160 Move-on housing.

In addition to the requirements of WAC 296 46B-010, any structure which has been moved shall have its service upgraded to meet the requirements of this chapter and the NEC. Kitchen, bath, and laundry circuits shall comply with the NEC. AFCI protection, in compliance with the NEC, will be required, on all bedroom circuits.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.170 Fusing and equipment protection.

Fusing and equipment protection shall be in compliance with NEC Article 240.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.180 Explanation of chapter requirements.

A Tacoma Power electrical inspector may answer relevant questions concerning interpretation or application of adopted regulations and rules outlined in this Code. No electrical inspector shall lay out work or act in the capacity of an electrical installation consultant.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.190 Right of entry.

A Tacoma Power electrical inspector shall have the right to enter any and all Buildings and Premises which contain electrical wiring or apparatus, at any reasonable hour, for the purpose of inspecting or testing the installation of electrical wiring, electrical devices, and/or electric materials to determine Code compliance. Consent to such entry and inspection is a condition of continued electrical service.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.200 Non-liability of City for damages.

This chapter shall not be construed to alter the responsibility or liability of any person owning, designing, operating, controlling, or installing any electrical wires, appliances, apparatus, construction, or equipment for damages to persons or property caused by a defect therein, nor shall the City, or any employee or agent thereof, be held as assuming any such liability by reason of the inspection or other examination authorized herein or the notice of approval issued by the electrical inspector.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.210 Permits required.

An Electrical Permit shall be applied for and purchased before electrical equipment may be installed, altered, or repaired. An Electrical Permit is required for the installation, alteration, or maintenance of all electrical systems or equipment, including,

but not limited to, when removal of a Tacoma Power owned electric meter is necessary to perform any electrical work.

Exceptions:

A. Like-in-kind replacement of a contactor, relay, timer, starter, electronic circuit board, or similar control component, household appliance, circuit breaker, fuse, residential luminaire, lamp, snap switch, dimmer, receptacle outlet, thermostat, heating element, luminaire ballast with an exact same ballast, component(s) of electric signs, outline lighting, skeleton lighting or skeleton neon tubing where the electrical system is not modified, 10 horsepower or smaller motor;

B. Induction detection loops described in WAC 296-46B-300(2) and used to control gate access devices; C.

Heat cable repair; and

D. Embedding pre-manufactured heat mats in tile grout where the mat is listed by an approved testing laboratory and comes from the manufacturer with pre-connected lead-in conductors. All listing marks and lead-in conductor labels must be left intact and visible for evaluation and inspection by the installing electrician and the electrical inspector.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.220 Permits and inspections.

A. An Electrical Permit application shall be filled in completely and accurately before it will be accepted by Tacoma Power's Electrical Inspection Office. An application for an Electrical Permit signed by an electrical contractor or its representative shall serve as a certification by the electrical contractor, made under penalty of perjury, that said Contractor is the duly authorized agent of the Premises Owner where the electrical work is to be performed.

B. Electrical Permits shall expire one year after the date of issue or one year after the most recent inspection, whichever is later. The re-issuance of a Permit, if granted, may require additional fees.

C. The scheduling and timing of inspections shall be according to provisions set forth in the Tacoma Power Electric Service Handbook.

D. The Permit Holder is responsible for providing or arranging access to the work to be inspected.

E. The inspection site address shall be clearly visible from the street.

F. Electrical Code violations identified by the electrical inspector shall be posted at the work location. Violations shall be corrected within 15 days of notification unless a written request for extension is granted by the Chief Electrical Inspector.

G. Electrical Permits shall be required for each Building at which electrical work will be performed.

H. Electrical Permits are transferable, provided the original scope of work for the Permit has not changed and there has been no electrical work or inspection activity. The Permit transferee must present a statement and authorizing signature of approval from the Permit transferor. The transfer must take place at Tacoma Power's Electrical Inspection Office within one year of the original Permit issuance.

I. Electrical Permits may be canceled by the Permit Holder. Upon such cancellation, Permit Holder shall be refunded the Electrical Permit fee prorated based on prior inspection activity, and less an administrative process fee. Tacoma Power may cancel an Electrical Permit if it determines the Permit Holder is not qualified to perform the Permitted work.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.230 Permit to owner – conditions and affidavit.

