



RULES AND REGULATIONS

 **City of Anoka, Minnesota**

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TABLE OF CONTENTS

	Page No.
ELECTRIC	
Introduction	1
Section 100 - Definitions	2
Section 200 - General Information	5
201 - Service Jurisdiction	5
202 - Ownership of Equipment	5
202.1 - AMU Owned Equipment	5
202.2 - Customer Owned Equipment	5
203 - Easements	6
204 - Liability	6
205 - Service Interruptions	6
205.1 – Medical Seal	6
206 - Unauthorized Use of Electricity	7
206.1 - No Reselling	7
206.2 - No Sub-metering	7
207 - Access	7
208 - Tree Trimming	7
209 - Customer Responsibility	8
210 - Revisions of requirements	8
Section 300 - Application, Deposit, Rates, Special Services	9
301 - Application of Service	9
302 - Service Deposit	9
302.1 - Requirements	9
302.2 - Existing Residential Customers	10
302.3 - Residential Auto Bank Pay	10
302.4 - Residential Credit Reference	10
302.5 - Commercial Customers	10
302.6 - Commercial Auto Bank Pay	10
302.7 - Return of Deposit, Interest Earned	10
303 - Inspection of Customer's Facilities	10
303.1 - Requirements	10
303.2 - State Inspection	11
304 - Rate Schedule Classification	11
305 - Payment for Service	11
306 - Minimum Bill	11
307 - Service Connection	11
308 - Agreement for Service	11
309 - Customer Information and Electrical Load Data Statement	12
310 - Charges for Line Extensions	12
311 - Budget Billing	12
312 - Late Payment Charge	12
313 - Data Privacy	12
314 - Identity Theft Prevention	13

Section 400 -	Service Connection, Disconnection, Reconnection	14
401 -	Customer Request for Disconnection and Reconnection	14
402 -	AMU Request for Service Disconnection	14
402.1 -	Disconnection Without Notice	14
402.2 -	Disconnection With Notice	14
403 -	AMU Disconnection Policy	15
403.1 -	Disconnection Procedure	15
403.2 -	Cold Weather Months	15
403.3 -	Returned payments	15
Section 500 -	Standard Services	17
501 -	General Characteristics	17
502 -	Availability of Service	17
503 -	Secondary Service Voltages	17
503.1 -	Single Phase Service	17
503.2 -	Three Phase Service	17
504 -	Primary Service Voltages	18
Section 600 -	Special Services	19
601 -	Temporary Service	19
601.1 -	When Provided	19
601.2 -	Requirements	19
601.3 -	Three Phase Service	19
601.4 -	Duration	19
602 -	Services for Unusual Load Characteristics	19
603 -	Redundant Facilities	20
604 -	Relocation or Protection of AMU Facilities	20
605 -	Security Lighting	20
606 -	Underground Location of AMU Facilities	20
607 -	Second Residential Meter	21
Section 700 -	Meters	22
701 -	Responsibilities for Providing Metering Equipment	22
702 -	Location of Meters	22
702.1 -	Residential	22
702.2 -	Multiple Dwellings	22
702.3 -	Industrial and Commercial	22
702.4 -	Height Limits	22
702.5 -	Mobile Homes	23
702.6 -	Meter Clearances	23
703 -	Grouped Meters	23
704 -	Meter Identification	23
705 -	Meter Mounting	23
705.1 -	Outdoor Meters	23
705.2 -	Indoor Meters	24

706 -	Meter Sockets	24
	706.1 - Approved Sockets	24
	706.2 - Customer Furnished Sockets	24
	706.3 - Socket By-Pass Required	24
	706.4 - Service at 480 Volts	24
	706.5 - Connection of "High" Leg On 3 Phase, 4 Wire, Delta Systems	24
	706.6 - Extras	24
	706.7 - Proper Grounding	24
707 -	Wiring Restrictions on Meters and Meter Sets	25
708 -	Meter Testing	25
	708.1 - Request for Test	25
	708.2 - Test-Criteria	25
	708.3 - Adjustments, Credits, Refunds	25
709 -	Meter Seals	25
710 -	Instrument Transformer Installation	26
	710.1 - Metering Instrument Transformer Cabinet Requirements	26
Section 800 -	Customer Utilization Equipment	27
	801 - Motor Protection Devices	27
	802 - Motor Starting Currents	27
	803 - Power Factor	28
	804 - Fault Currents	28
	805 - Wiring Adequacy	28
	806 - Customer-Owned Generating Equipment	28
	807 - Energy Conservation	28
Section 900 -	Overhead Secondary Service	29
	901 - Maximum Transformer Size	29
	901.1 - Overhead Transformer	29
	901.2 - Number of Services	29
	902 - Service Drop Conductors	29
	902.1 - New Services	29
	902.2 - Existing Services	29
	903 - Clearances	29
	903.1 - Minimum Clearance	29
	904 - Point of Attachment	29
	905 - Service Entrance	29

Section 1000-	Underground Service	30
1001-	Underground in New Residential Developments	30
	1001.1 - Requirements	30
	1001.2 - Ownership of Equipment	30
	1001.3 - Special Charges	30
	1001.4 - Easements	30
1002-	Residential Underground in Overhead Areas	30
1003-	Underground Service to Commercial and Industrial Customers	30
	1003.1 - Requirements	30
	1003.2 - AMU Equipment	30
	1003.3 - AMU Ownership	31
	1003.4 - Customer Equipment	31
	1003.5 - Transformer Pad, Protection	31
	1003.6 - Secondary Wire Requirements	31
	1003.7 - Meter Equipment	31
1004-	Transformer Clearances	31
1005-	Winter Installation	32
1006-	Total Underground	32
1007-	Conservation Improvement Programs	32
1008-	Distributed Generation Policy	32
1009-	Social Media	32

WATER

Section 2000-	Customer Owned Facilities	33
2001-	Use of Water and Water Service	33
2002-	Meters and Metering	34
2003-	Rate Interpretation	34
2004-	Service	34
2005-	Hydrant Usage	35

SEWER

Section 3000-	Customer Owned Facilities	37
3001-	Use of Public Sanitary Sewers	37
3002-	Rate Interpretation	38
3003-	Service Calls	39
3004-	Enforcement	39
3005-	Rates	40

INTRODUCTION

The **City of Anoka Municipal Utility** (hereafter referred to as **AMU**) has assembled this booklet to assist its customers and their architects, engineers, or electrical contractors to plan for and obtain prompt and satisfactory electric service.

The information presented here is intended to supplement the requirements of the National Electrical Code and all other applicable federal, state, and municipal codes, regulations, laws, and ordinances. It is always necessary to refer to and comply with such other codes, regulations, laws, and ordinances when planning, designing, and installing a new electrical service. Specific requirements of the AMU do not intentionally conflict with any other requirements known to be in effect as of the publication date of this booklet. Any apparent conflicts of this nature should be brought to the attention of the AMU for interpretation.

The AMU wishes to serve its customers promptly and satisfactorily. It will cooperate with customers and their authorized representatives to the fullest extent in completing service connections with as little delay and inconvenience as possible, and will gladly give special attention to any particularly difficult situation confronting a customer.

The AMU will be happy to confer with those customers desiring information concerning rates, services, etc., upon request by telephone or otherwise. Such requests should be directed to a **Customer Service Representative** located in the **AMU** office at **2015 First Avenue, Anoka, MN 55303**. The telephone number is **763-576-2750**.

To report electric outages, call:

Mon - Fri 7:00 am - 3:00 pm

AMU Office: 763-576-2903

*All other times calls roll-over to third-party call center to inform on-call lineman.

SECTION 100

DEFINITIONS

Application for Service: The agreement or contract between the **AMU** and the Customer under which electric service is supplied and taken.

Readily Accessible: Admitting close approach because not guarded by locked doors, elevation, or other effective means during normal AMU business hours.

ABP: Automatic Bank Pay.

Approved: Acceptable to the authority having jurisdiction.

AMR: Automatic Meter Reading.

AMU: Anoka Municipal Utility.

Connected Load: The combined manufacturer's rated capacity of all motors and other electric energy consuming devices on the Customer's premises which may, at the will of the Customer, be operated with the electric energy to be supplied from the service of the AMU.

Customer: Any individual, partnership, corporation, or other legal entity now being served or to be served, using the electric service of the AMU at any specified location.

Customer Class:

Residential: Single private residence with single phase secondary service.

Commercial: Any non-residential customer for single or three phase service supplied through one meter. Any second meter added at a private residence.

Customer's Service Equipment: The necessary equipment and accessories, located near the point of entrance of supply conductors to building, which constitute the main control and means of disconnecting the supply to that building. This equipment usually consists of a circuit breaker or a switch and fuses.

Disconnection Means: A device, or group of devices, or other means by which the conductors of a circuit can be disconnected from their source of supply.

Distribution Lines: The AMU's lines located along streets, alleys, highways, or easements on private property, when used or intended for use for general distribution of electric service to customers of the AMU.

Dwelling Unit: One or more rooms for the use of one or more persons as a housekeeping unit with space for eating, living and sleeping, and permanent provisions for cooking and sanitation.

