

**LOUDON UTILITIES BOARD  
LOUDON, TENNESSEE  
ELECTRICAL SERVICE – RULES AND REGULATIONS**

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**ARTICLE 100 – PREFACE**

**101. SCOPE**

These rules and regulations and the regularly established rate schedules are a part of all contracts for receiving electric service from Loudon Utilities Board (LUB) and apply to all service received from LUB, whether the service is based upon contract, agreement, signed application, or otherwise.

**102. APPLICATION OF RULES AND REGULATIONS**

The provisions of these rules and regulations shall apply to all customers now or hereafter receiving electric service from LUB, and the acceptance of service shall constitute an approval and ratification of these rules and regulations, provided however, that nothing contained in these rules and regulations shall affect or prejudice any rights of LUB under any existing contract nor release or discharge any existing obligation to LUB.

**103. BOARD NOT RESPONSIBLE**

All rules and regulations affecting health and safety, including (without limitation) all provisions relating to inspection, general safety precautions for utilization, and rules governing customer installations, are for the guidance and benefit of customers, and LUB shall not be responsible for the enforcement thereof, or for any loss, damage, or injury resulting from any violation thereof, but LUB reserves the right, in its discretion, to refuse to furnish service, or to discontinue furnishing service, where the customer fails to comply therewith.

**104. SYNTAX**

Wherever the context shall admit or require, words used herein the singular shall include the plural, words used in the plural shall include the singular, words used in the masculine shall include the feminine, and words used in the feminine shall include the masculine.

**105. CONFLICT**

In case of conflict between any provision of any rate schedule and these rules and regulations, the rate schedule shall apply.

**106. REVISIONS**

These rules and regulations may be revised, amended, supplemented, or otherwise changed from time to time. Such changes, when approved, shall become part of the rules and regulations and have the same force as the present rules and regulations.

**107. SEPERABILITY SECTION**

If any clause, sentence, paragraph, section or part of these rules and regulations or LUB's rate schedules shall be declared invalid or unconstitutional, it shall not affect the validity of the remaining parts of these rules and regulations or LUB's rate schedules.

**108. FILING AND POSTING**

A copy of these rules and regulations, together with a copy of LUB's Schedule or Rates and Charges, shall be kept open to inspection at the offices of LUB.

**ARTICLE 200 – DEFINITIONS**

**201. APPLIANCE**

Equipment which utilizes electricity.

**202. ACROSS THE LINE STARTING**

A method of starting a motor in which the windings of the motor when starting are subjected to the full supply voltage.

**203. BOARD**

The Loudon Utilities Board, and its duly authorized officers and agents. The term “Board” shall include the City of Loudon where the context so admits or requires.

**204. CONNECTED LOAD**

The combined nominal rated capacity of all motors or other energy consuming devices installed on customer’s premises which may, at the will of the customer, be operated with energy supplied by LUB.

**205. CUSTOMER**

Any corporation, governmental body, association, firm, entity or individual purchasing electrical service from LUB under either an expressed or implied contract requiring such person to pay LUB for such service.

**206. CUSTOMER INSTALLATION**

All electrical wiring, fixtures, appliances or any other equipment making use of electricity for light, heat or power, which is located on the customer’s side of the point of delivery with the exception of the customer meter, meter socket, meter box, meter test switches, and instrument transformers, shall be known as the customer installation.

**207. CUSTOMER METER**

The instrument or apparatus installed by LUB for measuring the electricity supplied to the customer. The meter and its appurtenances are the property of LUB.

**208. DISCOUNT DATE**

The date, approximately fifteen days after the date of a bill, except when some other date is expressly required by these rules and regulations or rate schedules, or by an agreement approved by LUB. The discount date is the last date upon which electric bills can be paid at net rates. Payments received after the due date are subject to a 5% late fee.

**209. DWELLING**

Any single structure, with auxiliary buildings, occupied by one or more persons for residential purposes.

**210. ELECTRICAL INSPECTION**

An inspection of the customer’s installation by the regularly authorized governmental representatives for the purpose of determining the adherence of the installation to the Loudon Ordinance for Electrical Wiring, the requirements of the Department of Insurance and Banking of the State of Tennessee, or the National Electrical Code.

**211. HOUSEHOLD**

Any two or more persons living together as a family group.