A. Electrical permits to perform electrical work on a new or existing Building owned by the Permit applicant and not intended for rent, sale, or lease may be issued to the applicant, provided that:

1. The applicant provides documentation that he or she is the Owner of the Building where electrical work is to be performed, such as a copy of a deed, along with evidence of identity;

2. The applicant signs an affidavit under penalty of perjury affirming the Building where the electrical work is to be performed is not for rent, sale or lease at the time of Permit application and that he or she does not intend to rent, sell or lease all or any part of the Building for at least twenty-four months after the final electrical inspection;

3. If the Building where the electrical work is to be performed is used as a residence by any person other than the applicant at the time of Permit application, or will be so used at any time during the twenty-four months following final electrical inspection, the applicant's affidavit must further affirm the applicant's residence at such Building and his or her intent to reside therein for at least two years after final inspection; and

4. The electrical work shall be done by the applicant and he or she, as well as any person(s) who gave assistance with the electrical installation, must be present during all inspections.

B. If it is apparent from the character of electrical work performed by or with the knowledge of the Owner, whether performed prior to or after Permit issuance, that the Owner and/or person assisting the Owner are not qualified to do the work under the Permit applied for or issued, an electrical inspector may require the work that is in violation of this chapter be changed, altered, or repaired by a licensed electrical contractor.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.240 Filing of drawings and specifications.

A. A completed plan review application shall be submitted with information required to complete the review process including, but not limited to, documentation specified in the Plan Review Application Instructions. Submitted plans for projects identified in subsection (B)(1) and (2) of this Section shall be in accordance with WAC 296 46B 900 and must be stamped by a Professional Electrical Engineer registered with the State of Washington.

B. Electrical Permit applicants are required to submit electrical plans, load calculations, and specifications for work to be performed on:

1. Schools, hospitals, institutions, and other projects as specified in the WAC.

2. All systems that have emergency generators (NEC Articles 517, 700, 701);

3. Downtown network services and feeders over 200 amps;

4. Systems operating over 600 volts;

5. Commercial and industrial services greater than 400 amps; and downtown network services and feeders over 200 amps; 2

6. Commercial projects with a scope that covers more than 2,500 square feet; or

7. Residential services and feeders over 400 amps;

~~3. Commercial projects with a scope that covers more than 2,500 square feet;~~

~~4. All systems that have emergency generators (NEC Articles 517, 700, 701);~~

~~5. Systems operating over 600 volts; or~~

~~6. Schools, hospitals, institutions, and other projects as specified in the WAC.~~

C. Electrical plans must be submitted to Tacoma Power's Electrical Inspection Office for review, giving sufficient time to complete the review prior to beginning electrical construction. A Tacoma Power approved set of drawings must be on the job site for the electrical inspector's use. No inspection will be performed unless the approved plans are on the job site or special written permission is granted by the Chief Electrical Inspector or his designee. Where inspections are performed by Tacoma Power prior to plan approval, electrical materials or equipment may be required to be re-installed to meet the requirements of this chapter once plan review is complete. Electrical service will not be provided unless approved plans are on site and the electrical service equipment installation is approved.

D. Plan review fees are included in the commercial Permit fees. When no Permit has been purchased and the project has been canceled, or excessive time is required to review plans submitted with incomplete information or extensive errors, a fee of \$80 per hour will be charged. Shipping and handling fees of \$25 will be charged on all plans requested to be mailed back to the submitter.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.250 Permit fees.

Current standard fees for connecting electrical services to the Tacoma Power system, as well as the Permit fees and any penalties previously assessed, must be paid before an Electrical Permit application will be processed. The Permit applicant is responsible to arrange for payment. Permit applications for which insufficient or no payment has been received will not be processed. Unpaid Permit applications will be discarded by Tacoma Power if payment has not been received within 10 business days of receipt of application. Unless otherwise noted, when multiple inspections are required, the Permit fee shall not be less than \$40 per 1/2 hour of inspection time. No inspection will be performed until the Permit application process is completed.

Current standard fees for Electrical Permits and inspections by Tacoma Power are as follows: A.

