

WINTERSET MUNICIPAL ELECTRIC UTILITY SERVICE RULES



REVISION #8
MAY 2023

DIVISION 1 - STATEMENTS OF OPERATIONS

DIVISION 2 - SERVICE CHARACTERISTICS

DIVISION 3 - CUSTOMER RELATIONS

DIVISION 4 - RATES, FEES AND CHARGES

DIVISION 5 - LIHEAP

DIVISION 6 - VOLUNTARY CUSTOMER CONTRIBUTION PLANS

DIVISION 7 - INFORMATION REQUESTS OR COMPLAINTS

DIVISION 8 - GRAIN BIN SAFETY

ATTACHMENTS

Map of Service Territory

CIPCO/SIMECA Ops Handbook

CIPCO/SIMECA Contract

WMU/SIMECA Contract

DIVISION 1

STATEMENTS OF OPERATION

SECTION 1.1 - PURPOSE

These service rules have been adopted by the Board of Trustees of the Winterset Municipal Electric Utility. The rules are subject to change from time to time to ensure safe and efficient service in compliance with applicable laws and regulations.

SECTION 1.2 - APPLICABILITY

These service rules are intended to broadly govern the operation of the Winterset Municipal Electric Utility. Where a rule cannot be reasonably applied to a specific situation, the Board of Trustees reserves the right to act in an adjudicative capacity to resolve such conflicts.

Rates, fees and charges are included in Division 4 of these operating rules. References to rates, fees or charge and certain other terms and conditions of service "adopted by the Board of Trustees of the Winterset Municipal Electric Utility" refer to Division 4.

Certain aspects of municipal utility operations are regulated by the Utilities Division of the Iowa Department of Commerce. Unless a statute specifically provides for regulation of municipally owned utilities, regulatory authority is limited to those statutes referenced in section 476.1B of the Code of Iowa.

SECTION 1.3 - DEFINITIONS

Unless another meaning is specifically indicated, when used in this manual:

COMPLAINT means a statement or question by anyone, whether a utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action or utility obligation. The utility may require that complaints be in writing.

CUSTOMER means any person, firm, association or corporation, any agency of the federal, state or local government or legal entity directly benefiting from electric service or heat from the electric utility. In the case of a residence, customer also means other adult persons occupying the residence.

DELINQUENT OR DELINQUENCY means an account for which a service bill or service payment has not been paid in full on or before the last date for timely payment.

DEMAND means the quantity of electrical power needed by the customer at a given point in time.

GOVERNING BODY means the Board of Trustees of the Winterset Municipal Utilities.

MAXIMUM DEMAND means the greatest demand required by a customer during a specific length of time.

METER means a device that measures and registers the integral of an electrical quantity with respect to time.

TIMELY PAYMENT is a payment on a customer's account made on or before the date shown on a current bill for service or on a form which records an agreement between the customer and the utility for a series of partial payments to settle a delinquent account, as payment charge to the current bill or future collection efforts.

UTILITY means the Winterset Municipal Electric Utility or WMEU.

SECTION 1.4 - CONTACTS & STAFFING

The Winterset Municipal Utility Board of Trustees meets the second or third Monday of the month at 8:30 am at City Hall.

Utility Offices

Winterset City Hall
124 W. Court Avenue
Winterset, Iowa 50273

Phone - (515) 462-1422

Fax - (515) 462-1963

E-mail - sbens@cwmu.net

General Manager

Steve Benshoof
Winterset City Hall
124 W. Court Avenue
Winterset, Iowa 50273

Phone - (515) 462-1422

Cell - (515) 468-2000

Fax - (515) 462-1963

E-mail - sbens@cwmu.net

Electric Superintendent

Chuck Johnson
321 N 1st Street
Winterset, Iowa 50273

Phone - (515) 462-2152

Cell - (515) 468-0446

Fax - (515) 462-1550

E-mail - wmuelectric@hotmail.com

Water Superintendent

Mike Ham
3301 Cedar Bridge Road
Winterset, Iowa 50273

Phone - (515) 462-3601

Cell - (515) 480-2033

Fax - (515) 462-4944

E-mail - wmuwater@cwmu.net

SECTION 1.5 - COLLECTIONS

The WMU will make every effort to collect delinquent accounts. If we are unable to collect on an account, it will be entered into the State of Iowa Offset Program.

DIVISION 2 SERVICE CHARACTERISTICS

SECTION 2.1 - GENERAL

The WMEU shall make available, throughout its service area, electric service of a character determined by the utility to meet the needs of its customers. The standard service available to meet this obligation is 120/240 (nominal voltage), 60 Hz alternating current, single phase, 200 or 400 amperes, supplied via underground conductor. Under certain conditions, overhead service may be installed. 3-phase services are not available in residential areas. In standard service connections, WMEU shall furnish, own, and maintain, up to and including, the meter socket and meter.

Other service connections, including three phase service and service at primary voltages, are available at the option of the utility and may require additional charges and other terms or conditions and shall be established by the Board of Trustees. Where additional charges are required, the Board of Trustees may waive such requirements in whole or in part upon a determination that the waiver is in the public interest. Such a waiver, when entered in the minutes of the governing body, shall not be considered a discriminatory practice.

SECTION 2.2 - ENGINEERING PRACTICE

Facilities of the WMEU shall be constructed, installed, maintained, and operated in accordance with accepted good engineering practice in the electric industry to assure - as far as reasonably possible - continuity of service and safety of people and property. However, the utility shall not be held liable in actions arising from interruptions or fluctuations in service.

The WMEU shall use and shall require compliance with applicable provisions of the publications listed below as standards of accepted good practice and with applicable and with provisions of the City Code.

