

Breckenridge Public Utilities Customer Service Policy Policy #082925

The following customer service policy shall apply to all customers of the Breckenridge Public Utilities.

Section 1

Application for Service- Application for utility services must be made at the utility office located at 420 Nebraska Avenue in Breckenridge, MN.

A. The application shall contain the following information:

- a. Applicant's Name
- b. Firm or Business Name
- c. Service Address
- d. Billing/ Mailing Address
- e. Phone Number
- f. Credit Information
- g. Special Service Conditions (i.e. - customer or dependent in household on respirator or life support system.)
- h. Present Employer
- i. Social Security Number
- j. Date of Birth
- k. Photo ID (copy will be made)

Section 2

Advance Payments- Advance payments may be required by the utility department under the following conditions:

A. New Services:

- a. No prior credit rating or poor payment record with other utility companies.
- b. Proof of credit rating or payment record should be in writing.

B. Existing Service:

- a. Accounts which have been late in payment for three billing periods within the previous twelve months.
- b. Accounts requiring disconnects for nonpayment more than twice within the previous twelve months.

C. The amount of the advance payment shall be determined by:

- a. The average of the customers two highest utility bills for the previous twelve months, or
- b. The precious customers two month average billing, or
- c. An estimate of two months average billing by the utility department.

- d. The advance payment in addition to the current monthly bill must be maintained in each billing period for a period of twelve consecutive months.
- D. Return of advance payment will be made as follows:
 - a. Customer must maintain a good payment record for twelve consecutive months.
 - b. With any late payment (utility payment received after the original due date) the Public Utility Department may automatically extend the advance payment requirement from the date of late payment for twelve months.
 - c. Upon termination of service the advance payment will be applied towards amounts due, if any, on final billings. Any balance of the advance payment will be refunded.

Section 3

Connection and Disconnection

- A. Connections and Disconnections will normally be made by the Utility Department employees.
 - a. Fee of \$50 will be charged when connection for electric and water.
- B. The Utility Department may authorize licensed electricians to connect and disconnect utility services.
- C. Non- payment- Disconnects for non-payment are covered under Policy #080425C.

Section 4

Right of Access- Employees of the Breckenridge Public Utilities shall have reasonable access for the following purposes:

- A. To install, read, and maintain metering equipment.
- B. Load Management control devices.

Section 5

Ownership of Utility Services

- A. Electrical Services-
 - a. The Utility Department owns the overhead electric service line to the point of connection at the customers service entrance or meter base.
 - b. The underground service line is owned by the customer from the transformer or secondary pedestal/pole.
 - c. Meters, transformers, and load management receivers are owned by the Utility.
 - d. All other wiring beyond the meter base, unless otherwise specified in writing, is owned by the customer.
- B. Water Services-
 - a. The Utility Department owns the water meter and connections made to the meter.
 - b. Customer owns all other internal plumbing.
 - c. The Utility Department owns the water line from the curb stop to the water main including the curb stop.

- d. The customer owns the water services line from the curb stop to the water meter as defined in Section 5, B 1.
- C. Remote Water Meters (outside readers)-
 - a. A fee is charged for installing these devices; the utility maintains ownership of the device.
 - b. Remote water meters are required to be installed in all new homes.
 - c. Requests should be made to the utility office. Call the office to obtain prices.

Section 6

Care of Utility Owned Property

A. Metering and Metering Devices-

- a. Persons may be prosecuted for destroying or attempting to distort meter readings or meter accuracy.
- b. Damage to water meters that are allowed to be frozen on the customer's premises will be repaired by the Utility Department at the customer's expense.
- c. Utility owned service lines that are damaged through the carelessness of the customer or individuals under his control will be repaired by the Utility Department at cost to the customer.

Section 7

In the event that a customer suspects a discrepancy in meter reading exists, the following procedures will be followed:

- A. Customer shall notify the utility office of suspected specific discrepancies.
- B. The utility staff shall review customer consumption history. If the findings indicate that the discrepancy is apparent, the meter shall be re-read or removed for testing.
- C. In the case of remote water meters where there is a discrepancy between the outside reader and the inside meter, the inside flow meter reading will be used.
- D. If the findings of the Utility staff indicate that the meter reading is correct, any further meter reading or testing may be at the customer's expense.

Section 8

Complaint Procedure

- A. All customer complaints or problems in regard to utility services shall be registered with the Public Utility Office.
- B. In the event the customer is not satisfied with the response of the utility office, the customer may appeal to the Commission. Appeals may be made by requesting the utility office to put the customer on the Breckenridge Public Utilities Commission Agenda. The Utility office shall notify the customer of the place and time of the Commission meeting in which the complaint will be heard.
- C. Disputes concerning bills and payments:
 - a. The customer must pay the utility bill in full.

- b. If the findings of the Commission are in favor of the customer, only the amount agreed upon by the Commission and customer shall be refunded.