Good Payment History: An account that has not been penalized more than once in a twelve (12) month period.

Multi-Family Dwelling: A building containing three or more dwelling units.

One-Family Dwelling: A building consisting solely of one dwelling unit.

Two-Family Dwelling: A building consisting of two dwelling units.

Electric Service: The availability of electric power and energy, regardless of whether any electric power and energy is actually used. The supplying of electric service by the AMU consists of the maintaining it, at the point of delivery, of approximately the agreed voltage, phase and frequency by means of facilities adequate for carrying the load which the Utility is thereby obligated to supply by reason of the known requirements.

Fault Current: The current that will flow through the system to a point where a piece of equipment or a conductor has failed, such as bare conductors touching together or a bare conductor touching a ground point.

Meter Set: An instrument, or instruments, together with auxiliary equipment, for measuring the electric power and energy supplied to a Customer.

National Electrical Code: (NEC) The current edition of the National Electrical Code as issued by the National Fire Protection Association,

National Electric Safety Code: The current edition of the National Electric Safety Code as issued by the American National Standards Institute.

Overhead Distribution Areas: The area or areas served by the AMU overhead distribution system as differentiated from the underground systems.

Point of Delivery: The point where the electric energy first leaves the line or apparatus owned by the AMU and enters the line or apparatus owned by the Customer unless specified in the Customer's Agreement for Service. This is not necessarily the point of location of the AMU's meter.

Rate Schedule Classification: The classification of the use of electricity into categories considering the amount of power supplied and the purpose of its use.

Secondary Terminal: The secondary side of a pad-mounted transformer, a secondary terminal box at the base of a riser pole, or a secondary junction box, whichever is designated by the AMU.

Service: The conductors and equipment for delivering energy from the AMU's system to the wiring system of the Customer.

Service Drop: The overhead service conductors from the last pole or other aerial support to and including the splices, if any, connecting to the service entrance conductors at the building or other structure.

Service Entrance Conductors, Overhead System : The service conductors between the terminals of the service equipment and a point usually outside the building, clear of building walls, where joined by tap or splice to the service drop.

Service Entrance Conductors,, Underground System : The service conductors between the terminals of the service equipment and the point of connection to the service lateral.

Service Equipment: The necessary equipment, usually consisting of a circuit breaker or switch and fuses, and their accessories, located near the point of entrance of supply conductors to a building or other structure, or an otherwise defined point area, and intended to constitute the main control and means of cutoff of the supply.

Service Lateral: The underground service conductors from the AMU's distribution system, including any risers at a pole or other structure or from transformers, to the first point of connection with the service entrance conductors in a terminal box or meter or other enclosures with adequate space, inside or outside the building wall. Where there is no terminal box, meter, or other enclosure with adequate space, the point of connection shall be considered to be the point of entrance of the service conductors into the building

Type of Service: The characteristics of electric service described in terms of frequency, phase, nominal system voltage and number of wires.

Primary Service: Any type of service with a nominal voltage greater than 600 volts.

Secondary Service: Any type of service with a nominal voltage less than or equal to 600 volts.

Underground Residential Distribution (URD) Areas: Those residential subdivision or other specified areas within which all customers are served by underground distribution lines.

Utility: Any public, city, or city franchised organization which furnishes a service.

Voltage (of a circuit): The greatest root-mean-square (effective) difference of potential between any two conductors of the circuit concerned.

Voltage, Nominal: The value, expressed in volts, which is assigned to a circuit or system for the purpose of conveniently designating its voltage class (as 120/240, 277/480 Y, 600, etc.). The actual voltage at which a circuit operates can vary from the nominal within a range that permits satisfactory operation of equipment.

Voltage to Ground: For grounded circuits, the voltage between the given conductor and that point or conductor of the circuit that is grounded; for underground circuits, the greatest voltage between the given conductor and any other conductor of the circuit.

SECTION 200

GENERAL INFORMATION

201 SERVICE JURISDICTION

The AMU has been established by the City of Anoka for the purpose of providing electricity to the residents of the city. The AMU also provides electricity to residents outside of the City limits but within the service area boundaries established by the State of Minnesota. Service will be provided to all eligible applicants only when all application, agreements, easement, deposits, payments, load data sheets, and other required information has been provided to the AMU.

202 OWNERSHIP OF EQUIPMENT

202.1 AMU-Owned Equipment

The meter and associated metering equipment furnished or installed by the AMU are the property of the AMU.

1. Overhead Service--In addition to the metering equipment, the overhead service drop installed by the AMU is the property of the AMU.
2. Underground Service--In addition to the metering equipment, all equipment up to and including the designated secondary terminal installed by the AMU is the property of the AMU. (The secondary terminal could be the secondary terminal of a pad-mounted transformer, or a secondary junction box.) Unless service is taken at primary voltage or otherwise specified by written agreement, all conductors and equipment operating at nominal voltages in excess of 600 volt is the property of the AMU.

202.2 Customer-Owned Equipment

The meter socket, the service entrance conductors and conduit from the meter socket to the service entrance disconnect, the service entrance switch, or circuit breaker and the service entrance ground equipment are the property of the Customer.

1. Overhead Service--In addition to the equipment on the customer side of the meter socket, the service drop wire holder or bracket, weather head, the service mast and conduit with entrance wires, or the service entrance cable with watertight connection to the meter socket are the property of the Customer.

2. Underground Service--In addition to the equipment on the customer side of the meter, all conduit and cable required to extend the secondary service lateral from the Utility's secondary terminals to the meter socket are the property of the Customer.

The Customer and the AMU are responsible for the installation, maintenance, repair, and replacement of the electric service equipment which each owns.

203 **EASEMENTS**

Whenever any AMU-owned underground and/or overhead material and equipment is located on or above the Customer's property, the Customer shall grant an easement to the AMU to the extent which the AMU deems necessary. All AMU easements requested by the AMU are to be granted by the Customer at no cost to the AMU. (This does not include secondary service drops or service laterals.)

204 **LIABILITY**

The AMU does not engage in the practice of doing interior wiring on Customer's premises except for the installation and maintenance of its own property, and therefore is not responsible for service beyond the point of delivery. The AMU shall not be liable for damage to any Customer or to any third party resulting from the use of the service or from the presence of the AMU's appliances or equipment on the Customer's premises.

The Customer is solely responsible for any accidents, fires, or failures resulting from the condition and use of their wiring installation or equipment.

205 **SERVICE INTERRUPTIONS**

The AMU reserves the right to interrupt service at any time. Interruptions for maintenance and system improvements will be prearranged and advance notice will be given to the Customer whenever practical.

- 205.1 By having a medical seal, Anoka Municipal Utility will attempt to provide reasonable notice prior to interrupting power due to scheduled maintenance. This will allow the customer time to secure back-up power for their medical equipment.

In the event of emergency power failures due to natural causes or unforeseen system problems, a medical seal does not provide prior notice. In these situations, it is the customer's responsibility to have a power back-up system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

In addition, a medical seal does not exempt a customer from service disconnection if they do not keep payment arrangements, or if they fail

to provide information to re-validate their medical seal, when requested by Anoka Municipal Utility. See Section 301, 5.

206 **UNAUTHORIZED USE OF ELECTRICITY**

206.1 The AMU is a public utility engaged primarily in the business of supplying electric service to ultimate consumers. Electric service is furnished for the use of the Customer only, and the Customer shall not resell nor permit other persons to use it.

206.2 Sub-metering for resale of electricity is an unauthorized use of electrical service. The Customer can sub-meter use of electrical service to determine cost sharing among tenants. The rate paid by a tenant shall not exceed the Customer's rate.

207 **ACCESS**

Employees of the AMU shall have the right of access to the Customer's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining, or removing any of its meters, devices, or other equipment which is used in connection with the furnishing of the Customer's electric service.

208 **TREE TRIMMING**

Tree line clearance and removal operations are conducted in areas where overhead electric, telephone, and cable television facilities exist. There are several types of tree work performed by an AMU contractor. **Below is a list of the type of work performed and AMU's responsibility for tree debris.**

1. Tree Trimming - Every effort will be made to obtain three to five (3-5) year's clearance on trees near lines. Line clearance will vary depending on tree species and type/voltage of power line. The contractor will rake lawn areas and sweep sidewalks. All brush, branches and logs less than four (4) inches will be removed from the site. Logs greater than 4" will be cut to 18" lengths and left at the site. The property owner is responsible for proper disposal of the logs.
2. Tree Removal - A tree will be removed when the tree in question poses a definite threat to services continuity or customer safety. If the tree location is not accessible by truck or removal poses a hazard to personal property, AMU will de-energize electric lines and the property owner is responsible for removal of the tree. If AMU works on the tree, the contractor will rake lawn areas and sweep sidewalks. All brush, branches and logs less than four (4) inches will be removed from the site. Logs greater than 4" will be cut to 18" lengths and left at the site. The tree trunk will be cut down just below the wires and treated with herbicide to prevent future growth. The property owner is responsible for proper disposal of the logs and removal of the tree trunk. (This doesn't include tree removal in public areas such as parks and road right of ways.)