Residential.

1. Table A. Single-family dwelling and mobile home services, service changes, service upgrades, and solar photovoltaic (PV) system fees are set forth in Table A below, and include branch circuit wiring from the service(s) or feeder(s). All wiring by the same Permit Holder on single family dwellings of 400 amps/4000 sq. ft. or less is included under the fees from Table A unless otherwise noted below.

TABLE A			
Service/PV System/Feeder Ampacity and Square Footage	Permit Fees		
	Column 1	Column 2	Column 3
	Overhead Service or PV installation - up to 2 trips	Underground to Pole and Underground Service or PV installations with underground wiring - up to 4 trips	Feeder Only up to 2 trips
1-200A and up to 2500 sq. ft.	\$80	\$160	\$60
Up to 400A or up to 4000 sq. ft.	\$120	\$200	\$70
Over 400A or over 4000 sq. ft.	Use TABLE B		

2. Branch circuit alterations and repairs. The fee for 1 to 4 new circuits, circuit extensions, or alterations where the service or feeder is not modified, increased, relocated, or replaced \$50 Use Table A if service or feeder work is included.

Each additional circuit \$5

Fee includes two inspections.

3. Service and PV system alterations and repairs. Minor alterations and repairs to an electrical service or PV system, including, but not limited to, the repair or replacement of one of the following:

~~the~~ service mast,

service entrance conductors, weather head, service attachment bracket, meter socket, main breaker,

PV array, ~~or~~ production meter socket, or other service/PV system components

..... \$40

See Use Table A Column 1 if more than one item listed above is altered or replaced, or if service panel, PV AC disconnect, or utility disconnect is repaired or replaced in combination with any of the above listed items.

Use Table A Column 2 if underground work is part of the repair or replacement work described above.

Fee includes one inspection.

3-4. Hardwired Low voltage.

Single-family Dwellings—Fees for low voltage control panels and devices, such as fire alarm systems, data systems, intrusion alarms, HVAC systems, thermostats, and similar systems \$40 Fee includes one inspection.

4-5. Temporary services 1-200 amps single phase

\$40 Fee includes one inspection.

Temporary services over 200 amps or three phase and systems with feeders Table B

Temporary services are permitted for use up to 90 days or the duration of a permitted construction project.

6. Residential swimming pool (In addition to any other fees listed). \$120

Fee includes three inspections.

7. Generator transfer panel and equipment \$60

Fee includes one inspection.

B. Commercial and industrial.

1. Table B. The Permit fee for all commercial and industrial work, multifamily dwelling installations, and single family dwellings exceeding 400 amps or 4000 square feet shall be derived from Table B. Proof of electrical work value must be

submitted at the time of application. Proof may be established by presenting a signed contract or a priced itemization of the work to be performed. The electrical work value shall be the reasonably documented value of all labor, material, fittings, apparatus, and the like, whether actually paid for or not, supplied by the Permit Holder and/or installed by the Permit Holder as a part of, or in connection with, a complete electrical system, but which does not include the cost of utilizing equipment connected to the electrical system. If a signed contract or other substantial proof of value is not submitted at the time of Permit application, the value may be established by Tacoma Power's Electrical Inspection Office using modern construction cost-estimating techniques. If the reported work value is determined by Tacoma Power's electrical inspection office to be significantly less than what was reported at the time the Permit was purchased, the Permit fee amount will be increased to reflect the corrected actual value and a charge for the time to determine such value will be assessed to the Permit fee. A fee adjustment shall be made for all change orders and field changes that increase the value. All fees must be paid before final electrical inspection approval of the project.