- IOWA ELECTRIC SAFETY CODE - AS DEFINED IN 199 IAC Chapter 25. (The IESC incorporates, by reference, the National Electric Safety Code, ANSI C2, and makes modifications to that code.)
- NATIONAL ELECTRIC CODE - ANSI/NFPA NO. 70
- AMERICAN STANDARD CODE FOR ELECTRIC METERING - ANSI C12
- USA STANDARD REQUIREMENTS FOR INSTRUMENT TRANSFORMERS - ANSI C57.13
- AMERICAN NATIONAL STANDARD REQUIREMENTS FOR ELECTRICAL ANALOG INDICATING INSTRUMENTS - ANSI C39.1
- AMERICAN STANDARD REQUIREMENTS FOR DIRECT-ACTING ELECTRICAL RECORDING INSTRUMENTS, BOTH SWITCHBOARD AND PORTABLE - ANSI 39.2
- AMERICAN NATIONAL STANDARD VOLTAGE RATINGS FOR ELECTRICAL POWER SYSTEMS & EQUIPMENT (60 Hz) - ANSI C84.1

- GROUNDING OF INDUSTRIAL & COMMERCIAL POWER SYSTEMS - ANSI C114.1

References to publications listed above shall be deemed to be to the latest edition or revision accepted by the Utilities Division of the Iowa Department of Commerce as a standard of good practice. [see 100 IAC 20.5(2)]

SECTION 2.3 - SPECIAL CONDITIONS OF SERVICE

Except for facilities defined in Section 2.1 of these rules or in extension of policies adopted by the Board of Trustees of the WMEU as a responsibility of the utility, the customer shall be responsible for all wiring and electrical equipment on his or her premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by Section 2.2 of these rules, the special conditions of this section and any other applicable laws or regulations.

No inspection or approval of a customer's compliance with this section by the WMEU or other agent of the municipal government shall be construed to impose any duty or liability on the utility but shall be considered solely for the purpose of ensuring protection of the WMEU's property and continuity of service to customers of the utility.

SECTION 2.3.1 - Requirements for Electric Motors

All installations of power loads on the WMEU's system shall conform to the safety rules set forth in the Iowa Electric Safety Code.

Customers are required to provide suitable protective devices so that motors and equipment will be protected from damage and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of poly-phase motors or the reestablishment of normal service after any of the above conditions.

The WMEU reserves the right to limit the number and size of motors installed on single-phase connections. The customer or customer's electrician shall contact the utility regarding requirements for motor starting equipment, wiring and other motor specifications.

SECTION 2.3.2 - Corrective Equipment

Customer electrical equipment shall be installed and used in such a manner as not to adversely affect voltage regulation or impair the WMEU's service to other customers. When such equipment creates fluctuation voltage or power factor conditions or any other disturbances in service detrimental to the service of other customers or to the utility's use of its own equipment, the customer shall be required to install and maintain, at his or her own expense, suitable corrective equipment to eliminate the detrimental effects.

SECTION 2.3.3 - Stand-by Generators

No other source of supply of electricity shall be introduced or used by a customer in conjunction with electric service supplied by the WMEU, without prior written approval of the utility. At a minimum, stand-by facilities will be approved only if a single changeover switch that provides a visible opening and is padlocked in the open position, or a relay of adequate capacity, is installed so that WMEU's lines cannot become energized by a stand-by power source under any condition.

Section 2.3.4 - Energy Conservation Standards

As a condition of electric service for space heating or cooling, the owner or builder of any structure, completed after April 1, 1984, and intended primarily for human occupancy, must certify to the WMEU that the building conforms to the energy conservation requirements of the State Building Code [680 IAC 16.800(3) as amended by 16.800(4)]. If compliance is being certified to another state or local agency, a copy of the certification form may be provided to the utility.

SECTION 2.4 - CLASS OF SERVICE FOR APPLICATION OF RATES

Service classifications shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. In addition, the WMEU reserves the right to supply large power service

in accordance with the provisions of a written contract. As nearly as practicable, rate schedules adopted by the utility shall reflect relative differences in the costs of providing various quantities of service to each customer class.

SECTION 2.4.1 - Service Classifications

- RESIDENTIAL/RURAL RESIDENTIAL - RL
- COMMERCIAL (SINGLE OR THREE PHASE) - CL
- INDUSTRIAL (SINGLE OR THREE PHASE) - IL
- INDUSTRIAL DEMAND - ID

SECTION 2.5 - METER INSTALLATION

The WMEU shall install, own, and maintain a meter of a type appropriate to the nature of the service, for each service connection. Meters shall not be required, however, where consumption can be readily computed without metering or where the service is of a temporary nature and the cost of meter installation would be unreasonable. Ammeter seal shall be placed on all meters such that the seal must be broken to gain entry.

SECTION 2.5.1 - Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately rented or owned, except that the WMEU may provide single meters for electricity used in:

- Central heating
- Central cooling
- Central water heating
- Central ventilation systems
- Where individual metering is impractical
- Where a facility for elderly or handicapped persons and utility costs constitute part of the operating cost & are not apportioned to individual tenants
- Where sub-metering or resale of service was permitted prior to 1966.

SECTION 2.5.2 - Special Metering Installations

The WMEU reserves the right, at its option, to require or place special meters or instruments on the premises of a customer for the purpose of special tests of all or part of the customer's load.

SECTION 2.5.3 - Meter Register

Where it is necessary to apply a multiplier to the meter readings, the multiplier shall be marked on the face of the meter register or stenciled in weather resistant paint upon the front cover of the meter. Wherever practicable, customers shall have continuous visual access to meter registers.

SECTION 2.5.4 - Meter Testing

All meters and associated devices shall be inspected, tested, adjusted and certified to be within allowable tolerance of error, in accordance with commonly accepted engineering practice.