3. Emergency Storm Damage - Tree/branch damage due to storms are beyond our scope of regular tree trimming and AMU is not responsible for clean up. The property owner is responsible for proper disposal of all debris, even if located beyond their property line, caused by the contractor removing or trimming trees. Tree branches limb, and trunk will be left where they fall and not cut into smaller pieces.

209 **CUSTOMER RESPONSIBILITY**

AMU should be advised of planning installations as early as possible so that details for furnishing service may be arranged and construction completed by the desired date.

Failure of the customer to notify AMU in a timely manner of any planned alteration to electric service facilities or increased electrical load, and failure to comply with AMU's published rules, regulations, and rates schedules, may result in delayed connection, interruption of service, or damage to equipment, for which the **AMU** disclaims all responsibility.

210 **REVISIONS OF REQUIREMENTS**

All requirements stated or implied herein are subject to change at any time without prior notice. All revisions can be obtained from AMU's Customer Service Representative.

SECTION 300

APPLICATION, DEPOSIT, RATES, SPECIAL SERVICES

301 APPLICATION FOR SERVICE

Application for new, additional, or temporary electric service must be made in person or by calling the **AMU** office which is located at **2015 First Avenue, Anoka, MN 55303**. At the time of application, the customer will be required to provide information relating to the service request, including the following:

1. Exact location of premises to be served, including building street address or lot and block numbers and name if subdivision of building numbers and street names have not been established.
2. The type of service desired (e.g. temporary, permanent, residential subdivision, dwelling unit, commercial, industrial, etc.).
3. The approximate date that electric service is required.
4. The name, address, social security number/federal tax identification number, employment information, and telephone numbers of the customer or a designated representative who will be responsible for working with the AMU representative in providing the electric service and for payment of the service requested.
5. The name and telephone number of any occupants of the premises who utilize a life support system or any type of medical equipment where loss of electric service will result in undue hardship and endanger their health or welfare. A form signed by your physician will be required containing information on the nature of illness, type of machine/equipment needed, electrical requirements of the equipment and how long electric power can be off. The medical seal form will need to be updated annually. See Section 205.1 for details on medical seal.
6. Any outstanding bills over 15 (fifteen) days past due must be paid before new, additional, or temporary service is provided.

302 SERVICE DEPOSIT

302.1 A deposit is required to guarantee all utility billings at the time of application for service. The deposit amount is based on customer type, dwelling unit size, and other factors. A deposit is required if the existing customer does not meet the good payment history definition, if the service of the customer has been disconnected or has been liable to disconnection for nonpayment of a bill which is not in dispute or for other permissible reasons. A deposit is also required for a customer that enters into bankruptcy.

- 302.2 Existing Residential Customers that currently have no deposit will not be required to pay a deposit if they relocate within **AMU's** service territory and have a good payment history. A good payment history would be no more than one penalty in the last twelve (12) months.
- 302.3 Existing residential customers with an account balance that is current can have deposit credited to account by enrolling in the Automatic Bank Pay (ABP) program to have payments withdrawn from their bank account on the due date each month.
- 302.4 New residential customers that provide a credit reference from another electric utility showing no more than one penalty in a twelve (12) month period; or enroll in the Automatic Bank Pay (ABP) program will have deposit waived.
- 302.5 A new commercial/industrial customer deposit shall be based on three (3) times the average monthly bill of a previous tenant or similar business. The deposit shall be reviewed and adjusted after a period of six (6) months at which time said deposit shall be based on three (3) times the average actual monthly bill. Nonresidential customers may, in lieu of a cash deposit, furnish a bond, or bank letter of credit for service satisfactory to the Utility.
- 302.6 Commercial customers with an account balance that is current have the option of a reduced deposit equivalent to a one month average bill by enrolling in the ABP program to have payments withdrawn from their bank account on the due date each month. The deposit will increase to three (3) times the average actual monthly bill if the customer no longer participates in the ABP program. If an ABP payment is returned, the account is subject to immediate disconnection and the full deposit amount due.
- 302.7 Deposits and interest balance will be returned as a credit on a customers account to apartment and residential customers when the bill is paid by the due date for (12) twelve consecutive months, or on customer's final bill. Any remaining credit balance over \$5.00 will be refunded to the customer. A credit balance below \$5.00 will be refunded upon customers' request. Interest will be accrued at an annual percentage rate in accordance with state law and paid annually. Deposits are transferable with both customer signatures at City Hall.

303 **INSPECTION OF CUSTOMER'S FACILITIES**

- 303.1 A meter will be installed by the AMU and electric service made available provided the customer or designated representative has made application for service, paid the appropriate deposit amount, and has submitted a copy of the State of Minnesota Electrical Permit Form to the AMU office.

As a minimum, wiring and electrical equipment of the customer shall be installed in accordance with the latest edition of the National Electrical Code (NEC).

303.2 All wiring installation including temporary service must be inspected and approved by an authorized state electrical inspector before the AMU will make connection. The AMU will make connection to a wiring installation before authorization from the state inspector ONLY if a licensed electrical contractor who installed or supervised the installation agrees to be responsible for said wiring until such time that it can be inspected by the state inspector.

304 **RATE SCHEDULE CLASSIFICATION**

Electric service is supplied to customers under various rate schedule classifications as determined by the type of service, the amount of electric power supplied, and the purpose for which the electric service is to be used. Copies of the AMU's rate schedules are available at the AMU Business Office.

305 **PAYMENT FOR SERVICE**

The AMU will bill the Customer for service on a monthly basis and payment of the bill is due on or before the date noted on the bill. If, for some reason, the meter cannot be read during a billing period, or the reading seems erroneous, an estimate will be made for the billing period. Any adjustments to the estimate will be negotiated with the customer. Adjustments to bills resulting from inaccuracies in the meters or a correction on an account will be handled in the manner described in section 708 METER TESTING.

306 **MINIMUM BILL**

There is a minimum monthly bill charged to each customer receiving electric service. The amount of this monthly charge is determined by the type of service which the customer receives. The minimum bill for each type of service is listed in the appropriate rate schedule.

307 **NEW SERVICE CONNECTION** (See 401 New Service)

There will be a new connection charge for service connections made during normal business hours with twenty-four (24) hour prior notice. If a customer requests service connection within twenty-four (24) hours, AMU will assess a charge based on actual work performed plus a same-day fee.

308 **AGREEMENT FOR SERVICE**

Unless by special permission, the AMU will supply to a customer, at any specific premises, only one of the types of service listed in Section 500. The Customer must sign an Agreement For Service whenever the AMU requires a customer payment in advance for the service to be provided. A separate Agreement For Service is generally required for each type of service to be provided. The

Customer's installation is to be so arranged that the electric service under one agreement can be supplied at one delivery point and measured by one metering set. For Customer cost and responsibility, see the City of Anoka Master Fee Schedule at anokaminnesota.com under the Government tab, "(current year) Master Fee Schedule". Fees will be under "Building Permits", then "Electrical Permits", and under "Electric Department".

309 **CUSTOMER INFORMATION AND ELECTRICAL LOAD DATA STATEMENT**

A Customer Information and Electrical Load Data Statement specifying the type of service required will be submitted to AMU by the customer. Additional data in the form of construction drawings and the proposed service entrance may also be necessary for AMU to adequately determine the capacity and arrangement of service to the Customer. The Statement must be received by the AMU before a work order for the project can be issued and the necessary planning and design of the project can begin. The Customer Information and Electrical Load Data Statement can be obtained at the AMU's Business Office in person or by mail upon written or telephone request to the Customer Service Representative.

310 **CHARGES FOR LINE EXTENSIONS**

There will be no charge to customers for overhead wire extensions to permanent dwellings.

The AMU will extend its services within its' authorized service boundaries, in accordance with the requirements for overhead and underground extensions, only when the anticipated revenue from the sale of the additional service will justify the expenditure. When the expenditure is not justified, the extension will be made only if the Customer pays **AMU** the portion of the capital expenditure not justified by the anticipated revenue.

311 **BUDGET BILLING**

AMU offers a budget billing program for those who qualify. The average of your previous 12 month billing history is your budget amount. This amount is adjusted every 4 months and there is no catch-up bill, the account balance is rolled over into your new budget amount.

AMU offers budget billing to customers that have been with AMU 12 months, and have a good payment history.

312 **LATE PAYMENT CHARGE**

A late payment charge is applied to the current bill if not paid by the due date.

313 **DATA PRIVACY**

AMU will make every effort to ensure the privacy of our customer data. Per Minnesota State Statute 13.685, all municipal utility customer data is considered private. It may only be released to the following:

1. A law enforcement agency that requests access to the data in connection with an investigation
2. A school for purposes of compiling pupil census data
3. The Metropolitan Council for use in studies or analyses required by law
4. A public child support authority for purposes of establishing or enforcing child support
5. A person where the data directly advances the general welfare, health or safety of the public; the commissioner of administration may issue advisory opinions construing this clause pursuant to section 13.072 of the state statute.