TABLE B	
Value of Electrical Construction	Permit Fees
\$0-\$1,000	\$100 for the first \$1,000 or fraction thereof.
\$1,001-\$5,000	\$100 for the first \$1,000 plus \$4 for each additional \$100 or fraction thereof.
\$5,001-\$50,000	\$260 for the first \$5,000 plus \$2 for each additional \$100 or fraction thereof.
\$50,001-\$100,000	\$1,160 for the first \$50,000 plus \$1.50 for each additional \$100 or fraction thereof.
\$100,001-\$250,000	\$1,910 for the first \$100,000 plus \$9 for each additional \$1,000 or fraction thereof.
\$250,001-\$500,000	\$3,260 for the first \$250,000 plus \$8 for each additional \$1,000 or fraction thereof.
\$500,001-\$750,000	\$5,260 for the first \$500,000 plus \$7 for each additional \$1,000 or fraction thereof.
\$750,001-\$1,000,000	\$7,010 for the first \$750,000 plus \$6 for each additional \$1,000 or fraction thereof.
\$1,000,001-\$2,000,000	\$8,510 for the first \$1,000,000 plus \$5.50 for each additional \$1,000 or fraction thereof.
\$2,000,001-\$3,000,000	\$14,010 for the first \$2,000,000 plus \$5 for each additional \$1,000 or fraction thereof.
\$3,000,001-\$4,000,000	\$19,010 for the first \$3,000,000 plus \$4.50 for each additional \$1,000 or fraction thereof.
\$4,000,001-\$5,000,000	\$23,510 for the first \$4,000,000 plus \$4 for each additional \$1,000 or fraction thereof.
\$5,000,001-\$50,000,000	\$27,510 for the first \$5,000,000 plus \$3.50 for each additional \$1,000 or fraction thereof.
\$50,000,001-\$100,000,000	\$185,010 for the first \$50,000,000 plus \$3 for each additional \$1,000 or fraction thereof.
\$100,000,001 and up	\$335,010 for the first \$100,000,000 plus \$2.50 for each additional \$1,000 or fraction thereof.

2. Lighting retrofit projects limited to the exchange of fixtures and/or ballasts.

Minimum fee per 5,000 sq. ft. of Building \$80

Each additional 1,000 sq. ft. or fraction of \$8

3. Traffic signals.

Traffic signal and street lighting service only

(If street lighting is inspected by authorized cities or WSDOT) \$80

All others Table B

4. Signs.

Each sign or first field installed neon transformer \$40

Each additional sign or field installed neon transformer \$15 Fee

includes one inspection.

5. Carnival, circus, fair, trade shows, or similar events.

First ten of rides, generators, concessions, gaming shows, displays, or booths \$100

Each additional \$5

C. **Hardwired** Low voltage – Commercial/Industrial. Fees for low voltage control panels and devices, such as fire alarm systems, data systems, intrusion alarms, HVAC systems, thermostats, communication systems, emergency control systems, and similar systems are as follows:

Minimum fee per 10,000 sq. ft. of Building \$80

Each additional 1,000 sq. ft. or fraction of \$8

D. **Overtime:** Overtime inspections including, but not limited to, call outs, weekend inspections, and after hours work must be scheduled with Tacoma Power's Electrical Inspection Office a minimum of three business days in advance. In addition to the regular Permit fee, a fee for an overtime inspection is required as follows:

1. **Unscheduled:** Outside of an electrical inspector's regular working hours, the minimum fee for an inspection shall be \$480 for the first two hours, portal to portal, plus \$160 for each hour thereafter. The fee must be paid the next business day.

2. **Scheduled:** Outside of an electrical inspector's regular working hours, the minimum fee for an inspection shall be \$320 for the first two hours, portal to portal, plus \$160 for each hour thereafter. The fee of \$320 must be paid 48 hours in advance of the scheduled inspection, and any remaining fee must be paid the next business day.

3. Requested inspections that extend beyond the electrical inspector's regular working hours shall be at the minimum rate of \$160 per hour, portal to portal.

E. **Annual Permit.** Pursuant to section 12.06A.350, annual Permits are available to commercial and industrial customers employing their own electrical maintenance staff. An annual Permit may be purchased in lieu of individual Permits for maintenance on each job performed. Annual Permits may be purchased by an electrical contractor to perform maintenance work at a commercial and industrial location if, at the time of application, a valid copy of the electrical contractor's yearly maintenance contract with the customer is submitted to Tacoma Power and the term and nature of work under such contract is consistent, as determined in the sole discretion of Tacoma Power, with the term and purpose of the annual Permit.