DIVISION 3 CUSTOMER RELATIONS

SECTION 3.1 - APPLICATION FOR SERVICE

Application for service shall be made at Winterset City Hall. At the time of application, the applicant shall be given an opportunity to designate a person or agency to receive a copy of any notice to disconnect service due to the application's nonpayment of a bill or deposit. As soon as practicable after the approval of the application, the WMEU shall supply service to the applicant in accordance with these rules and at a rate established by the utility for the applicant's appropriate class of service.

SECTION 3.2 - CUSTOMER DEPOSITS

A deposit intended to guarantee payment of bills for service may be required prior to approval of the service application. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon twelve (12) days written notice of the need for such a deposit.

SECTION 3.2.1 - Credit Criteria for Initial Deposits

The requirements of an initial deposit shall be determined by application of the following criteria:

No initial service deposit shall be required of an applicant

1. Who has previously established a credit history with the WMEU
2. Whose twelve (12) most recent bills from the WMEU were timely paid [including one (1) automatic forgiveness of a late payment].
3. Whose new service is subject to the same rate classification as that for which the payment history was established
4. Who provides reasonable proof of an equivalent recent payment history for similar service from another utility.

An initial service deposit of \$125.00 shall be required of an applicant for service who does not meet the credit criteria listed above.

SECTION 3.2.2 - Credit Criteria for New or Additional Deposits

A new or additional deposit may be required of a current customer whose initial deposit has been refunded or is found to be inadequate. The new or additional deposit shall apply to customers who make two (2) late payments in a twelve (12) month period (not including one (1) automatic forgiveness of a late payment).

SECTION 3.2.3 - Interest on Deposits

Interest at a rate determined by the Utility Board will be paid on deposits from the date of deposit to the date of refund or the due date of any bill to which the deposit is applied. The date of refund is the date on which the refund or notice of refund is forwarded to the customer's last known address.

SECTION 3.2.4 - Record of Deposits

The WMEU shall maintain a record of all deposits. The record of each unclaimed deposit shall be maintained for a period of three (3) years from the date service is terminated. During that period, the utility shall make a reasonable effort to return the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate utility account. Deposits remaining unclaimed two (2) years after service is terminated will be transferred to the state in accordance with Chapter 556, Code of Iowa.

SECTION 3.2.5 - Refund of Deposit

A deposit shall be refunded after twelve (12) consecutive months of prompt payment (which may be eleven (11) timely payments and one (1) automatic forgiveness of late payment). For refund purposes, the account shall be reviewed for prompt payment after twelve (12) months of service following the making of the deposit and for each twelve (12) month interval terminating on the anniversary of the deposit. Upon termination of service, the deposit plus accumulated interest (if applicable), less any unpaid utility bill of the customer, shall be reimbursed to the customer or other person who made the deposit.

SECTION 3.3 - BILLING INFORMATION

Customers shall be billed monthly according to the appropriate rate schedule for metered service received during the billing period. In addition, the bill will include charges for applicable fuel and purchase power adjustments as well as special extension and service costs applicable to the billing period.

SECTION 3.3.1 - Billing Form

The following information shall be included on the billing for or made available to the customer at City Hall.

- Actual or estimated meter readings at the beginning and end of the billing period
- Date of the meter readings
- Number and kind of units metered
- Reference to the applicable rate schedule
- The account balance brought forward and amount of each net charge and the total amount currently due. In the case of prepayment meters, the amount of money collected shall be shown
- Last date for timely payment shall be clearly shown and shall be not less than twenty (20) days after the bill is rendered
- A distinct marking to identify an estimated bill or meter reading
- A distinct marking to identify a minimum bill
- Any conversions from meter reading units to billing units or any other calculations to determine billing units from recording or other devices or any other factors such as sliding scale or automatic adjustments used in determining the bill.

SECTION 3.3.2 - When Payable - Late Payment Penalties

A bill shall be due and payable when rendered and shall be considered delinquent after twenty (20) days from the time it is rendered. A bill shall be considered rendered by the WMEU when deposited in the U.S. Mail with postage prepaid or when delivered by the utility to the last known address of the party responsible for payment. Bill payments received by the utility on or after the delinquent date shall be for the gross amount stated on the bill which shall include a late payment penalty of 1.5% per month of the last due amount or \$5.00, whichever is greater, to cover the cost of preparing and mailing of reminder notices. Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment.

Each account shall be granted one (1) complete forgiveness of late payment penalty in each calendar year. The customer shall be informed of the use of the automatic forgiveness as indicated on their bill.

SECTION 3.3.3 - Partial Payments

When a partial payment is made prior to the delinquent date and without designation as to the service being paid, the payment shall be credited pro rata between the bill for municipal utility services and related taxes.

SECTION 3.3.4 - Where Payable

Bills may be paid:

- By mail
- By direct payment through a financial institution
- By deposit in a designated receptacle
- In person at City Hall.

SECTION 3.3.5 - Level Payment Plan

All residential customers or other customers whose consumption is less than three thousand (3,000) kWh per month may select a level payment plan. The plan shall:

- Be offered when the customer initially requests service.
- Provide entry into the level payment plan at any time during the calendar year.
- Have level payments equal to the sum of estimated charges divided by the number of standard billing intervals, all for the next twelve (12) consecutive months.
- Prohibit withdrawal from the plan during the first year after entry, except for termination of service.
- Carry forward any account credit or debit on the anniversary of the plan, which shall be added to the estimated charges in determining the level payment amount for the next year. Unpaid level payments shall not be carried forward.
- Have the level payment amount computed at the time of entry into the plan. It may be recomputed on each anniversary when requested by the customer or whenever price and/or consumption result in a new estimate differing by 10% or more from that in use. When a customer's level payment is recomputed, the customer shall be notified of the revised payment amount and the reason for the change. The notice shall accompany the bill prior to the bill affected by the revised payment amount.
- Provide that the account be balanced upon termination or service or withdrawal from the plan.
- Regardless of account balance, provide that a delinquent bill payment shall subject the customer to a late payment penalty on the level payment amount and to other procedures for collection and termination of service.

