

<b>Division of Power – Policies and Procedures Manual</b> <b>Standard Policies and Procedures</b>	
Policy Number – AUB-04-01	Revision Number: 4
Subject Obtaining Electrical Service	Effective Date: 10-01-2009
	Superintendent Approval:
	General Manager Approval:

## 1.0 PURPOSE

The purpose of this policy is to outline the Athens Utilities Board (AUB), Division of Power requirements associated with obtaining electrical service from AUB.

## 2.0 SCOPE

This policy applies to all residential, commercial and industrial customers who are physically connected to or have the potential to be physically connected to the AUB Power Distribution System.

## 3.0 REFERENCES

- (1) Athens Utilities Board Division of Power, Rules and Regulations and Extension Policies

## 4.0 GENERAL

A formal application for original or additional service must be made at the offices of AUB or with a duly appointed agent of AUB. The application must be approved before service connection. A meter will not be set or service connected before payment of the service line installation charge and any additional applicable charges are made.

Any exceptions to this policy will be made at the sole discretion of AUB's local control authority.

## 5.0 DEFINITIONS

**AUB** – means the Athens Utilities Board, and its duly authorized employees, agents, and representatives

**Board** – means the Chairman and all Commissioners but does not include any employees

**Customer** – Any person, business, or other entity that receives electrical service from Athens Utilities Board, Division of Power

**Division** – The Athens Utilities Board, Division of Power

**Local Control Authority** – Superintendent of Power or duly authorized representative

**kWhr** – Kilowatt-hour, the measurement by which the applicable power rate is purchased

**Service Connection** – Shall mean the point of connection between the customer's termination point (weather head or meter center) where AUB makes the physical connection to his/her facilities.

## 6.0 PROCEDURES/POLICY

### 6.1 Application and Contract for Service

Each customer or prospective customer desiring original or additional electrical service shall make a formal application with an authorized employee of AUB. Applicants will supply requested information relating to the

connected load, the service voltage, phase requirement, and the manner in which the service will be utilized. All applicants must sign AUB's standard form of application for service, or a general power contract.

## **6.2 Contracts**

AUB's standard form of application for service is the basic contract for all electrical service. However, large commercial or industrial customers may be requested to execute a General Power Contract containing provisions and stipulations as may be desirable to protect the interests of AUB and the customer. The use of electricity by a customer shall be interpreted as binding the customer by the terms of the applicable standard contract even though such contract may not actually be signed.

## **6.3 Customer's Obligations**

If the customer does not take the service after signing the contract, he/she shall reimburse AUB for the total expense incurred by reason of AUB's endeavor to furnish said service.

## **6.4 Building Permits**

An application for a building permit must be received by AUB prior to construction of any facilities to serve the customer, and the building permit must have been issued to the prospective customer before any service in those areas where such permits are required by governmental authority will be connected.

## **6.5 Land Development Projects**

Two copies of a developer's preliminary plat will accompany electric service applications in land development projects. Plans for distribution and service facilities will be added to the copies of the plat. The plans must be agreed upon by AUB and the developer. Affirmative action will be noted on each copy of the preliminary plat. All approved plats will be signed by the Local Control Authority or the General Manager

One copy of the plat will be attached to the Local Control Authority or the General Manager letter of certification to the Planning Commission having jurisdiction over the land development project. The other copy will be retained by AUB.

Further action by AUB will be deferred until the preliminary plat has been approved by the Planning Commission and returned to AUB with a letter of certification by the Local Control Authority or General Manager. Pending receipt of such authorization, AUB will neither authorize, accept, construct, nor connect to any utility installation under AUB's jurisdiction in a land development area.

Approval of the plans for the installation of power distribution facilities in land development projects will be certified by a letter from the Local Control Authority or General Manager to the developer following affirmative action by AUB in a regular or called meeting.

## **6.6 Taxes**

All taxes applicable to electric service to customers of AUB shall constitute an additional charge to the amount billed.

## **6.7 Customer Responsibility**

The customer(s) whose name(s) appear(s) on the service application shall be responsible for all charges for electric service until a notice is received at the office of AUB ordering the service disconnected. Failure to notify AUB shall not release the customer of any obligation due AUB for any service rendered or made available.

## **6.8 Estimated Bills**

AUB reserves the right to render an estimated bill to the customer based on the best information available if the employees of AUB are unable, for any reason, to obtain access to the billing meter, if AUB has reason to doubt the registration of the meter or if an error has been discovered in the computation of the bill. AUB will either make a compensated adjustment in a later bill or will adjust the estimated bill to compensate for error if investigation of the condition, or when subsequent meter readings indicate the estimated bill was incorrect.