Applications for annual Permits submitted without proof of required employment status or a valid maintenance contract will not be accepted. Work performed under an annual Permit is limited to the installation of not more than two new feeders or circuits rated 100 amps or less, and the maintenance, repair, retrofit, or replacement of conductors and equipment. Annual Permits do not include the installation of new, exchanged, or upgraded service equipment, electrical work installed as part of new or added square footage, facility expansion, remodel, or where, except as noted above, load is increased. The annual Permit fee is calculated per Table C.

TABLE C	
Number of one-hour Inspection units	Fee
12	\$960
13-24	\$1,920
25-36	\$2,880
37-52	\$4,160

F. **Miscellaneous fees.**

1. **Wrong meter address or location.**

A Permit is required to correct or inspect incorrect meter addressing by the

Owner or Owner's agent \$40 per 1/2 hour

Overtime rates may apply.

2. **Miscellaneous inspection (other)** \$40 per 1/2 hour

3. **Variance.**

A processing fee for granting an electrical installation as outlined in Section 12.06A.155

of this chapter \$140 4.

Required inspection on services off for one year or more \$40 Fee

includes one inspection.

An additional Permit, fees, and inspections may be required if electrical deficiencies exist on the Premises.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.260 Penalty fees and fee adjustments.

The following-described penalties may be assessed, or the described fee adjustments may be determined appropriate, by order of the Chief Electrical Inspector:

- A. Trip fee (per trip) when permit holder notifies Electrical Inspections Office that work is ready for inspection when it is not, \$40
- B. The Permit Holder gives an incorrect inspection site address \$40
- C. Inspections required as a result of carelessness, neglect, faulty workmanship, or materials \$40
- D. Failing to complete corrections within 15 days as required by this chapter \$40
- E. Removal of Stop Work Order \$40
- F. Tampering with Stop Work Order penalty fee \$40
- G. Occupying a Building, living unit, or business space without final electrical approval \$275
- H. Work performed without a Permit 4X regular Permit fee This provision does not pertain to emergency work where a permit is purchased the next business day.
- I. Failure to provide or arrange access for requested inspection \$40
- J. Late charge for nonpayment of penalty fees \$25
- K. Permit cancellation administrative process fee..... \$40

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.270 Penalty and adjustment fee appeals.

Penalty and Permit adjustment fees are due at the time of assessment unless the assessed party makes an appeal to the Chief Electrical Inspector within 15 business days pursuant to Section 12.06A.360. If payment or appeal is not made within the 15 days, an additional \$25 late fee will be assessed and inspection activity will be stopped until the fee and late charges are paid.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.300 Protection of electrical workers.

All clearances per the State of Washington rules contained in WAC 296-155-428 must be maintained while working around overhead electrical lines.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.350 License requirements.

- A. Subject to subsections B and C, and except as otherwise provided in RCW 19.28.091 or in section 12.06A.230, no person or entity shall in any manner undertake to perform any electrical work involving the installation, maintenance, alteration, or repair of any electrical wiring, devices, appliances, or equipment for which a Permit is required by this chapter unless such person or entity has an unrevoked, unsuspended, and unexpired electrical contractors license issued by the State of Washington.
- B. Employers with employee(s) that perform electrical work are exempt from the license requirements of this section, provided that:
 - 1. The work performed is on the employer's Premises or other property; and
 - 2. The work is not on the construction or remodel of a Building or other property intended for rent, sale, or lease.
- C. Employees performing electrical work on the Premises or other property of their employer are exempt from the license requirements of this section, provided that:
 - 1. The work is not on the construction or remodel of a Building or property intended for rent, sale, or lease; and
 - 2. The employee performing the work is a regular, full time employee of the Owner of such Building or property.

D. A licensed electrical contractor will be required to perform any electrical work for, or on behalf of, any person or entity that does not satisfy the licensing requirements of this section. If it is apparent from the character of the work performed that the person or entity performing work under any exemption in this section is not qualified to do the work under the Permit issued, or that the work is otherwise in violation of this chapter, an electrical inspector may require the work to be changed, altered, or repaired by a licensed electrical contractor.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.360 Appeal process.

A. Any decision of an electrical inspector regarding the requirements of, or fees and penalties imposed under this chapter, may be appealed in writing to the Chief Electrical Inspector. The appeal must be made within 15 business days of the initial decision. The Chief Electrical Inspector shall respond in writing within ten business days.