SECTION 3.3.6 - Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay in full, may be offered the opportunity to enter into a reasonable agreement to pay in accordance with applicable rules of the Utilities Division of the Iowa Department of Commerce.

SECTION 3.3.7 - Minimum Bill

The minimum bill provided for in the rate schedule for each class of service will apply to any billing period during which the service remains connected, and the minimum quantity of service is not used.

SECTION 3.3.8 - Temporary Disconnections

The WMEU may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. The customer may be required to pay a fee for such service in an amount to be determined by the Board of Trustees.

SECTION 3.3.9 - Service Calls

The customer shall be billed for the cost of service not the responsibility of the WMEU as follows:

- For a service call where the trouble is found to be with the customer's equipment, the customer shall be billed in accordance with terms and conditions established by the Board of Trustees.
- For a service call requesting the relocation of facilities belonging to the WMEU, the customer shall be billed for the direct cost of labor and replacement of materials. An advance deposit equal to the total estimated cost may be required where the estimate exceeds one hundred (100) dollars.
- For a service call requesting temporary relocation of electric lines or other utility facilities to accommodate movement of buildings or large equipment, the person responsible for the move shall be billed for the direct cost of labor and materials. The WMEU shall be given notice of the move at least five (5) business days in advance and shall be consulted regarding the route of the move. An Advance deposit or cash bond may be required to cover estimated costs.

SECTION 3.3.10 - Customer Requested Meter Tests

The WMEU will periodically inspect and test meters in accordance with accepted engineering practice. In addition to regular testing, the customer may request a meter test, providing that such tests need not be done more frequently than once every twelve (12) months. The customer or the customer's representative may be present when the meter is tested, and the results shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the cost of the test in an amount established by the Board of Trustees.

SECTION 3.3.11 - Adjustment of Bill for Meter Error

Whenever a meter is found to have an average error exceeding the allowable tolerance by more than 2.0 %, or in the case of a demand meter, by more than 1.5 %, the WMEU shall adjust at the current customer's bill or issue a refund or back bill to a past customer.

The amount of the adjustment shall be calculated based on metering accuracy of one hundred (100) percent. The adjustment period shall extend from the date the error began.

If that date cannot be determined, it shall be assumed the error existed for the shortest time calculated as five (5) years from the date the error was discovered, one half (1/2) the time since the meter was installed, or one half (1/2) the time since the previous meter test.

When the adjustment is due to "creep" it shall be assumed that creeping affected the meter registration twenty-five (25) percent of the adjustment period.

The adjustment period for slow meters shall not exceed six (6) months without the approval of the Board of Trustees. When a meter is found not to register, the utility shall issue an estimated bill.

An adjustment, refund or back-billing shall be made for any overcharge or undercharge resulting from incorrect reading of the meter, incorrect application of the rate schedule, incorrect meter connection or other similar reasons.

This section shall not be construed to require a cash refund to a current customer nor a refund or back billing to a previous customer in an amount less than two (2) dollars. The WMEU further reserves the right to forgo back-billing procedures which it determines are not cost effective.

SECTION 3.3.12 - Adjustment of Bill for Accidental Wastage of Electricity

When a customer provides reasonable evidence to the WMEU that an accidental ground has existed on the customer's equipment, the utility shall estimate the normal usage for each billing period during which the ground is reasonably believed to have existed, not to exceed two (2) months.

The bill for each such period shall be recomputed, treating the amount of above-normal energy consumption as "lost energy". Lost energy shall be billed at the lowest rate on the customer's rate schedule and the total difference will be credited to the customer's account.

SECTION 3.3.13 - Returned Checks

A service charge in an amount established by the Board of Trustees shall be assessed to any customer whose check is returned unpaid by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the check is not made good and the service fee not paid prior to the delinquent date of the bill. If two (2) or more checks are dishonored within a six (6) month period, the utility may require future payments to be by cash, cashiers check or postal money order. This service charge is currently \$15.00 for each check.

SECTION 3.4 - DISCONNECTION OR DENIAL OF SERVICE

The WMEU reserves the right to disconnect or deny service in accordance with applicable rules of the Utilities Division of the Iowa Department of Commerce.

SECTION 3.4.1 - Reminder Notice

After a bill becomes delinquent, a reminder notice will be mailed. A disconnection for non-payment date, no less than 12 days from the mailing date, is specified in this reminder notice along with the customer's rights and remedies.

SECTION 3.4.2 - Disconnection Notice/Fees

Twenty-four hours prior to disconnection a final notice will be hand delivered or posted on the property. Each customer is allowed one final notice every 6 months. For each additional notice per running 6 months a \$20.00 preparation and delivery charge will be added to the customer's bill.

SECTION 3.4.3 - Disconnection for Non-Payment

Electric and/or water will be disconnected as specified on the final notice unless other arraignments are made. DISCONNECTION PERSONNEL ARE NOT ALLOWED TO ACCEPT PAYMENT.

Disconnections will take place only on Monday - Thursday. Holidays and weekends (Friday-Sunday) are exempt, and the disconnection will take place the first business day following the holiday or weekend.

Disconnections will occur no later than 2:00 PM and provided that satisfactory arraignments are made to make payment (including reconnection fees) prior to 4:30 PM, service will be restored that day.

SECTION 3.4.4 - Reconnection Fees

A reconnection fee of an amount established by the Board of Trustees shall be applicable when service has been disconnected pursuant to this section. Currently the reconnection fees are \$25.00 between 7:30 AM and 4:30 PM. Outside of the previous indicated hours the reconnection fee is \$150.00. This additional fee is to cover the costs of call-out and overtime pay.

SECTION 3.5 - CUSTOMER OBLIGATIONS

Acceptance of service shall obligate a customer to the conditions imposed by these rules and applicable rules of the Utilities Division of the Iowa Department of Commerce. Customers should note that the other sections of these service rules prescribe standards of engineering practice and establish special conditions for the installation of certain motors and other equipment common to industry and agriculture.