**212. INSTRUMENT TRANSFORMER**

An electrical device with a definite and accurate ratio for reducing either voltage or current, as supplied to the customer, to a value which can be more readily metered. Instrument transformers used in conjunction with a customer meter are the property of LUB.

**213. LINE EXTENSION**

Any extension of overhead or underground electrical distribution facilities, except the installation of a service wire only.

**214. LOCKED ROTOR CURRENT**

The instantaneous inrush of current to the motor which occurs immediately upon closing the starting switch and before the motor has started to rotate.

**215. METER CENTER**

That point on the customer’s premises where the meter and its auxiliary devices are located or are to be located.

**216. METER SOCKET**

A wired meter receptacle installed at the expense of the customer into which LUB’s customer meter may be inserted.

- 217. NATIONAL ELECTRIC CODE**  
The latest issue of the Regulations governing electric wiring and apparatus as approved by the National Board of Fire Underwriters.
- 218. POINT OF DELIVERY**  
That point where delivery of electric power is made to the customer.
- 219. POWER FACTOR**  
The ratio of the working power to the apparent power of a circuit.
- 220. PREMISES**  
Any structure or group of structures operated as a single business or enterprise, provided however, the term “premises” shall not include more than one dwelling.
- 221. RESISTANCE TYPE STARTER**  
A device for starting motors in which a resistance is temporarily thrown into the circuit to lower the voltage applied to the motor windings.
- 222. SECONDARY CIRCUIT**  
An electrical distribution circuit, the voltage of which is suitable for use by the customer.
- 223. SERVICE**  
The readiness and ability of LUB to furnish electricity to the customer at the point of delivery.
- 224. SERVICE EXTENSION**  
An extension to provide electrical service to a customer which involves more than the installation of a service wire.
- 225. SERVICE OUTLET**  
The customer’s wires available for connection to LUB’s service wire and located on the customer’s premises.
- 226. SERVICE WIRE**  
The wire or wires for an overhead service, which wire or wires lead from LUB’s electric distribution lines to a customer’s building or other structure where such customer takes electric service, and shall include the bracket or other fixture to which said service wire is attached to customer’s property.
- 227. TRANSFORMER**  
A device available for changing from a higher primary distribution voltage to a lower usable or secondary voltage.
- 228. TRANSFORMER BASE**  
A foundation for supporting a transformer or a bank of transformers approved by the Electric Department Superintendent.
- 229. TRANSFORMER VAULT**  
An enclosure or room built or constructed in accordance with the applicable Codes and located in a customer’s building or under the sidewalk, street or alley, for housing transformers, network protectors, or other devices.
- 230. PERSON**  
Any individual, firm, corporation, governmental body, association, organization, or entity.

## ARTICLE 300 – OBTAINING SERVICE

### 301. APPLICATION AND CONTRACT FOR SERVICE

Customers are instructed that a formal application for either original or additional service must be made at the office of the Board or with a duly appointed employee of LUB and duly approved before connection or meter installation orders will be issued and work performed. This should be done well in advance of the date service is expected.

Each prospective customer desiring electric service will be required to sign LUB's standard form of contract and/or application before service is supplied. The use of electricity by a customer shall impliedly bind the customer by the terms of the applicable standard contract form, even though not actually signed.

As a condition precedent to the rendering of any service, the furnishing of which requires an investment by LUB, the Board shall have the right to require an applicant for service to sign a minimum bill contract in such amount and for such period of time as is reasonably necessary to support said investment, but nothing contained herein shall authorize a minimum bill contract that is prohibited by the applicable rate schedule.

If, for any reason, customer, after signing contract for electric service, does not take the service by reason of not occupying premises or for any other reason, he shall reimburse LUB the expense incurred by reason of its endeavor to furnish said service.

The receipt by LUB of a prospective customer's application for service, regardless of whether or not accompanied by a deposit, shall not obligate LUB to render the service for which applied. If the service applied for cannot be supplied in accordance with LUB's rules, regulations, and general practice, the liability of LUB to the applicant for such service shall be limited to the return of any deposit made with LUB by such applicant.

Service may be withheld when non-conformance with the Loudon County Zoning Resolution or City of Loudon Zoning Ordinance may result in jeopardizing the investment facilities by the Loudon Utilities Board (the City of Loudon or Loudon County Building Inspectors should be contacted for additional information).