314 **IDENTITY THEFT PREVENTION PROGRAM**

In 2008 the Anoka City council adopted the AMU Identity Theft Prevention Program pursuant to the Federal Trade Commission's Red Flags Rule which implements Section 114 of the Fair and Accurate Credit Transaction Act of 2003. 16 C. F. R. § 681.2. The regulation requires companies who extend credit (utilities fall under this category) to develop a written "red flags program" to detect, prevent and minimize damage that could result from identity theft. A copy of AMU's "red flags program" is located in the Finance Department.

SECTION 400

SERVICE CONNECTION, DISCONNECTION, RECONNECTION

401 CUSTOMER REQUEST FOR DISCONNECTION AND RECONNECTION/TURN ON

Customer requests for a connection, disconnection or reconnection on existing services must be received by AMU at least 48-hours in advance of the desired time (weekends and holidays excluded). AMU will schedule the work with the customer. These scheduled requests completed during the regular work hours of 7 a.m. to 2 p.m. with a 48-hour notice will not be billed to customers; however any overtime hours past regular hours will be charged. Customer requests less than 48-hours notice, both regular and overtime hours will be charged to the customer. Charges will be billed by mailed invoice after the work has been completed.

For the mutual protection of the Customer and the AMU, only authorized employees of the AMU are permitted to set and remove meters, or to make and energize or break and de-energize the connection between the AMU's service drop or secondary terminals and the Customer's service entrance conductors or secondary service laterals.

If the customer requests service disconnection and the meter is not accessible to AMU, any electric usage during that period will be the responsibility of the customer.

402 AMU REQUEST FOR SERVICE DISCONNECTION

402.1 Without notice, the customer's service may be disconnected for:

- Failure to make an application.
- A condition determined to be hazardous to the customer, to other customers, or to the AMU.
- Unauthorized use of electricity, or equipment belonging to the AMU. In addition to disconnection of service, a customer will be charged a tampering fine and will be subject to criminal prosecution.
- A payment returned to AMU that was made to avoid disconnection due to non-payment, or to restore power after disconnection. In addition to disconnection of service, customer will be subject to civil prosecution (MN Statute 604.113).

402.2 The AMU may disconnect a customer's service, with notice, for any of the following reasons:

- Non-payment of billings, deposit, or issuance of non-negotiable check (See 403.3).

- Failure to provide access to AMU-owned equipment, such as meters, transformers, and switch enclosures.

In the event service is subject to disconnection for a valid cause, the Customer will be required to pay a service fee.

403 **AMU DISCONNECTION POLICY**

403.1 All billing is payable and due in the AMU office on or before the due date shown on the bill. All payments are considered to be credited against oldest part of the account. If accounts are not paid, the following procedure will be carried out (April 30 through October 1).

- A "Notice of Proposed Disconnection" showing the amount due and the proposed shut off date will be mailed approximately twenty (20) days before disconnect. Customer will be subject to disconnection on the shut off date for failure to respond to this notice.
- Five (5) days prior to shut off, the customer will be mailed a final notice for non-payment. Failure to respond will result in disconnection of the customer's service.
- Customers subject to disconnection for non-payment will be required to pay a service fee, a utility deposit if necessary, and any unpaid balance in order to have service restored or to avoid disconnection.
- If the electric service has been disconnected due to non-payment, no electric will be restored after 7:00 p.m.

403.2 The following rules apply during "cold weather months" (October 1 through April 30), to residential customers.

- If disconnection of service does not affect in any way the primary heat source of the residential unit, the above procedure outlined in 403.1 will be followed.
- If disconnection of service does affect the primary heat source of the residential unit. AMU will follow the procedures outlined in chapter NO. 235 H.F. NO. 1246, Article 2, Section 1. 216b.097 (Cold Weather Rule, Cooperative and Municipal Utilities). A copy of AMU's cold weather policy can be obtained at the AMU' business office. AMU will use current limiters that shut off electric service at various time intervals during cold weather months.

403.3 The following rules apply for a non negotiable check or automatic bank payment (NSF).

- AMU will make every attempt to send a check or automatic bank payment (ABP) through twice (2) with the bank.

- When a check or ABP is returned to AMU, a service fee is charged to the account.
- The transaction amount and service charge are debited to customers account as a past due. This will generate a Notice of Proposed Disconnection and the customer will be subject to disconnection. See 402.1 for policy on returned payments related to disconnection.
- Payment on a NSF transaction can only be made with cash, money order or credit card.
- A customer with two (2) NSF checks within a six (6) month period will be required to make any payments for the next six (6) with cash or money order.
- After this six (6) month period AMU will again accept payments by check.
- A customer enrolled in ABP will be allowed to re-enroll one (1) time after an NSF transaction within a twelve (12) month period.

SECTION 500

STANDARD SERVICES

501 GENERAL CHARACTERISTICS

This section describes the types of services offered to Customers under the AMU's Standard Rate Schedules. Electric Service supplied by the AMU is alternating current having a nominal frequency of 60 Hertz (cycles per second).

502 AVAILABILITY OF SERVICE

Although the types of service listed below are generally available throughout the area served by the AMU, service of the type requested by a Customer may not be available at the location where such service is desired, and in certain cases, may be available only through special contractual arrangements and at the expense of the Customer. Each Customer will generally be allowed only one type of service and one point of connection for each location. For Redundant Services, **See Section 603.**

503 SECONDARY SERVICE VOLTAGES

The following types of secondary service are generally available to Customers served under the AMU's Standard Rate Schedules:

503.1 Single Phase Service

120/240 Volt, 3-Wire, Grounded Neutral. Generally available where the total load is less than 100 KVA.

503.2 Three Phase Service

- a. 120/208 Volt, "Y," 4-Wire, Grounded Neutral. Generally available where the total load is 75 KVA or greater for underground service, or 45 KVA or greater for overhead service.
- b. 120/240 Volt, Delta, 4-Wire, Grounded Neutral. Generally available where the total load is 75 KVA or greater for underground service, or 45 KVA or greater for overhead service.
- c. 240 Volt (and 480 Volt), Delta, 3-Wire. Generally available where the total load is 150 KVA or greater.
- d. 277/480 Volt, "Y," 4-Wire, Grounded Neutral. Generally available where the total load is 150 KVA or greater.

504 **PRIMARY SERVICE VOLTAGES**

Three phase, 7200/12500 Volt, 4-Wire, Grounded Neutral Service: Available only by special request where the total load is 500 KVA or greater.

SECTION 600

SPECIAL SERVICES

601 TEMPORARY SERVICE

- 601.1 Temporary service is intended to be supplied at secondary voltages only to customers for use during the construction or repair of permanent facilities, and before the permanent service can be installed. An account must be established.
- 601.2 The address of the location to be supplied with temporary service must be permanently displayed at the location and easily readable from the street before AMU will install the temporary service. All overhead and underground temporary services will be metered and billed under one of AMU's Standard Rate Schedules. AMU will furnish only the service drop or lateral and the metering equipment. In addition, special compensation may be required by AMU from the Customer in those cases where it is necessary for AMU to install special or redundant facilities.
- 601.3 The Customer shall provide an approved meter socket with the necessary raceway and a suitable rigid support for attachment of the metering equipment and service drop or lateral. On all three phase temporary services larger than 400 amperes, the Customer shall also provide a suitable enclosure for installation of the AMU's instrument transformers.
- 601.4 The AMU will determine whether the temporary service will be metered or non-metered. In the event the service is non-metered the AMU will bill for estimate usage for the duration that temporary service is provided. Temporary service will be provided for a period no longer than 30 days unless approved by the AMU.

602 SERVICES FOR UNUSUAL LOAD CHARACTERISTICS

The operation of Customer equipment having a relatively high load of short or intermittent duration, such as welders, compressor motors, elevators, and X-ray equipment, may cause serious fluctuations of voltage and interfere with the service being provided by the AMU to other Customers. If such a load is anticipated, the Customer must consult with the AMU and agree to install such protective devices as may be required so as not to cause damage to any of the AMU's equipment or in any way inhibit service to other Customers. In addition, special compensation may be required by the AMU from the Customer in those cases where it is necessary for the AMU to install special or larger facilities than would normally be required to provide satisfactory service.

603 **REDUNDANT FACILITIES**

The AMU will normally provide one set of facilities (such as a set of primary cables and a transformer) to one point of service for each customer. If a Customer requires redundant facilities (more than one set of facilities to the same point of service), the AMU must be advised as soon as possible so the feasibility of such service can be determined. If the AMU determines that redundant facilities can and will be provided, the Customer will normally be required to reimburse the AMU for the time and materials necessary for the additional facilities. An agreement between the Customer and the AMU may also be executed.

604 **RELOCATION OR PROTECTION OF AMU FACILITIES**

It is the responsibility of the Customer to arrange for the relocation and/or protection of the AMU's facilities whenever such action is appropriate. Any intended relocation or protection of AMU's facilities must be reviewed with and approved by the AMU in advance. The cost of any change or relocation of the AMU's facilities for the benefit only of the Customer, and which has been initiated by the Customer, shall be borne solely by the Customer.