SECTION 3.5.1 - Wiring and Electrical Equipment

Except for the meter, meter socket and other facilities defined in utility service policies as a responsibility of the WMEU, the customer shall be responsible for all wiring and electrical equipment on his or her premises.

The installation and maintenance of customer facilities shall be consistent with standards imposed by these service rules and any other applicable laws or regulations. Location of the meter loop and meter socket shall be at the discretion of the WMEU, consistent with the customer's reasonable convenience.

For services greater than 200 amp or any service requiring instrument metering, the customer will be required to install a weatherproof disconnect outside of the building.

No inspection or approval of a customer's compliance with this section by the WMEU or other agent of the municipal government shall be construed to impose any duty or liability on the utility but shall be considered solely for the purpose of ensuring protection of the WMEU's property and for ensuring continuity of service to customers of the utility.

SECTION 3.5.2 - Damage to WMEU Facilities

The customer shall not use the equipment or structures of the utility for reasons other than that incident to normal service, nor create a condition likely to interfere with the functions of such equipment and structures, without written consent of the WMEU.

The customer shall be held responsible for his or her actions, which cause damage to, or loss of equipment or structures located on property occupied by the customer.

SECTION 3.5.3 - Customer Premises

The customer and owner shall grant the WMEU, without charge, right of way over and on the premises on which equipment and structures of the utilities are located. Access to the equipment and structures shall be granted to the utility at reasonable times for installation, inspection, testing, repair and other functions necessary for the maintenance of satisfactory service.

SECTION 3.5.4 - Notice by Customer to Terminate Service

A customer shall give the WMEU not less than three (3) business days' notice prior to final termination of service. Disconnection of service under this section shall be during the regular business hours of the utility.

SECTION 3.6 - CUSTOMER COMPLAINTS

Customers may be asked to submit complaints in writing, specifying the nature of the complaint and the relief sought. Complaints concerning the charges, practices, facilities, or service of the WMEU shall be investigated promptly and thoroughly.

A customer may appeal against the findings of the investigation and shall be given a reasonable opportunity for a full hearing of the matter before the Board of Trustees.

Complaints involving policies or actions of the WMEU that are regulated by the Iowa Utilities Board may also be filed with that agency in accordance with applicable regulations.

SECTION 3.7 - CUSTOMER RIGHTS & REMEDIES

The following information will be supplied to each customer receiving a reminder notice from the WMEU.

AVOIDING SHUTOFF OF ELECTRIC SERVICE FOR NONPAYMENT

1. What can I do if I receive a notice from the utility that says my service will be shut off because I have a past due bill?
 - a. Pay the bill in full; or
 - b. Enter a reasonable payment plan with the utility (see #2 below); or
 - c. Apply for and become eligible for a low-income energy assistance (see #3 below); or
 - d. Give the utility a written statement from a doctor or public health official stating that shutting off your electric service would pose an especial health danger for a person living at the residence (see #4 below); or
 - e. Tell the utility if you think part of the amount shown on the bill is wrong. However, you must still pay the part of the bill you agree you owe the utility (see #5 below).
2. How do I go about making a reasonable payment plan? (Residential customers only)
 - a. Contact the utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, the utility may offer you a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation.
 - b. If you have not made the payments you promised in a previous payment plan with the utility and still owe the money, the utility can refuse to offer you another payment plan.
 - c. If you do not make the payments you promise, the utility may shut off your utility service on one day's notice unless all the money you owe the utility is paid. If your utility service is shut off, the utility may refuse to offer you any further payment plans.
3. How do I apply for low-income energy assistance? (Residential customers only)
 - a. Contact the local community action agency in your area (see attached list); or
 - b. Contact the Division of Community Action Agencies at the Iowa Department of Human Rights, Lucas State Office Building, Des Moines, Iowa 50319; telephone (515) 281-0859. To prevent disconnection, the utility must be contacted prior to disconnection of your service.
 - c. To avoid disconnection, you must apply for energy assistance before your service is shut off. Notify your utility that you may be eligible and have applied for energy assistance. Once your service has been disconnected, it will not be recommended based on approval for energy assistance.
4. What if someone living at the residence has a serious health condition? (Residential customers only)

Contact the utility if you believe this is the case. Contact your doctor or a public health official and ask the doctor or health official to contact the utility and state that shutting off your utility service would pose an especial health danger for a person living at your residence.

The doctor or public health official must provide a written statement to the utility office within 5 days of when your doctor or public health official notifies the utility of the health condition; otherwise, your utility service may be shut off.

If the utility receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your utility bill or find other living arrangements. After 30 days, your service may be shut off if payment arrangements have not been made.

5. What should I do if I believe my bill is not correct?

You may dispute your utility bill. You must tell the utility that you dispute the bill. You must pay the part of the bill you think is correct.

If you do this, the utility will not shut off your service for 45 days from the date the bill was mailed while you and the utility work out the dispute over the part of the bill you think is incorrect.

You may ask the Iowa Utilities Board for assistance in resolving the dispute. (See #9 below.)

6. When can the utility shut off my utility service because I have not paid my bill?

- a.** Your utility can shut off service between the hours of 6 a.m. and 2 p.m., Monday through Friday.
- b.** The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.
- c.** The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see #2 above).
- d.** The utility will not shut off your service if the temperature is forecasted to be colder than 20 degrees Fahrenheit during the following 24-hour period, including the day your service is scheduled to be shut off.
- e.** If you have qualified for low-income energy assistance, the utility cannot shut off your service between November 1 and April 1. However, you will still owe the utility for the service used during this time.
- f.** The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill that you agree is correct.