B. Any decision of the Chief Electrical Inspector may be appealed to the Light Division Superintendent or his/her designee. The appeal must be made in writing and within ten business days of the Chief Electrical Inspector's decision. The Light Division Superintendent or his/her designee shall make a decision on the appeal request within a reasonable time, which decision shall be in writing. Except for criminal and civil penalties imposed pursuant to section 12.06A.400 of this chapter, the written decision of the Light Division Superintendent or his/her designee is final and conclusive unless appropriate legal action is filed with the Pierce County Superior Court within 30 days of the issuance of said decision.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.370 Additional rules may be made by Director.

The Director of Utilities may make such rules and regulations governing the operation of this chapter as are not inconsistent with its provisions. The Director may grant reasonable minor adjustments in cases where the terms of this chapter place an injustice upon a customer if after written evidence has been presented to the Director it is shown that irregular circumstances of the customer's load, service and/or other conditions warrant such adjustment.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.380 Classification of occupancies and wiring methods.

A. 200 ampere service capacity shall be required for all new single-family and duplex residential units of 500 square feet or more. An entire service upgrade shall not be required when only replacing a meter base, or mast, or panel, unless the load requirement is greater than the rating of the existing service and/or specific electrical safety concerns associated with said equipment are detected.

B. Service entrance conductors for commercial occupancies shall have an ampacity not less than the rating of the service equipment they supply. For multiple-dwelling occupancies, the minimum service conductor ampacity shall not be less than the calculated service load.

C. Commissioning of all new Emergency Legally Required Standby, and/or Health Care systems fed by a 150 kw or larger generator shall be in compliance with NEC Sections 700, 701 and 517, respectively. A copy of the commissioning report shall be presented to the electrical inspector prior to the final electrical inspection.

D. Customer-owned systems that are metered at 12.5 kV or higher, known as primary metered systems, shall be installed as outlined in NEC 215.2(B)(3) and Tacoma Power's Transmission & Distribution Construction Standards. Such systems must be designed and certified by a Washington State Registered Electrical Engineer and reviewed by Tacoma Power's Electrical Inspection Office. These systems must be tested per manufacturers' published instructions and certified as free of short circuits and ground faults prior to approval for energizing.

E. Each newly constructed or remodeled dwelling unit, as defined in NEC 100, shall be independently metered by Tacoma Power.

~~F. Use of Type SE cable is limited to feeders and branch circuits.~~

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.06A.400 Violations – Notification – Penalties.

A. Any person, firm, or corporation that violates, disobeys, neglects, or refuses to comply with or resists or opposes the enforcement of any of the provisions of this chapter, or who persists in Occupying any building or structure, and/or maintaining operation of any equipment or appliances, in which the electrical wiring has been declared to be in violation of this chapter, after having been notified of such violation, shall be guilty of a misdemeanor and upon conviction thereof, shall

be punishable by a fine not to exceed \$1,000, together with the cost of prosecution, or by imprisonment of not more than 90 days, or by both such fine and imprisonment. Each day such violation, disobedience, neglect, or refusal continues after notification of violation shall be deemed a separate offense and shall be subject to the penalty of this section. Such person, firm, or corporation shall be deemed to have been duly notified by posting of notification on the premises, equipment, or appliances by the electrical inspector or by the sealing out of the service, of circuits, of equipment, and/or of appliances by the electrical inspector, or by notification in writing by the electrical inspector, mailed to the Owner and/or occupant at the Premises involved.

B. At the option of the City, in lieu of proceeding with criminal sanctions, violations of this chapter may result in a civil penalty of up to \$1,000 for each violation. A civil penalty may be imposed by written notice issued by the Chief Electrical Inspector or his or her designated assistant. The civil penalty shall be paid prior to final approval of the premises involved. Appeals of the civil penalty may be made by a party or firm adversely affected by filing a notice of appeal with the City Hearing Examiner within ten days of receipt of the notice of civil penalty. The decision of the Hearing Examiner is final and conclusive, and is only subject to review by the Pierce County Superior Court by filing appropriate legal action within 30 days of the issuance of the Hearing Examiner's final decision. If such fine or civil penalty remains unpaid more than 60 days after said amount has been imposed and all appeals thereof have been exhausted, or the time has expired for an appeal, then said amount may be transferred to the electric utility bill account for said person or firm, and the remedies for collection for electric utility shall apply.