Whenever an application is made for service to premises concerning which LUB knows there is a dispute as to the ownership or the right of occupancy and one or more of the claimants attempts to prevent such service being furnished, the Board reserves the right to adopt either one of the following two alternative courses:

1. To treat the applicant in actual possession of the premises to be served, as being entitled to such service irrespective of the rights or claims of other person.
2. To withhold service, pending a judicial or other settlement of the rights of various claimants.

### 302. AID TO CONSTRUCTION

Once customer has met with our customer service department, a staking request work order will be placed and a field engineer will contact customer to discuss the job. Additional Aid to Construction fees may be applicable. These will be determined once customer has met with our field engineer. After talking with the field engineer, the customer will need to come into the office to sign our contract, and pay any fees that are required before construction is performed. See CS Procedure 100 for Aid to Construction details.

### 303. DEPOSIT

A deposit or suitable guarantee shall be required of any customer before electric service is supplied. The amount of a residential deposit will be based on the customer's credit risk factor (excellent, good, other) as determined by Online Utility Exchange. The amount of commercial and industrial deposits will be twice the highest bill (actual or estimated). See Loudon Utilities CUSTOMER SERVICE INFORMATION policy or contact a customer service representative at the offices of LUB.

### 304. SPECIAL SERVICE

For special service and voltages other than standard voltages, the customer shall confer with LUB regarding the form type of service required. Before the customer proceeds with the purchase of equipment or wiring in such cases, he should contact LUB, which will furnish information in writing on the character of service available, the location of its lines, and the ability of LUB to meet special requirements. Nothing contained herein shall obligate LUB to provide such special services. Customers are encouraged to contact LUB prior to starting any project.

## ARTICLE 400 – RATES AND CHARGES

### 401. RATE CLASSIFICATIONS

All electricity furnished by LUB shall be furnished at the applicable rates in effect at the time as approved by proper resolutions of LUB.

It is mandatory for the customer to notify LUB in writing of any change in use or condition that will effect a change in rate classification. In the event the customer does not give LUB notice of change in use or condition that will effect a change in rate classification, then LUB shall not be liable to the customer for any overcharges due to a failure of the customer to notify LUB of the changed conditions. In case the customer has so changed the conditions under which service is being used as to place the customer on a rate higher than the rate originally applied to the customer, the customer shall pay the difference in the two rates for the period of time, during which the customer has been served at a lower rate than the rate properly applicable to his service. If quantity or use of electricity for any customer should change to such an extent that customer no longer complies with the availability clause of the rate schedule under which he is being served or is or becomes qualified under the availability clause of another rate schedule, then the customer shall be changed to the applicable rate schedule effective when customer brings these facts to the attention of LUB in writing. Should LUB determine that any customer is not being served under the proper rate schedule applicable to the customer's condition; the Board may likewise apply the proper rate schedule when facts justifying the change are brought to the attention of LUB.

The residential rate shall apply only to electric service to a single private dwelling, to an individually metered single family apartment, and to each half of an individually metered residential duplex and their appurtenances, the major use of which is for lighting and household appliances, for the personal comfort and convenience of those residing therein. Where a portion of a dwelling is used regularly for the conduct of business, the electricity consumed in that portion so used will be separately metered and billed under the General Power Rate; if separate circuits are not provided by the customer, service to the entire premises shall be bill under the General Power Rate. The residential rate shall not apply to service to institutions such as clubs, fraternities, orphanages or homes, recognized rooming or boarding houses, or space in an apartment or other residential building primarily devoted to use as an office or studio for professional or other gainful purposes.

If, after an electric service contract has been automatically extended and the customer requests and LUB agree to change the customer's rate to correspond with the customer's new electrical requirements prior to the anniversary date of the expiration of the contract, LUB shall have the right to bill the customer with all costs involved in any changes in the metering equipment.

When LUB changes the rules and regulations so as to make a change in rate application, all customers known to be affected will be notified. If, however, a customer is not notified and such omission is later discovered, proper adjustment will be made as of the date of change in the rules and regulations.