7. How will I be told the utility is going to shut off my service?

- a.** You must be given written notice at least 12 days before the utility service can be shut off for nonpayment. This notice will include the reason for shutting off your service.
- b.** If you have not made the payments required by an agreed-upon payment plan, your service may be disconnected with only one day's notice.
- c.** The utility must also try to reach you by telephone or in person before it shuts off your service. Between November 1 and April 1, if the utility cannot reach you by telephone or in person, the utility will put a written notice on the door of your residence to tell you that your utility service will be shut off.

8. If service is shut off, when will it be turned back on?

- a. The utility will turn your service back on if you pay the whole amount you owe or agree to a reasonable payment plan (see #2 above).
- b. If you make your payment during regular business hours, the utility must make a reasonable effort to turn your service back on that day. If service cannot reasonably be turned on that same day, the utility must do it by 11 a.m. the next day.
- c. The utility may charge you a fee to turn your service back on. Those fees may be higher in the evening or on weekends, so you may ask that your service be turned on during normal utility business hours.

9. Is there any other help available besides my utility?

If the utility has not been able to help you with your problem, you may contact the Iowa Utilities Board toll-free at 1-877-565-4450. You may also write the Iowa Utilities Board at 350 Maple Street, Des Moines, Iowa 50319-0069, or by E-mail at iubcustomer@iub.state.ia.us.

Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid, and may contact Legal Aid at 1

SECTION 3.8 - LANDLORD & TENTANTS RIGHTS

Tenants of a property where the landlord pay utilities will be notified by posted notice 48-hours prior to the disconnection of service to the property.

Landlords of a property where the tenant is responsible for the payment of the utilities may receive notice of any disconnection notice given to their tenants prior to disconnection of utilities at said property. To receive such notice the landlord must register a list of his/her property addresses at City Hall.

Should the landlord wish not to have the utilities disconnected at the property, the utilities for the property will have to be placed in the landlord's name and he/she will be responsible for the utilities from that date.

DIVISION 4 RATES, FEES & CHARGES

Losses

Between the hours ending at 07:00 and 23:00 during the months of July and August, losses are 15% and losses during other periods are 10%.

Metering

The customer will reimburse WMEU for its installed cost of interval recording meters and its monthly communication costs.

Power Factor Penalty

For purposes of billing, Billing Demand shall equal Contracted Demand, plus 1% for each 1% Customer's power factor is measured to be less than 80% of the customer's average monthly power factor.

WMEU PRICE SCHEDULES

Residential Service

APPLICABLE TO: Residential customers for all domestic uses in single-family dwellings and individually metered apartments within the service territory of Winterset Municipal Utilities, including use of motors of not more than 5 horsepower individual capacity. This schedule also applies to all rural residential customers.

SERVICE AVAILABLE: Single-phase, 60 hertz, 120/240 volt, 400 amp max., 3-wire, single meter.

MONTHLY RATE:

Customer Charge (No kWh)	\$14.00 per meter
plus	
Energy Charge	
All kWh @	11.7¢

PROMPT PAYMENT PROVISIONS:

All charges are net. If the bill is not paid or mailed and postmarked by the th day of the month following the billing date, a late payment charge of percent of the balance due will apply. If the th of the month falls on a Saturday, Sunday, or Holiday, the due date will be the next working day.

SALES TAX:

Sales tax to be added to all electric bills to be in compliance with the provisions of the laws of Iowa.

ENERGY COST ADJUSTMENT:

Winterset Municipal Utilities may, at its discretion, implement an energy cost adjustment to compensate Winterset Municipal Utilities for variations in the cost of fuel for the generating plant or for purchased power. At the time the adjustment is implemented, the calculation used to arrive at the adjustment will be developed, and the adjustment will be applied to all kWh billed by Winterset Municipal Utilities.

Small Commercial Service

APPLICABLE TO: Any commercial, industrial, city, or farm load within the service territory of Winterset Municipal Utilities, for all purposes, where the monthly consumption is less than 5000 kWh.

SERVICE AVAILABLE: Single-phase, 60 hertz, 120/240 volt, 400 amp max., 3-wire, single meter; or three-phase, 60 hertz, 240/120V, 208Y/120V, or 480Y/277V, 4-wire, single meter.

MONTHLY RATE:

Customer Charge (no kWh)	\$17.00 per meter
plus	
Energy Charge	
All kWh @	11.6¢

PROMPT PAYMENT PROVISIONS:

All charges are net. If the bill is not paid or mailed and postmarked by the ___th day of the month following the billing date, a late payment charge of ___ percent of the balance due will apply. If the ___th of the month falls on a Saturday, Sunday, or Holiday, the due date will be the next working day.

SALES TAX:

Sales tax to be added to all electric bills so as to be in compliance with the provisions of the laws of Iowa.

ENERGY COST ADJUSTMENT:

Winterset Municipal Utilities may, at its discretion, implement an energy cost adjustment to compensate Winterset Municipal Utilities for variations in the cost of fuel for the generating plant or for purchased power. At the time the adjustment is implemented, the calculation used to arrive at the adjustment will be developed, and the adjustment will be applied to all kWh billed by Winterset Municipal Utilities.

Large Commercial Service

APPLICABLE TO: Any commercial, industrial, city, or farm load within the Winterset Municipal Utilities service territory, for all purposes, where the monthly consumption is more than 5000 kWh, and the demand is less than 250 kW.

SERVICE AVAILABLE:

60 hertz, three-phase, 240/120 V, 208 Y/120 V, or 480 Y/277 V, 4-wire, or standard primary voltage available at point of delivery. Special voltages may be provided at the discretion of the utility. Utility furnishes only one transformer bank and/or one meter.

MONTHLY RATE:

Customer Charge	\$25.00 per meter
+	
Energy Charge	
All kWh	4.0¢
+	
Demand Charge	
All kW @	\$15.50

METERED DEMAND: The metered demand for any month shall be the maximum kilowatt demand established by the consumer for any thirty-minute interval during the month as indicated or recorded by a demand meter.