A deposit by the Customer may also be required before the changes are made. The AMU will bear costs to the extent that a change or relocation benefits AMU. The Customer shall not be required to pay for changes necessitated through public improvements by the City, County, or State.

605 **SECURITY LIGHTING**

Security lights are available to any Customer that will furnish access to the site in order to maintain and repair the pole or fixture. Security lights are available on wood poles only. There is no charge for installation of a security light unless the Customer requests that the light be removed within one year. If such request is made, the Customer will be charged for removal of the security light. Security lighting is available under its own rate schedule classification for those customers requesting it.

606 **UNDERGROUND LOCATION**

The AMU owns and operates many miles of underground high voltage electric lines. In order to protect the public from serious or fatal injury and to minimize disruptions of service to its customers, the AMU will, at no charge, locate and mark the approximate location of its underground lines when requested to do so.

In addition, the AMU will locate and mark Customer owned underground facilities from AMU's secondary terminal to their meter location. AMU will not be responsible for the accuracy of the locate markings and will not be held liable for damage to customer owned facilities.

Customers, contractors, and others planning to undertake any type of excavation within the AMU service area are required to contact the **Gopher State One-Call System** by telephone at **811** to request a location. All requests for locations are to be made at least 48 hours before the anticipated time of digging or construction (weekends excluded) except in unusual circumstances. Any contact with an underground line during digging or construction must be reported immediately, day or night, at the appropriate AMU number.

607 **SECOND RESIDENTIAL METER**

The AMU allows a second meter connection for residential customers. If the AMU determines that facilities can and will be provided, the Customer will normally be required to reimburse the AMU for the time and materials necessary for the additional facilities. A service agreement between the Customer and the AMU may also be required. This service will be classified as residential unless the monthly usage exceeds 2,000 kilowatt hours, in that case the classification will become small commercial. The small commercial rate will apply for a minimum of 12 months. If the monthly kilowatt hour usage is consecutively less than 2,000 during this period, the AMU will change the service back to residential. The Customer may request the service be classified as small commercial, for business purposes. Current city zoning laws will apply.

SECTION 700

METERS

This section covers the installation of meters and associated equipment such as current and potential transformers for both overhead and underground services. The requirements contained in this section are for services rated 600 volts or less. When services are required at primary voltage (such as 7200/12500 volts) the metering requirements and equipment will be determined on an individual basis.

701 **RESPONSIBILITIES FOR PROVIDING METERING EQUIPMENT**

The AMU supplies at its own expense, all meters and such accessories as are required for billing purposes, including watthour and varhour meters, demand meters, totalizers, current and potential transformers, phase-shifting transformers, test switches, and color coded meter wiring. It shall be the responsibility of the Customer or a representative to secure a meter socket base, or meter center for multiple meter installations, which is approved by the AMU for the intended purpose. (A list of approved meter sockets and meter centers may be obtained from the Customer Service Representative). **Installations made with unapproved sockets will not be connected.** Unless by special permission, the AMU will install only one set of metering equipment under each contract or application for one class of service. Bi-directional meters will be billed 75% of costs to customer.

702

LOCATION OF METERS

Meter locations will be agreed upon by representative of the Customer and the AMU, subject to final approval by the AMU.

702.1 Residential

Unless by special permission, all new or rewired residential services up-graded to 100 amp must have the meter located outdoors in a readily accessible location.

702.2 Multiple Dwellings

Where more than one meter is installed, as on duplex apartments or apartment houses, the meters shall be grouped, at a point accessible at all times to each customer and to AMU employees (refer to paragraph 703).

702.3 Industrial and Commercial

Meters for industrial and commercial service shall be located at a readily accessible location to be determined by AMU.

702.4 Height Limits

In all cases where the meter is mounted on a permanent structure, the meter shall have a height of not more than 72 inches and not less than 48 inches from final grade to the center of the meter.

702.5 Mobile Homes
The AMU will individually meter each mobile home located in a mobile home court or addition to a mobile home court. Resale of metered electrical energy by the court owner will not be permitted in these facilities. Individual or grouped meter pedestals shall be provided by the Customer or Customer's representative.

702.6 Meter Clearances
Meters shall be situated such that there is not less than five (5) feet of unobstructed space in front and two (2) foot on both sides thereof and a cleared path to the meter. Meters shall not be located where they are subject to corrosive fumes, dust, vibration, or physical damage. Outdoor meters shall not be located in carports, under porches/decks, whether open or enclosed, or along walkways or driveways where they might create a hazard to people or be subject to damage by passing objects.

703 **GROUPED METERS**

In installations requiring more than one meter, the meters shall be grouped and suitably connected such that a meter serves no more than one Customer. The height limits stated previously also pertain to grouped meters where practicable. If deemed necessary by the space available, the meters may be stacked in an orderly fashion. Any dwelling with more than one Customer living therein must have an individual meter for each dwelling unit. These meters must be easily accessible to all tenants and to personnel of AMU. There shall be an approved type of disconnecting means for each meter which is lockable in some way to prevent reconnection by anyone other than AMU personnel.

704 **METER IDENTIFICATION**

If more than one meter is required for a building, each meter socket shall be identified and permanently designated in a suitable manner indicating the particular customer served. Each circuit shall be carefully traced and rechecked by the contractor to ensure against errors in wiring, whereby one Customer might obtain service through the meter serving another Customer. This is especially important when the wiring is concealed.

705 **METER MOUNTING**

705.1 Outdoor meters and meter mounting devices shall be mounted securely on permanent structures such as houses, garages, and other buildings. Where outdoor meters are installed on surfaces which prevent installation of the meter mounting device in an exact vertical plane, a meter board must be installed or the surface modified in such a manner that the meter mounting device can be installed vertically.

705.2 Indoor meters, where permitted, shall be mounted in accordance with the preceding requirements of this section and shall be located as close as possible to the point where service enters the building. Indoor metering equipment shall be mounted securely in a vertical plane on permanent structures in a location free from moisture, high temperature, vibration, dust or dirt.

706 **METER SOCKETS**

- 706.1 **Sockets**
Meter sockets installed for self-contained meters in the AMU service area must be approved prior to installation. **Installations made with unapproved sockets will not be connected.**
- 706.2 **Customer Furnished Sockets**
Meter sockets for self-contained metering up to four hundred (400) amps are to be furnished and installed **by** the customer/contractor. Four hundred (400) amp single or three phase meter sockets and transformer rated meter sockets must be purchased from the AMU.
- 706.3 **Socket By-pass Required**
All self-contained meter sockets above one hundred (100) amps used for new or rewire installations must have an approved lever actuated positive by-pass mechanism. This requirement includes both single and three phase services at all voltages.
- 706.4 There shall be no 480 volt self-contained meter sockets. (No line voltage 480 volt meters).
- 706.5 **Connection of "High" Leg on Three (3) Phase, Four (4) Wire, Delta Systems**
The conductor with the higher voltage to ground must be connected to the terminal on the right side. The "high-leg" conductor must be identified as required **by** the NEC. **Meter sockets with the "high-leg" in the wrong position will not be energized.**
- 706.6 **Extras**
Any extra equipment required, such as special sealing rings, 5th jaw terminals, or additional labor encountered due to problems with customer owned metering equipment, will be charged to the customer/contractor on a time and material basis.
- 706.7 **Proper Grounding**
All metering conduits, sockets, and associated equipment must be properly grounded in accordance with NEC.

707 **WIRING RESTRICTIONS ON METERS AND METERING SETS**

The Customer shall provide the necessary wiring for the meter set with the wiring so arranged that the line (supply) side can be connected to the top terminals of the socket and the load side to the bottom terminals. All neutral conductors must be insulated.

There should be sufficient slack left in all underground cables to make up for any ground shifting due to settling or extreme cold.

No Customer wiring is permitted to be connected to the line side terminals of the meter. No part of the metering set may be used as a junction box for the Customer's wiring.

708 **METER TESTING**

708.1 Any Customer who believes that a meter is failing to properly register the amount of electricity may request a meter check by contacting the Customer Service Representative. A fee will be charged for testing all meters. The AMU will test the meter using standard calibration equipment and generally acceptable test procedures within a reasonable period of time.

708.2 Whenever a meter is found upon test to have an average error more than plus or minus two percent ($\pm 2\%$) from one hundred percent (100%), an adjustment to the account will be made for the period of inaccuracy and the testing fee refunded.

708.3 If the period of inaccuracy cannot be reasonably determined, it will be assumed that the meter became inaccurate at a uniform rate since it was installed or unless otherwise mutually agreed upon. Adjustments will not be made for a period greater than one year. Adjustments for slow meters will be made on the same basis. Refunds due an existing Customer will be credited to the Customer's account. If a refund is due a person no longer a customer and the refund is \$5.00 or greater, a notice will be mailed to the last known address of said person. Upon acknowledgment and demand, the refund will be paid. Meters may be tested periodically at the option of the AMU at its' own expense.