### 402. RATE SCHEDULES REQUIRING CONTRACTS FOR MINIMUM PERIODS

When a customer qualifies under the provisions of an electric rate schedule specifying a written contract for a stated minimum period as a condition of eligibility for electric service, the customer shall execute an agreement for electric service satisfactory to LUB for a period not less than the minimum requirements of the applicable rate schedule. Previous service under a rate schedule not requiring a contract shall not relieve the customer of any obligation to execute the agreement. Typically the commercial and industrial terms are as follows: for Part A customers it's 1 year, Part B is 5 years, Part C is 10 years.

### 403. BILLING

Bills for residential, commercial and industrial service will be rendered monthly.

Electric service bills must be paid on or before the discount date shown thereon to obtain the net rate, otherwise the gross rate shall apply. Failure to receive bill will not release customer from payment obligation, not extend the discount date.

In the event bills are not paid by the discount date, service may be discontinued and not again resumed until all bills are paid. LUB shall not be liable for damages on account of discontinuing service at any time after the discount date, even though payment of such bills be made on the same day either before or after service is actually discontinued.

Should the final date of payment of bill at the net rate fall on Sunday or a holiday, the business day next following the final date will be held as the last day to obtain the net rate. Net remittances received by mail after the time limit for payment of

said net rates will be accepted by LUB if the incoming envelope bears United States Post Office date stamp of the final date for payment of the net amount, or any date prior thereto.

No customer shall be entitled to pay any bill at the net rate while such customer is delinquent in the payment of any obligation owed LUB by such Customer.

Loudon Utilities Customer Service Information contains additional information concerning billing and termination of service.

When a customer has two or more accounts that are payable at different times and wants the same discount date for such accounts, or when other conditions make desirable the use of a discount date different from that provided in these rules and regulations, such a discount date may be established on the customer's application, provide such discount date is approved by the Customer Service Supervisor of LUB.

LUB shall not be obligated to make adjustments of any bills unless within ninety (90) days after the questioned bill is paid, the customer files with LUB a written objection to said bill specifying the basis for the desired adjustment.

LUB shall be under no obligation to extend the discount date or the time for paying bills to LUB or the time when service is to be cut off for the customer's failure to pay a bill, because the customer disputes the amount of the bill or liability for the bill. The customer shall have the right to pay any disputed bill under protest together with a written statement of the ground or grounds upon which the customer questions the correctness of the bill; and any such payment thus made under protest shall not be considered a voluntarily payment provided the customer files suit to recover the questioned payment within ninety (90) days after such payment is made.

#### **404. ESTIMATED BILL**

If the agents of LUB are unable to obtain access during regular business hours, to read meters, or if for any other reason correctly registered consumption cannot be obtained or if error occurs in computation of Service Bill, LUB reserves the right to render an estimated bill to the customer on the basis of the best information available. If a subsequent meter reading shows that the estimated bill was based on an erroneous estimate of consumption, LUB at its option, will either adjust the estimated bill to correct the error or make a compensated adjustment in a later bill.

#### **405. SERVICE CHARGES FOR TEMPORARY SERVICE**

Customers requiring temporary service may be required to pay all costs as determined by LUB for connection and disconnection incidental to the supplying and removing of service, in addition to the regular charge for electricity used. This rule applies to circuses, carnivals, fairs, temporary construction, and other temporary requirements. The minimum charge for connecting a temporary service shall not be less than twenty-five dollars (\$25.00).

**405.1** Service to Mobile Homes and similar wheeled vehicles used as a domicile shall be considered as a temporary service unless the vehicle meets **ALL** of the following requirements:

- a. The vehicle is located on property owned by the Customer (proof of ownership may be required).
- b. Wheels are removed and the vehicle(s) is mounted on a permanent foundation.
- c. The vehicle is connected to a pressurized water system form either a utility or a well on the premises.
- d. The vehicle is connected to a sewage disposal system provided by a utility or a septic system on the property.

The National Electric Codes requirements will govern any request for electrical service if **ALL** of the previously listed conditions are not met.

**405.2** Manufactured Homes that are permanently attached to a sill plate or permanent foundation and do not require tie downs, the normal requirements for electric service will apply. Manufactured Homes requiring tie downs will **NOT** be permitted to have the meter attached to the structure and will be governed by CS Procedure 300.