POWER FACTOR ADJUSTMENT: If the customer's average monthly power factor falls below 90%, leading or lagging, the utility may adjust the metered demand by the ratio of 90% to the measured average monthly power factor in percent. Example:

Metered Demand = 739 kW
Ave. Mo. Power Factor = 73.0%
Ratio = 90/73 = 1.2329
Adjusted Demand = (739)(1.2329) = 911 kW

ADJUSTED DEMAND: The adjusted demand consists of the metered demand adjusted for power factor, if applicable.

BILLING DEMAND: The billing demand shall be the maximum measured thirty-minute integrated demand in the billing month, but not less than eighty-five percent (85%) of the maximum thirty-minute demand established in the months of the preceding December, January, February, June, July, and August, and not less than fifty percent (50%) of the maximum thirty-minute demand established in any of the twelve preceding months.

PRIMARY METERING: The utility will furnish and install primary metering when service is taken by the consumer and metered at primary voltage. The consumer owns and installs all necessary primary and transformers beyond point of service. A 2% discount will apply to demand and energy charges to allow for losses and investment return.

If service is taken at primary voltage (that is, customer owns primary and transformers) and metered at secondary voltage, a 1% discount will apply to demand and energy charges to allow for investment return.

MEASUREMENT OF DEMAND AND ENERGY: When there are two or more demand and energy metering installations on the customer's premises, the metered quantities shall be determined by adding together the separate meter readings before application of the rate, unless special provisions are agreed to by the utility. At the customer's request, and at the customer's expense, and at the Utility's discretion, the Utility may install special metering that will allow coincident demand billing.

PROMPT PAYMENT PROVISIONS:

All charges are net. If the bill is not paid or mailed and postmarked by the ___th day of the month following the billing date, a late payment charge of ___ percent of the balance due will apply. If the ___th of the month falls on a Saturday, Sunday, or Holiday, the due date will be the next working day.

SALES TAX:

Sales tax to be added to all electric bills to be in compliance with the provisions of the laws of Iowa.

ENERGY COST ADJUSTMENT:

Winterset Municipal Utilities may, at its discretion, implement an energy cost adjustment to compensate Winterset Municipal Utilities for variations in the cost of fuel for the generating plant or for purchased power. At the time the adjustment is implemented, the calculation used to arrive at the adjustment will be developed, and the adjustment will be applied to all kWh billed by Winterset Municipal Utilities.

Industrial Service

APPLICABLE TO: Any commercial, industrial, city, or farm load within the Winterset Municipal Utilities service territory, for all purposes, where the monthly demand is more than 250 kW.

SERVICE AVAILABLE:

60 hertz, three-phase, 240/120 V, 208 Y/120 V, or 480 Y/277 V, 4-wire, or standard primary voltage available at point of delivery. Special voltages may be provided at the discretion of the utility. Utility furnishes only one transformer bank and/or one meter.

MONTHLY RATE:

Customer Charge	\$30.00 per customer
+	
Energy Charge	
All kWh	4.1¢
+	
Demand Charge	
All kW @	\$15.00

METERED DEMAND: The metered demand for any month shall be the maximum kilowatt demand established by the consumer for any thirty-minute interval during the month as indicated or recorded by a demand meter.

POWER FACTOR ADJUSTMENT: If the customer's average monthly power factor falls below 90%, leading or lagging, the utility may adjust the metered demand by the ratio of 90% to the measured average monthly power factor in percent. Example:

$$\begin{aligned} \text{Metered Demand} &= 739 \text{ kW} \\ \text{Ave. Mo. Power Factor} &= 73.0\% \\ \text{Ratio} &= 90/73 = 1.2329 \\ \text{Adjusted Demand} &= (739)(1.2329) = 911 \text{ kW} \end{aligned}$$

ADJUSTED DEMAND: The adjusted demand consists of the metered demand adjusted for power factor, if applicable.

BILLING DEMAND: The billing demand shall be the maximum measured thirty-minute integrated demand in the billing month, but not less than eighty-five percent (85%) of the maximum thirty-minute demand established in the months of the preceding December, January, February, June, July, and August, and not less than fifty percent (50%) of the maximum thirty-minute demand established in any of the twelve preceding months.

PRIMARY METERING: The utility will furnish and install primary metering when service is taken by the consumer and metered at primary voltage. The consumer owns and installs all necessary primary and transformers beyond point of service. A 2% discount will apply to demand and energy charges to allow for losses and investment return.

If service is taken at primary voltage (that is, customer owns primary and transformers) and metered at secondary voltage, a 1% discount will apply to demand and energy charges to allow for investment return.

MEASUREMENT OF DEMAND AND ENERGY: When there are two or more demand and energy metering installations on the customer's premises, the metered quantities shall be determined by adding together the separate meter readings before application of the rate, unless special provisions are agreed to by the utility. At the customer's request, and at the customer's expense, and at the Utility's discretion, the Utility may install special metering that will allow coincident demand billing.

PROMPT PAYMENT PROVISIONS:

A bill shall be due and payable when rendered and shall be considered delinquent after twenty (20) days from the time it is rendered. A bill shall be considered rendered by the WMEU when deposited in the U.S. Mail with postage prepaid or when delivered by the utility to the last known address of the party responsible for payment. Bill payments received by the utility on or after the delinquent date shall be for the gross amount stated on the bill which shall include a late payment penalty of 1.5% per month of the last due amount or \$5.00, whichever is greater, to cover the cost of preparing and mailing of reminder notices. Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment.

SALES TAX:

Sales tax to be added to all electric bills so as to be in compliance with the provisions of the laws of Iowa.