709 **METER SEALS**

All meters are sealed with an AMU seal. If for any reason a customer or a customers' representative must break this seal, AMU must be notified if possible forty eight (48) hours in advance. If an emergency should occur and advance notice to AMU is not possible, the customer or customer's representative must notify AMU as soon as possible the next regular working day. All connections to the AMU's service equipment shall be made by AMU personnel only. Unauthorized connections to or tampering with any AMU meter, associated equipment or meter seals, or indications or evidence thereof subjects the Customer to immediate discontinuance of service. In addition, the customer will

be assessed a tampering fine. This fine plus any outstanding balance and deposit will be required before service is restored. The customer will also be subject to prosecution under the laws of Minnesota. When the unauthorized connections or tampering involve an inside meter, the Customer shall at the Customer's own expense, relocate all service equipment and metering facilities outside the building.

710 **INSTRUMENT TRANSFORMER INSTALLATION**

When the ampacity of the service entrance conductors is greater than the ampacity of the meter socket base, it will be necessary for the AMU to use current transformers in the metering installation. In addition, potential transformers may be used when deemed necessary. The AMU will install the instrument transformers on the line side of the Customer's service entrance disconnect switch. The Customer shall not install any additional disconnect switches or junction boxes on the line side of the instrument transformer location.

710.1 Metering Instrument Transformer Cabinet Requirements:

1. Will be furnished by the contractor.
2. Must be UL approved.
3. Are required to have landing pads.
4. Minimum size allowed is twenty four (24) inches high by twenty four (24) inches wide, and ten (10) inches deep.
5. The door must have provisions for locking with a standard AMU padlock and shall be hinged on the right or left side only.
6. Cabinets shall not be used as junction boxes or for service connections.
7. Only AMU metering equipment may be contained therein.
8. AMU will install the current transformers, potential transformers (if needed). Contractors will install meter socket, and a one (1) inch conduit from the instrument transformer cabinet to the meter socket. The metering conduit shall not exceed twenty five (25) feet in length and if the distance is less than one (1) foot a three quarter (3/4) inch nipple may used. Attaching the meter socket to the front panel of the cabinet is highly discouraged, however if it is absolutely necessary, the contractor must have AMU's approval prior to installation.
9. The contractor will provide the lugs and make the connection to the bus bar of the current transformer.
10. A neutral wire of #12 Thhn stranded will be provided with a minimum of five (5) feet of loose end in the current cabinet.
11. AMU will install and wire all secondary wiring for transformer type metering.

SECTION 800

CUSTOMER UTILIZATION EQUIPMENT

The customer's service entrance and utilization equipment shall be installed in accordance with all local, state, and National Electrical Code requirements. It is the intent of this section to provide the Customer with recommendations concerning factors that can affect both the AMU and the Customer in the selection, installation, maintenance and operation of the Customer's utilization equipment. If concerns arise that are not covered in this section, the AMU's Customer Service Representative should be contacted.

801 MOTOR PROTECTION DEVICES

The AMU's power system is designed to provide high speed reclosing of its protective devices following power interruptions resulting from lightning or other causes. In most instances these power interruptions will be of short duration (less than one second) - The AMU recommends that under-voltage motor protection be equipped with time delay devices to permit motors to ride through these short duration interruptions. It is recommended that over current protective devices be provided in each phase to afford some motor-running protection of three- phase, three-wire motors against "single phasing".

802 MOTOR STARTING CURRENTS

Generally, all motors require a starting current substantially greater than their normal running current. Where starting currents are excessive, an abnormal drop in supply voltage will result. In order to minimize the unfavorable effects of such voltage drops, it is essential that the Customer's motors do not exceed the following allowable starting characteristics:

<u>Total Locked Rotor Equipment Rated at:</u>	<u>Current Not to Exceed:</u>
120 volts, single-phase	50 amp
240 volts, single-phase 2 hp or less	70 amp
2 hp thru 5 hp	70 amp plus 30 amp per hp in excess of 2 hp
240 volts, three-phase 2 hp or less	41 amp plus 15 amp per hp
2 hp thru 25 hp	50 amp plus 15 amp per hp in excess of 2 hp

NOTE: Customers planning to install any motor larger than 5 hp single phase or 25 hp three phase must contact the AMU's Customer Service Representative.

803 **POWER FACTOR**

In order to improve the efficiency of the AMU's distribution system, the Customer's utilization equipment shall maintain an average power factor as close to unity as possible.

Details of the method of billing for such Customers can be obtained from the AMU's Customer Service Representative. For new services, it is suggested that the customer's utilization equipment be designed for operation at high power factor or with capacitors that are switched on and off with the equipment. AMU reserves the right to determine when power factor metering equipment shall be installed on a Customer's meter.

804 **FAULT CURRENTS**

The Customer's service equipment and other devices shall be adequate to withstand and interrupt the maximum available fault current. For single family residences with service equipment rated 200 amperes maximum and 120/240 volts, single phase, equipment shall have a minimum interrupting rating of 10,000 amperes symmetrical and other equipment shall be braced to withstand that minimum value. For other than single family residences, the AMU's Customer Service Representative shall be contacted to determine maximum existing and future anticipated fault currents.

805 **WIRING ADEQUACY**

The National Electrical Code specifies the adequacy of wiring with respect to safety but such installations may not be efficient, convenient, or adequate for good service or future expansion of electrical use. In many instances, the installation of wiring capacity greater than minimum code requirements is strongly recommended.

806 **CUSTOMER-OWNED GENERATING EQUIPMENT**

Unless authorized by written agreement, electric generating equipment installed by the Customer shall not be interconnected or operated in parallel with the AMU system. The Customer shall own, install, operate, and maintain electrical interlocking equipment which will prevent parallel operation and such equipment shall be approved by the AMU prior to installation. Any cogeneration facilities will conform to the written AMU Cogeneration Policy. Customer should contact an AMU service rep with cogeneration questions for home solar generation. See article 1008, "Distributed Generation".

807 **ENERGY CONSERVATION**

The AMU encourages the prudent and efficient use of the electric power and energy which it provides. Customers desiring special information or other assistance regarding the efficient end use of electricity should contact the AMU's Customer Service Representative.

SECTION 900

OVERHEAD SECONDARY SERVICE

The AMU will supply overhead secondary service (600 volts or less) at the voltages and under the conditions specified in other sections of this publication. The service entrance location will be specified by the AMU. This section includes information on distribution transformer size, overhead service drop and connections to the Customer's premises or equipment. Metering and Customer equipment requirements are covered in other sections of this publication. The requirements of this section apply to all residential, commercial and industrial customers.

901 **MAXIMUM TRANSFORMER SIZE**

- 901.1 The maximum overhead transformer size installed by the Utility will be 100 KVA; either one 100 KVA transformer for a single phase application or two or three 100 KVA transformers for multi phase applications. If a larger transformer size is required for a particular application, it shall be pad-mounted.
- 901.2 One or more secondary services may be supplied from a transformer; the number of services from a transformer be determined by the AMU and the customer depending upon the application.

902 **SERVICE DROP CONDUCTORS**

- 902.1 The service drop for new services will be twisted wire triplex (three wires) or quadraplex (four wires) configuration from the distribution system to the point of attachment on the Customer's premises.
- 902.2 Existing services may be either a twisted wire or open wire configuration. If necessary for various reasons, the AMU may change a service from an open wire to a twisted wire configuration.

903 **CLEARANCES**

- 903.1 The service drop must be so located that the minimum clearance as specified in the latest editions of the National Electrical Code and the American National Standards Institute codes (ANSI C2) are maintained.

904 **POINT OF ATTACHMENT**

A solid point of attachment for supporting the service drop on the building shall be provided by the Customer at a point which will comply with previously stated clearances. Where the required heights and clearances cannot be maintained by the point of attachment on the building, the Customer shall provide a service mast which is of a permanent nature and of sufficient strength to support the service drop at the required minimum clearance. AMU reserves the right to decline to connect its service drop to an extension support which, in its judgment, constitutes a hazard to life or property.

905 **SERVICE ENTRANCE**

The Customer's service entrance wiring shall terminate at a point so located that the service drop from the supply lines shall conform to the most recent edition of the NEC.

SECTION 1000

UNDERGROUND SERVICE

1001 UNDERGROUND SERVICE TO RESIDENTIAL CUSTOMERS

- 1001.1 AMU requires the complete underground installation of primary and secondary distribution service laterals to new structures in all residential zones, except in those cases where it is determined that such underground installations are either technically or economically undesirable.
- 1001.2 AMU will designate a junction point for the connection of the Customer's secondary underground service lateral. The junction point will be a secondary junction box. Only under special conditions will the connection be to the secondary terminals of a pad-mounted transformer. AMU will install, own, operate, and maintain all facilities on the source side of the junction point, including the junction enclosure and connections. The Customer will install, own, operate, and maintain all secondary cables, conduit and related service equipment specified in other sections of this publication on the load side of the junction point.
- 1001.3 Junction points will be located within AMU's easement area along or near a front or rear property line unless it is necessary or desirable to designate locations which are closer to the metering point(s). In such cases, the Customer will be charged for the installed cost of any additional lengths of underground distribution cable and conduit from the property line to the junction point.
- 1001.4 AMU's primary and/or secondary distribution laterals will normally be installed within front or rear lot line utility easements provided by the Customer as a part of the recorded property plat. All utility easements requested by AMU are to be granted by the Customer at no cost to AMU.