#### **406. NON-STANDARD SERVICE**

These non-standard services are not normally available for new services. They are available only at LUB's option, and where the necessary transformers and/or other equipment is available beyond the requirements for spares. The customer shall pay the cost of any special installations, which are made to meet his peculiar requirements for service at other than standard voltages or for the supply of closer voltage regulation than required by standard practice. Nothing contained herein shall obligate LUB to provide such special service.

**407. RECONNECTION CHARGE**

Whenever service has been discontinued as proved for herein, a reconnection charge of not less than twenty-five dollars (\$25.00) may be collected by LUB before service is restored.

**408. CONNECTION CHARGE**

Whenever a Board connection order is issued for the connection of a service (including, without limitation, an order for service to a new customer or service is transferred from one customer’s name to another, or service that has been discontinued is reinstated), LUB shall charge a nonrefundable connection charge of \$25 to cover the expense of this connection. There shall be no charge in the event of connections in regulation to emergency disconnections and connections. When more than one utility service is involved in a single connection order, not more than one charge will be made. The Board shall have the authority to waive this connection charge in any case where such waiver is obviously to the best interest of LUB.

**409. MINIMUM BILL**

Industrial and commercial customers having a Contract Demand are subject to a minimum bill in the event that the electric kW demand falls below 30% of the contact demand. In this event, the Billing Demand is equal to the Contract Demand as follows: Billing Demand=0.30 time the usage up to the 1<sup>st</sup> 5000kW + .40 time the Excess Demand over 5000kW. The minimum Billing Demand times the demand rate will equal the Minimum Billing Demand here. All other charges will be determined as normal and will apply.

**409.1 FACILITY RENTAL CHARGES**

In addition to Minimum Bill, Facility Rental Charges may apply. In consideration of equipment installed by LUB, a charge of 1.50% per month for the use of transformers and disconnect devices (breakers, switches) shall apply.

**ARTICLE 500 – METERS**

**501. METER OWNERSHIP AND INTERFERENCE WITH REGISTRATION**

All meters shall be owned by LUB.

No one shall do anything which will in any way interfere with or prevent the proper registration of a meter. No one shall tamper with or work on an electric meter without the written permission of LUB. No one shall install any wires or other device which will cause electricity to pass through or around a meter without the passage of such electricity being registered fully by the meter. Failure to follow this rule will cause immediate disconnection of service with possible additional LUB Utility, State and Federal penalties being levied.

**502. METER INSTALLATIONS**

LUB will install and maintain adequate metering facilities to measure the energy used in accordance with the applicable rate schedule. The location of the initial single phase meter or three phase will be determined by a LUB representative. Customers are required to contact LUB prior to starting any project for general review plus choosing the meter location.

**Residential CT Metering Requirements (see CS Procedure 300) & Residential/Service Upgrade CT Metering Requirements describe guidelines for CT Metering of services (see CS Procedure 700).**

Prior to changing the location of existing meters for the convenience of the customer LUB must be notified and review the proposed move for LUB’s approval. On changes in location of meters for the convenience of the customer, the necessary wiring shall be completed by the customer before any change will be made by LUB and approved by the State.

All metering equipment supplied by LUB remains its property and will be sealed by LUB for the proper protection of its metering equipment.

Single phase meter installations shall be installed and remain outdoors on an exterior wall. In the case of the structure being modified and causing the original exterior wall to then become enclosed, at the owner’s expense, they will be required to relocated the meter base to the new outside wall of the structure. LUB will determine that new location of the new meter base. Meters installed on the exterior of building shall be readily accessible to LUB’s representatives for meter reading, testing, and maintenance and shall not be subjected to severe vibration. Meter(s) shall be located where readily accessible

and shall not be placed in a location that will subject it to accidental damage. Meters shall be located not more than 66 inches or less than 48 inches from the ground except for multi-meter centers.

In large commercial and industrial installations, the meter installation shall be in accordance with any special agreements made relative to the service rendered.

The meter socket, instrument transformer box, or other metering enclosures of LUB shall not be used as a terminal or junction box.

### **503. METER TESTS**

LUB will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. LUB will make additional tests or inspections of its meters at the request of the customer. If such tests show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in the customer's bill and the testing charge of fifty dollars (\$50.00) per meter shall be paid by the customer. In case the test shows the meter to be in excess of two percent (2%), fast or slow, an adjustment will be made in the customer's bill for a period not over 36 months prior to the date of such test, and the cost of making test shall be borne by LUB.