ENERGY COST ADJUSTMENT:

Winterset Municipal Utilities may, at its discretion, implement an energy cost adjustment to compensate Winterset Municipal Utilities for variations in the cost of fuel for the generating plant or for purchased power. At the time the adjustment is implemented, the calculation used to arrive at the adjustment will be developed, and the adjustment will be applied to all kWh billed by Winterset Municipal Utilities.

Streetlighting

APPLICABLE TO: All streetlighting for which single-phase 120 or 240 volt service is provided by Winterset Municipal Utilities.

SERVICE AVAILABLE: Single-phase, 60 hertz, 120/240 volt.

MONTHLY RATE:

Energy Charge	
All kWh @	9.6¢

ENERGY COST ADJUSTMENT:

Winterset Municipal Utilities may, at its discretion, implement an energy cost adjustment to compensate Winterset Municipal Utilities for variations in the cost of fuel for the generating plant or for purchased power. At the time the adjustment is implemented, the calculation used to arrive at the adjustment will be developed, and the adjustment will be applied to all kWh billed by Winterset Municipal Utilities.

FEES & CHARGE S

Service

Overhead or underground single-phase services to the meter socket and including the meter will be installed by the WMEU at the following rates:

200 AMP	Current cost of material
400 AMP	Current cost of material

Overhead or underground three phase services to the meter socket and including the meter will be installed by the WMEU at the following rates:

200 AMP	Current cost of material
Over 200 AMP	Actual cost of materials and labor

Three-phase extensions and extensions at primary voltages may require a customer contribution in aid of construction or an advance for construction costs. The Board of Trustees will determine the amount of such contribution or advance. In making the determination, the board shall consider estimated construction costs and estimated revenue.

Development Charges

Developers pay all infrastructure costs associated with construction and new developments.

Customer Deposit Charge

\$125.00

Interest on Customer Deposits

5% annual

Temporary Disconnection/Reconnection Requested by The Customer

During normal working hours will be \$0.00. WMEU will not temporarily disconnect/reconnect service after hours or on weekends or holidays.

Service Calls or Callouts

On the customer's side of the meter will be \$200.

Meter Testing

If the meter has to be sent to an outside agency for testing, the charge will be the actual cost to the utility, including testing and transportation or shipping. These charges will be waived if the meter is found to be out of compliance.

Returned Check

\$15.00.

Reconnection Fees

If a customer has been disconnected due to failure to pay their bill in a timely manner, they will be required to pay a reconnection fee of \$25.00 in addition to their bill prior to the restoration of

power during regular business hours. After 4:30 PM, on weekends or holidays, this reconnection charge will be \$100.00 to cover the cost of overtime.

Labor Costs

\$60.00 per hour per employee during normally scheduled hours.
\$80.00 per hour per employee outside normally scheduled hours.

Equipment Costs

Bucket truck w/two employees	\$ 150.00 per hour
Trencher (small) w/one employee	\$ 100.00 per hour plus \$1.00 per foot
Trencher (large) w/one employee	\$ 150.00 per hour plus \$1.00 per foot
Excavator w/one employee	\$ 100.00 per hour
Skid loader/Jackhammer	\$ 200.00 per hour
Skid loader w/one employee	\$ 150.00 per hour
Vac tron	\$ 150.00 per hour
Boring w/utility equipment	\$ 14.00 per foot
Derrick truck w/two employees	\$ 200.00 per hour

Minimum charge for equipment or labor is one (1) hour.

If specialty equipment has to be rented or outside contractors hired to perform the work requested, these costs will be added to the bill for services.

DIVISION 5 LIHEAP

SECTION 1 - The Low-Income Home Energy Assistance Program (LIHEAP) requirements, designed to assist low-income families meet the cost of home heating, will be published, and be included with each customer's bill annually in October.

DIVISION 6 VOLUNTARY CONTRIBUTION PLANS

PROJECT SHARE

SECTION 1 - Notification of the voluntary customer contribution plan **Project Share** will be included with each customer's bill twice annually in the spring and fall. (Iowa Administrative Code 199-20.15(3))

Project Share allows customers of the WMEU to assist needy households in paying their energy bills. Customers may add a contribution to their monthly utility payments or by making a direct donation to Project Share.

GREEN CITY ENERGY

SECTION 1 - Notification of the voluntary customer contribution plan **Green City Energy** will be included with each customer's bill twice annually in the spring and fall.

Green City energy, WMEU's Alternate Energy Program, allows customers to contribute to the cost of using biodiesel in our generation plant.

DIVISION 7 INFORMATION REQUESTS OR COMPLAINTS

SECTION 1 - Publish notification of **complaints resolution process** annually.
(Iowa Administrative Code 199-20.4(2))

"Each utility shall notify its customers, by bill insert or notice on the bill form, of the address and telephone numbers where a utility representative qualified to assist in resolving the complaint can be reached.... The bill inserts or notice for municipal utilities shall include the following statement: "If your complaint is related to service disconnection, safety, or renewable energy, and (utility name) does not resolve your complaint, you may request assistance from the Utility Division, Department of Commerce, Lucas State Office Building, Des Moines, Iowa 50319, (515) 281-5979."

This notice will be published in conjunction with the Project Share notice twice each year.

DIVISION 8 GRAIN BIN SAFETY

SECTION 1 - Publish notification of construction of grain bins near power lines annually. (Iowa Administrative Code 199-25.2(3))

"Utilities shall conduct annual public information campaigns to inform farmers, farm lenders, grain bin merchants, and city and county zoning officials of the hazards of and standards for construction of grain bins near power lines."

The WMEU will mail such notices each spring to farmers, lenders, merchants and zoning officials.

ATTACHMENTS

THE FOLLOWING ATTACHMENTS ARE TO BE INCLUDED WITH THIS MANUAL:

MAP OF WMEU's SERVICE TERRITORY

CIPCO/SIMECA OPERATIONS HANDBOOK

CIPCO/SIMECA CONTRACT

SIMECA/WMU CONTRACT

SOLAR/EV RULES