1003 UNDERGROUND SERVICE TO COMMERCIAL AND INDUSTRIAL CUSTOMERS

- 1003.1 AMU encourages the underground installation of primary and secondary distribution service laterals to new commercial and industrial structures.
- 1003.2 AMU will designate a junction point for the connection of the Customer's secondary underground service lateral. The junction point will normally be the secondary terminals of a pad-mounted transformer placed at a mutually agreeable location on the Customer' property, as close as practicable to the metering point.

- 1003.3 AMU will install, own, operate, and maintain the primary underground cable, the distribution transformer, and the secondary connections.
- 1003.4 The primary cable will be installed in conduit, 3-inch or larger rigid steel or approved equal, from AMU's main distribution system, on or adjacent to the Customer's property, to the distribution transformer. The Customer shall furnish and install the conduit. If overhead main distribution facilities are located on or adjacent to the Customer's property, the Customer shall furnish conduit to be installed by AMU on the riser pole and the Customer shall provide and install the conduit, including the elbow, from the riser pole to the pad-mounted distribution transformer.
- 1003.5 The Customer shall furnish and install a transformer pad to AMU specifications. If the transformer is located in an area where it may be subject to physical damage (e.g. from vehicular traffic), AMU may require the Customer to furnish and install an approved means of protection.
- 1003.6 The Customer shall install, own, and maintain all secondary cables and conduits from the transformer or the secondary junction box to the building service entrance; the cables and conduit shall be buried 24 inches minimum below final grade. AMU will make all connections to the secondary side of the transformer or secondary junction box. (Conduit for the riser pole, if required, shall also be furnished by the Customer) - The secondary service may consist of up to five (5) identical wires in parallel per phase for conductor sizes between 1/0 and 500 mcm. The parallel phase conductors shall be of the same color or otherwise marked for easy identification. An electric service requiring more than five conductors or a wire size larger than 500 mcm will require a transition cabinet. All connecting cables between the transformer and the transition cabinet must be copper.

The transition cabinet must be provided and installed by the customer. Wires from the transition cabinet to the secondary side of the transformer will be paid by the customer and installed by AMU. AMU must approve the design of all secondary bus duct, transition cabinets, and cable bus designs. The installation will be inspected by AMU. It is the Customer's responsibility to coordinate with and provide the necessary information to AMU to assure that adequate connections are made.

- 1003.7 AMU will furnish and install the meter set in accordance with the requirements of Section 600.

1004 **EQUIPMENT CLEARANCES**

Where pad-mounted transformers and other underground equipment are installed, the minimum clearances must be maintained. The door opening side of equipment must have a minimum clearance of ten (10) feet. Side and back areas of underground equipment must have a three (3) foot minimum clearance.

Fences, shrubbery, and trees may be installed by the Customer provided that the specified clearances are maintained, the grade is not altered, and the underground cables are not endangered. It is the Customer's responsibility to coordinate with and provide the necessary information to AMU to assure that adequate clearances are maintained. AMU will remove items located within the clearance area and may charge the customer for work done if appropriate.

1005 **WINTER INSTALLATION**

Underground cable installation at the Customer's request between November 1 and April 30 may be subject to a winter installation charge.

1006 **TOTAL UNDERGROUND**

The AMU does not install underground vaults, manholes, or submersible transformers on customer property unless the presence of permanent structures up to the property lines precludes the installation of pad-mounted equipment. Electric services requiring the total undergrounding of facilities will be arranged for on an individual basis.

1007 **CONSERVATION IMPROVEMENT PROGRAMS (CIP)**

AMU participates in the State of Minnesota regulated Conservation Improvement Program (CIP). Rebates are available to active AMU customers for the purchase of high efficiency electrical equipment. All available rebate categories are listed on the AMU webpage, in the "Rebates" tab. Rebates are funded by the utility and are subject to change or end at anytime. Call AMU to check funds available.

1008 **DISTRIBUTED GENERATION POLICY**

The Distributed Generation Policy PDF for solar generation and other green power is found on the AMU website at www.AnokaMunicipalUtility.com. Located under the "Service Request" tab, then the "Solar Power" page. This page provides an overview of steps for the process as well as the PDF for full policy. Note that Customer is responsible for 75% of the cost for the bidirectional meter referenced in the City of Anoka fee schedule. Solar install above 40 kW must also enter into an agreement with Minnesota Municipal Power Association (MMPA). Call our AMU Master Electrician with any questions.

1009 **SOCIAL MEDIA**

Connect with us on social media for updates, alerts, energy saving tips, outage information and more at: Facebook @AnokaMunicipalUtility, Twitter @AmuAnoka, Instagram @anokamunicipalutility, and YouTube @Anoka Municipal Utility-AMU.

SECTION 2000

WATER SERVICE

2000 CUSTOMER OWNED FACILITIES

The water service from the customer's meter to the water main is the property owner's responsibility as set forth in Chapter 35, Anoka City Code. Under this section the property owner is responsible for repair and maintenance of the water service.

2001 USE OF WATER AND WATER SERVICE

1. No person shall construct, cause to be constructed or operate any device which provides a cross-connection between the municipal water supply and a private well or the sewer system.
2. Customers shall maintain taps, faucets, valves and other water facilities so that water waste is eliminated from seeps, dripping faucets, etc.
3. No person shall open, close or tamper with any fire hydrant except under the authorization of the Water Department personnel.
4. No person shall waste water deliberately by allowing irrigation or sprinkling water to run off onto the street or into the drains.
5. Irrigation and Sprinkling Restrictions (see City code, Chapter 66, Article IV, Section 66-131):
 - a. Sprinkling will be curtailed from June 1st through August 31st. Even-numbered houses can sprinkle on even-numbered days. Odd-numbered houses can sprinkle on odd-numbered days. The restriction also includes no watering between the hours of 10:00AM – 7:00PM on the designated watering days.
 - b. Upon the determination of the City staff that water restrictions are necessary to protect water reserves, or to protect the public's health, safety and/or welfare, the City staff may order the restriction or ban of watering, use City supplied water, which shall include but not limited to the use of irrigation systems and the watering of grass, trees and shrubs.
 - c. The person in whose name the account for the City water is kept by the City for each property within the City shall be responsible to maintain compliance with this section on such property. Upon any violation of the restrictions imposed by this article, the Department of City may issue written warnings and administrative fines. For cases of repeat or continued violations, the city may prosecute or terminate water service to the subject property. Service may be restored upon payment of all fines and associated service restoration fees.

2002 **METERS AND METERING**

Meters - Location and Protection: Water meters shall be located on customer premises in a frost free location, a minimum of 12" from floor. Meters must be accessible with a minimum of two feet clearance. Commercial compound meters – six (6) feet clearance is required. (Temporary bypass must be built into a system with an approved locking device for 1 1/4" and larger services.) Remote reading meters will be required in all new residential meter installations. Readout registers must be mounted outside in an accessible location.

If extensive remodeling, change of electric service or change of water service is made to a residential dwelling, the customer shall provide for an automatic meter reading (AMR) water meter so that the electric meter and water meter readout are located outside. There must be shut-off valves on both sides of the meter. Backflow preventer must be installed on downstream side of all new meter installations. The Water Department will change the meter and install the remote reading register. When a permit is taken out for rewiring a residence, a fee for the AMR meter may be collected at the same time if applicable.

2003 **RATE INTERPRETATION**

1. Fixed and Usage Charge: All classes of customers will be charged per cubic foot of water, per master fee schedule. If water connection has been established at the property, at a minimum, a monthly fixed charge will be applicable.
2. Fixed charges and usage charges are designed to equitably distribute the costs of pumping, iron removal, treating and transporting water for domestic, commercial, industrial and fire department uses.
3. Customers that require water meters will be required to pay the additional cost of the meter.

2004 **SERVICE**

1. If the property owner's water service is leaking between the curb stop and the building, depending upon the size of the leak, the property owner has up to 10 days to get it repaired. After 10 days, the water will be shut off at the curb stop valve. If the leak is within the road right of way, the Water/Sewer Department reserves the right to immediately replace the line from the water main back to the property line with a new line that meets current code. All costs will be billed back to the property owner for payment.
2. Water service calls for temporary shut off for repairs, low pressure, discolored water, or other related services, please call 763-576-2780 during the business hours Monday through Friday 7:00 a.m. - 3:00 p.m. and 763-576-2903 for night emergency. The Utility reserves the right to charge for

time, equipment and materials, after normal business hours. For call-outs that are found to be the customer's problem, there will be a charge. If the water service has been shut off due to delinquent bills, the water will be turned on after full payment of the bill and related fees. No water will be turned on after normal business hours.