## **ARTICLE 600 – SERVICE**

### **601. GENERAL REQUIREMENTS**

- 601.1** The character, voltage and location of a service must be approved by LUB before customer's equipment is purchased or wiring is installed. Failure to do so could result in additional charges to the customer and possibly require the customer to relocate said service and equipment.
- 601.2** Electrical service supplied will be alternating current, 60 Hertz. Voltage values stated in these rules and regulations are nominal and LUB does not guarantee actual voltages.
- 601.3** All customer service equipment and other wiring shall conform to LUB's requirements and to all applicable codes, rules, ordinances, laws and to the requirements of the inspection authorities having jurisdiction there over.
- 601.4** Where two or more households occupy one dwelling and receive service through the same service meter, the residential rate shall not apply but all such service shall be billed at the applicable non residential rate.
- 601.5** A customer will be permitted only one service center through a single meter. This service center shall be fed through a single circuit or through multiple circuits paralleled on a full capacity common bus at the customer's service center.

## **602 UNDERGROUND DISTRIBUTION**

### **602.1 GENERAL POLICY FOR UNDERGROUND DISTRIBUTION**

The general policy for installation of underground distribution to be serviced by LUB will require an initial site plan and a subsequent electrical design approved and/or developed by LUB's Electrical Engineer and Operations Superintendent. All costs associated with the installation of the underground system, including any excavations, materials and labor will be the sole responsibility of the developer. The charges from LUB will be calculated during the design of the project and any changes will be subject to additional charges to the developer. This total cost estimate must be paid in full before the project will be energized by LUB. This is to include any request for metering for irrigation and any testing.

### **602.2 GENERAL CONDITIONS FOR UNDERGROUND SERVICE**

The general conditions governing all underground distribution at all voltages are outlined below with additional conditions included in the subsections relative to a particular class of service:

- a. A standard form of contract and/or application will be executed for the size and type service to be provided.
- b. If customer request to have a parallel service to their building or dwelling, then an LUB approved secondary pedestal must be purchased and installed by the customer or their contractor to LUBs specifications. All conduit and wire for the service will be provided and installed by the customer. This includes the conduit from the pad mount transformer to the secondary pedestal. LUB will provide and install the conductor from the pad mount to the pedestal once it has been inspected and approved by LUB.
- c. Conduits for secondary and service conductors of less than 600 volts are to be Schedule 40 PVC size specified by LUB.
- d. All conduits are to be provided by the customer at his expense.
- e. Any repairs to lawns, drives or parking areas, etc. necessitated by the installation of the underground service, (including backfilling the ditch), will be made by the customer by his expense.
- f. Depth below finish grade for conductors over 600 volts shall be 48 inches, and for conductors less than 600 volts shall be 36 inches. All conductors shall be installed in approved conduit.
- h. No other underground facilities such as water, gas, sewer or other lines will be allowed in the same ditch the electrical conductors, whether or not in conduit, except communication (telephone and television) cables. If communication cables are installed in the same ditch with the electrical conductors, the electrical conductors shall be installed first and a minimum of one foot of compacted backfill placed prior to installation of communication cables.

### **602.3 UNDERGROUND RESIDENTIAL SERVICES FROM OVERHEAD SYSTEM**

LUB will install underground residential service at 120/240 volts from a pole mounted transformer to customer's premises in an area normally served overhead. See CS Procedure 500, New Residential Overhead Services Procedure for requirements.

Installation of all conduit and conductors, either supplied by LUB or by customer, shall be the responsibility of the customer. However, if the distance from the riser pole to the meter base is more than 125 feet, an additional charge of \$1.50 per foot for 100 or 200 ampere services, and \$2.50 per foot for 400 ampere services, will be assessed the customer in addition to the costs assessed above. Total service length in general will be limited to 200 feet for 100 and 200 Amp underground services and 225 feet for 400 amp underground services.

No streets or roadways will be cut to provide underground residential service. If an extra pole(s) is required for a road crossing to make underground service available, the customer shall pay for the pole at LUB's current installed cost, including applicable overheads.

The cost of any service that is converted from overhead to underground, including inspections and fees, the total cost will be the responsibility of the customer.