(Ord. 28443 Ex. A; passed Aug. 1, 2017)

12.10.060 Billing.

The Director shall cause a bill to be rendered to each customer for water services rendered during the preceding period. The utility bill shall become due and payable at the City Treasurer's office or at such other places designated by the Director, within 15 days from the date an invoice is issued per TMC 12.01.030 and shall become delinquent thereafter. The Water Division shall compute any amounts due under TMC 12.10 by carrying the computation to the third decimal place and rounding to a whole cent using a method that rounds up to the next cent whenever the third decimal place is greater than four. Any invoice that becomes delinquent shall be subject to a late payment fee as set forth in TMC 12.01.030.

(Ord. 28160 Ex. A; passed July 9, 2013; Ord. 28133 Ex. A; passed Feb. 26, 2013; Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27522 § 4; passed Aug. 29, 2006; Ord. 26800 § 4; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

12.10.110 Turn-on and/or Unauthorized use.

A. If water service, with an established service account, is turned off by the Division for cause and later the water service to said premises is turned on without Division approval, upon discovery, a penalty of \$100 shall be assessed and said water service may be disconnected by the Division at the water main in the street.

B. Unauthorized use of a physically disconnected water service and/or tampering with any division appurtenance (except for fire hydrants which are covered in Section 12.10.305) may result in, a penalty of \$500 being assessed. If unauthorized use or tampering involves a physically disconnected water service and/or meter then said service may be disconnected by the Division at the water main in the street. Penalty is in addition to any fees for repair of damages as noted in Section 12.10.125.

Water service will not be reconnected in either subsection A or subsection B above until: (1) payment for all water consumed to date and the monthly meter charges as established or estimated by the division are made to the City; (2) the Division costs incurred related to disconnecting and reconnecting the service pipe are paid; and (3) the Division costs incurred related to repairing customer-caused damages are paid per Section 12.10.125.

(Ord. 27778 Ex. A; passed Jan. 6, 2009; Ord. 27570 § 2; passed Dec. 19, 2006; Ord. 27522 § 5; passed Aug. 29, 2006; Ord. 26800 § 5; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

12.10.115 Turn-off, turn-on – Responsibility and liability.

The City shall not be liable for any damage to any person or property that may result from the turn-off or turn-on of the water service or from the service being left on when the premises may be unoccupied.

By requesting water service from the City, the customer assumes the responsibility for the flow and use of the water on his or her premises. Therefore, if water is desired to be turned off during remodeling, periods of freezing, or for other reasons, the customer agrees to turn off the water at the valve on his or her premises and the Division's turn-off valve shall not be relied upon for said purposes.

A customer's unpaid water service charges, penalties, and any cost to repair customer-caused damages to the water meter and appurtenances shall be paid at the time of application for turn-on, or a satisfactory arrangement for payment made with the City before water service to the premises is turned on.

(Ord. 26800 § 6; passed Apr. 10, 2001; Ord. 26048 § 1; passed Mar. 25, 1997)

12.10.120 Turn-off, turn-on – condemned buildings.

Whenever a premises supplied with water has been found by the appropriate authorities to be unsafe, dangerous to human life or unfit for human habitation, and notice of such finding has been received by the Division from said authorities, the Superintendent shall cause the domestic water service to such premises to be turned off. Water service to such premises shall not be restored until the owner and/or agent has secured a release or clearance from said authorities.

(Ord. 27570 § 3; passed Dec. 19, 2006; Ord. 26048 § 1; passed Mar. 25, 1997; Ord. 26048 § 1; passed Mar. 25, 1997)

12.10.125 Damage of water service installation or Division facilities.

The contract business partner will be liable to the Division for damages to the water service installation and any damages that are caused directly or indirectly as a result of its actions.

The cost to repair damages shall be paid prior to reconnection as set forth below:

	Effective 1/19/2009
1" Meter & smaller	\$200