3. If water is to be shut off for scheduled main repairs or service discontinued for scheduled repairs, attempt will be made to notify customers before hand. In an emergency, to protect property and/or life, the main may be shut off without notice.
4. Discontinued water lines: Discontinued water lines or mains shall be disconnected at the water main. This will be done by the property owner or at the property owner's expense. Water lines must be disconnected when: (1) new lines have been installed to replace existing service, or (2) structure is to be destroyed or removed. All of the above work must be inspected by the Water Department prior to covering the hole.
5. After two (2) service calls have been made to a property because of a meter device problem or denied access for maintenance and readings, a notice will be left at the property giving the customer 72 hours to respond or the water will be shut off.
6. If a curb stop is found to be inoperable, the homeowner must have it repaired as soon as possible. Should the stop be on a galvanized line, it will be the customers responsibility to replace the line from the water main back to and including the broken curb stop. If the line is copper, only the stop needs to be replaced.
7. For the convenience of our customers, the City of Anoka provides an automatic fill station 24 hours a day beginning April 1st through September 30th weather permitting. There is a fee for the purchase of water and the fill station is located at 501 Pierce Street in Anoka.

2005 **HYDRANT USAGE**

Requests for water to be used outside of the City of Anoka will be permitted after all other means have been explored. The following fees and deposits must be made prior to any hookup for water usage:

1. For construction projects, all hydrant hookup requests must be coordinated through the Water Department at 763-576-2923.
2. The following fees and deposits must be made prior to any hookup:
 - a. Hookup service charge (not returnable).
 - b. Backflow preventer deposit.

- c. Meter deposit requirement depends on the size of the meter requested or a flat daily fee - 3/4" bib cap assembly based on 8 hours, and 2 1/2" valve assembly based on 8 hours. All hydrant hookups will be made only during the hours of 6:30 a.m. to 2:30 p.m. Monday through Friday.
 - d. Special arrangements will have to be made for hydrant hookups that will be needed for longer than 8 hours. The rate will be adjusted accordingly, and are in Master Fee Schedule:
 1. 3/4" to 1" hose bib cap for 24 hours. (Without backflow preventer.)
 2. 2 1/2" valve assembly for 24 hours.
 3. Any water requests requiring continuous flows for long periods must be metered. The Water Superintendent will determine the need and a deposit for the meter.
3. No deposits will be returned without the approval of the Water Department Superintendent or his designated representative. The following will determine the amount of the deposit to be returned:
- a. The hydrant condition.
 - b. The hydrant hookup assembly (valve, couplings, backflow preventer device.) If stolen, the entire deposit will be forfeited.
 - c. If metered, the meter must be checked over and retested.
 - d. The water usage must be paid in full. Flat rate or metered amounts.

SECTION 3000

SEWER SERVICE

3000 CUSTOMER OWNED FACILITIES

The sewer drain from the customer's building to the public sewer (located in the street) is the property owner's responsibility as set forth in Chapter 35, Anoka City Code. Under this section, the property owner is responsible for repairing and cleaning this sewer service.

3001 USE OF PUBLIC SANITARY SEWERS

Usage of and discharge into sanitary sewer system are limited as prescribed in "Sewage and Waste Control Rules and Regulations" as published under State Law by the Metropolitan Waste Control Commission. Said rules on discharge, as prescribed in Article V or said regulations, are made a part hereof and are annotated in brief in Paragraph 4 below.

1. No person shall discharge or cause to be discharged to any public sanitary sewer, any storm water, surface water, ground water, roof runoff, subsurface drainage, unpolluted cooling water or unpolluted industrial process water.
2. No person shall construct, cause to be constructed or operate any device which provides a cross-connection between the sewer system and the water supply.
3. No person shall discharge or cause to be discharged any material or wastes into a manhole without authorized permission from the Sewer Department. No person, other than the Sewer Department personnel, shall open, remove or tamper with any manhole, lift station or other sewage facility.
4. No person shall discharge or cause to be discharged any of the following described waters or wastes to any public sanitary sewer:
 - a. Any liquid or vaporous liquid on a continuous basis having a temperature higher than 125⁰ F. This is not intended to prohibit the discharge from household washers and dishwashers operated under manufacturer directions.
 - b. Any waters or wastes having PH lower that 5.5 or higher than 9.5 or having other corrosive properties capable of causing damage or hazard to structures, equipment and personnel working on or in sewage works.
 - c. Any waters or wastes containing a toxic or poisonous substance including metals in sufficient quantity to injure or interfere with any sewage treatment process and constituting a hazard to humans or animals.

- d. Motor oil, grease, other non-biodegradable oils, greases, waxes, any water or waste which may contain more than 100 parts per million, by weight, of fat, oil, grease, wax or anti-freeze.
- e. Any gasoline, benzene, naphtha, fuel oil or other inflammable or explosive liquid, solid or gas.
- f. Any noxious or malodorous gas or substance capable of creating a public nuisance or hazard to life, or hazard to personnel working on sewers.
- g. Any garbage that has not been properly shredded. Properly shredded garbage means refuse consisting of solid wastes from the preparation, cooking and dispensing of food; also from the handling, storage and sale of produce that has been grounded and shredded to such a degree that all particles will be carried freely under flow conditions normally prevailing in public sewers, with no particle greater than one-half inch in any dimension.
- h. Any radioactive wastes or isotopes which may cause damage or hazards to sewage system or personnel.
- i. Any ashes, cinders, sand, straw, mud, shavings, metal glass, rags, feathers, tar, plastics, wood, or any solid or viscous substance capable of causing obstruction to the flow in sewers or other interference with the proper operation of sewage works. Plastics shall include plastic cloth, plastic lined diapers, toys, glues or other plastic substance.
- j. Any material or deleterious substance which exerts or causes high concentration of suspended or dissolved solids, excessive discoloration, or other service or treatment problems.

3002 **RATE INTERPRETATION**

Fixed charges and usage charges are designed to equitably distribute the costs of transporting and cleaning the waste water generated by individual, business and industry. If sewer connection has been established at the property, at a minimum, a monthly fixed charge will be applicable.

1. Apartment houses will be considered as one billing unit with the owner of "house account" paying the usage and the fixed charge.
2. Multiple Use Buildings: In buildings having more than two businesses, tenants, and/or single family units, there will be a fixed charge and a usage charge for each account having sewer service.
3. Industrial and Commercial Use: The charge is based on actual sewage flow plus a fixed charge.
4. Residential Usage Charge Determination: The fixed monthly charge is based on the average water usage during January, February and March for

residential use buildings with no more than two family units. The fixed charge will be in effect for 12 consecutive months beginning with May consumption.

5. If a customer has sewer service but no water service, there will be a minimum charge per month per the master fee schedule.
6. In the event that a residential customer has an abnormal usage during this period, the customer may appeal the equitableness of said charge. This appeal shall be made in writing on or before November 1st of each year. If an agreement cannot be reached on or before November 15th, the appeal may be heard by the City Manager and the City Council.
7. If a customer does not have water usage during a portion of the three months tested, the usage shall be estimated with the customer having the same right of appeal as aforementioned, except that a new service customer will have dates extended to 30 days after the first billing.
8. Measured Waste Waters: The measurement of industrial or other sewage flows will be made periodically by use of notched weirs or flume. The flows recorded will be averaged to represent a mean average flow and billing will be calculated accordingly.

These flows will be measured daily for a one week period at least once a year. The customer will have same right of appeal as set forth in Paragraph 7 above; said appeal being made within 30 days after billing.

If a customer so desires, a recording flow meter may be used for measuring flow. This flow meter shall be installed and maintained at the customer's expense. These flows will be measured daily for a one week period at least once a year to verify the accuracy of said meter. If a meter is installed, the sewage flow meter will be billed based on a monthly meter reading.

3003 **SERVICE CALLS**

If a street sewer malfunction causes trouble to a customer, a customer should call 763-576-2780, 8:00 a.m. - 2:30 p.m., and 763-576-2903 after normal working hours. The customer shall on complaint, furnish name, address, telephone number, nature of trouble and time first noted any malfunction. The customer is responsible for the repair and/or abandonment of the private service including the connection to the sewer main. In the event the sewer service is causing damage within the road right of way, the City Sewer/Water Department reserves the right to immediately repair the break and all costs will be billed back to the property owner.

3004 **ENFORCEMENT**

Under State Law, violations of waste discharge regulations as set forth in Section II shall constitute a misdemeanor and is punishable as such.

3005 **RATES**

1. Fixed and Usage Charge: All classes of customers will be charged per cubic foot of sewage per Master Fee Schedule.
2. New residential customers will be charged a fixed fee per month until usage from January, February and March can be accumulated.
3. Commercial customers sewer rate are based on actual water consumption.
4. If a customer has sewer service but no water service a minimum charge will be a charged per month. For apartments the minimum fixed charged will be based on occupied units.
8. Existing residential customers moving to another residence will maintain their existing established rate.
9. If the Residential customers monthly water usage is less than the Residential Usage Charge estimate (see 3002), the rate will be based on actual water consumption. If the water usage is greater than the Residential Usage Charge estimate, the fixed charge is billed.