### **602.4 UNDERGROUND COMMERCIAL AND INDUSTRIAL SERVICES FROM OVERHEAD SYSTEM**

The customer shall install, or cause to be installed, the necessary conduits and service conductors from the service entrance equipment to and up LUB's transformer pole to a height specified by LUB, but not less than 20 feet, and shall leave sufficient conductor to connect to LUB's transformer(s). Conduits and conductor shall meet all requirements of the National Electric Code and the codes of any governmental entities having jurisdiction over the same.

LUB will furnish and install the necessary materials for connecting the Customer's wiring to the transformers.

### **602.5 UNDERGROUND RESIDENTIAL SERVICE FROM PADMOUNTED TRANSFORMERS**

In subdivisions and other areas where service at 120/240 volts is available from Pad mounted Transformers, LUB will provide service in accordance with the developer's agreement with LUB or the New Residential Underground Service Requirements (See CS Procedure 600) with LUB. All costs associated with the service will be borne by the developer or customer.

### **602.6 COMMERCIAL AND INDUSTRIAL SERVICES FROM PADMOUNTED TRANSFORMERS**

LUB will provide service at standard voltages from Pad mounted Transformer as provided in Article 903, and provided further that the Customer shall provide, at no cost to LUB, the approved pad for the transformer to LUB's specifications, the necessary conduits and conductors from the Customer's switchgear to the low voltage compartment of the transformer.

Conduits or raceways for the service to enter the low voltage compartment of the transformer shall be the responsibility of the customer and must be installed in accordance with LUB’s specifications. All conductors shall be installed and the final connection in the pad mounted transformer secondary compartment shall be done by the customers’ licensed contractor and subject to inspection by the State Electrical Inspector. All high voltage connections will be made by LUB at the cost of the customer.

The customer shall also provide a grounding grid around the transformer pad to Board’s specifications and extend a bare copper conductor of the size specified to both the low voltage and high voltage compartments of the transformers and exiting the pad.

LUB will install and terminate the primary cables both on the pole and the transformer and provide the necessary secondary terminals on the low voltage side of the transformer. Final connections will be made by a licensed electrician provided by the customer.

## 602.7 UNDERGROUND DISTRIBUTION SYSTEM FOR RESIDENTIAL SUBDIVISION

Underground subdivisions to be serviced by LUB will require an initial site plan and a subsequent electrical design approved and/or developed by LUB’s Electrical Engineer and Operations Superintendent. All costs associated with the installation of the underground system, including any excavations, materials and labor will be the sole responsibility of the developer. The charges from LUB will be calculated during the design of the project and any changes will be subject to additional charges to the developer. This total cost estimate must be paid in full before the project will be energized by LUB. This is to include any request for metering for irrigation and any testing.

No device or pad mount transformer may be covered by any obstacle intending to hide or otherwise conceal it from view. LUB’s equipment may not be altered by paint or any other means of modification. Clearances as prescribed by LUB must be followed for safe working conditions and allow the quick return of service to the area. Any alterations or failure to follow LUB’s clearance guidelines will result in charges to the property owner for removal of debris and/or cost to return equipment to its original state. Removal of debris or anything that is covering the equipment will be conducted without efforts to preserve it and the owner may incur additional penalties. ***NOTHING IS APPROVED BY LUB TO COVER ANY EQUIPMENT NO MATTER WHAT THE MANUFACTURE OF THE ITEM STATES OR CLAIMS.*** The clearance requirements and safe working boundaries can be found in LUB Clearance Requirements Diagram.

## 603. SERVICE VOLTAGES AND REQUIREMENTS

### 603.1 STANDARD SERVICE VOLTAGES AND REQUIREMENTS

60 Hz., alternating current service voltages with demand and service limitations and applicable notes for each are as follows:

Table 603.1

<u>Standard Service Voltages</u>	<u>Minimum for Overhead</u>	<u>Demand and Service Limitations</u>	
		<u>Minimum for Underground</u>	<u>Maximum</u> (note 1)
120/240 volt, 1 Phase, 3 Wire (note 2)	None	15 kVA	167 kVA
208Y/120 volt, 3 Phase, 4 wire (notes 2 & 3)	30 kVA	75 kVA	1500 kVA (note 4)
480Y/277 volt, 3 Phase, 4 wire	45 kVA	75 kVA	2500 kVA
13.2 grnd. Y/7620 kV, 3 Phase, 4 wire	Negotiated (note 5)	Negotiated (note 5)	Negotiated (note 5)

Notes:

1. Demand limited to the safe loading of these transformers and/or other distribution equipment.
2. Single phase, 120 volt, two wire service is available only for 30 amp service centers and only in areas where 120/240 volt, three wire, single phase or three phase, four wire service exists.
3. Where the main electric service to an apartment building is three phase, four wire 208Y/120 volts; the individual apartment loads may be metered three wire (two phase conductors and a neutral conductor) with a 100 or 200 amp service center provided the load on each of the three phases of the main three phase, four wire service as balanced in accordance with good engineering practice.

4. Loads above 1500 kVA may, at the option of LUB, be serviced at this voltage if LUB has the necessary equipment available.
5. Three phase, 12,470 grnd. Y/7200 volt, four wire service may be supplied from a negotiated minimum value which normally does not exceed 12,000 kVA. Services at this voltage shall meet the applicable requirements as outlined in section 605, Primary Service and Requirements. The Electrical Engineering Department must be consulted for requirements for a specific installation.

#### **604. OVERHEAD SECONDARY SERVICE**

The customer is required to provide and maintain all conductors and other equipment beyond the point of delivery except LUB's meters and meter accessories, which remain the property of LUB.

Customer's service entrance conductors, smaller than 500 MCM, shall extend approximately three (3) feet beyond the weatherhead for LUB to attach its service wires thereto; service entrance conductors 500 MCM or larger shall extend approximately six (6) feet beyond the weatherhead. The maximum allowable distance for any overhead service from the transformer supplying the secondary voltage to the weatherhead is 125'.

The point of attachment and the method of attachment of LUB's service wires to the customer's structure shall be determined by LUB in each and every case. Safe and adequate anchorage structures for service wires shall be provided by the customer in accordance with Board's requirements.

LUB reserves the right to seal fittings with removable covers, and fittings shall be of the type designed to permit the application of a seal.

When new load is to be added by the customer and/or rehabilitation work is to be done, which necessitates changes in the service entrance switch, meter, and/or service location, LUB must be consulted before any work is started and LUB will determine the location of the meter and the location of the service outlet.

All clearing for right-of-way for secondary service and future maintenance of that right-of-way is the responsibility of the customer. The Residential Overhead Services document describes the process for the overhead secondary and service wires and the Residential Underground Services for any underground service installation. Included in these documents are the requirements for meter location and any cost associated with these types of installations.

#### **605. PRIMARY SERVICE REQUIREMENTS**

For residential, which includes home owner and mobile home, the first span of primary is free as long as the extension is on an established City\County road way. This only applies to single phase line extensions. A span can run up to 250 feet or up to the first pole which may limit the span to less than 250 feet. An example where the limit would apply is where a curve in the road may require two poles to reach customer property. In this case, the customer would be responsible for the cost from the first pole to the second pole. Cost includes labor and materials involved.

The first span of primary "free" is only applicable when it is along a public and/or county road and is limited to a 250' span. This "free span" only applies to overhead construction. This does not apply for driveways, private drives, private right-of-ways, or any other term used to get from here to there. The customer is also responsible for any clearing required to construct the electrical lines. This applies to both overhead and underground applications. All underground excavating for any primary or secondary installation is the customer's responsibility also.

For a residential service line up to 125 feet for overhead and up to 200 feet for underground, there is no charge for the transformer or service line drop to the house. Any service line over 125 feet for overhead and 200 feet for underground to reach the customer site this would require LUB to extend the primary line. When an extended primary (over 125 feet) is required there is a charge for labor and materials. For barns or commercial property the customer is responsible for 100% of the cost. All fees must be paid in full before any work will be started.

#### **605.1 PRIMARY SERVICE INSIDE BUILDING SERVING MULTIPLE CUSTOMERS**

LUB does not at present allow for multiple services inside of a building.

#### **605.2 OTHER PRIMARY SERVICE**

Primary service refers to deliver of electrical energy to the customer at primary voltage from LUB's available transmission and distribution lines which will be 12.47 kV or higher.

Customers with demands that will exceed the capacity of a 3000 kVA transformer normally will be supplied primary service at 12.47 kV, three phase, four wire. At LUB's option, primary service may be supplied to customers with demands of less than 3000 kVA. Customers in the order of 5000 kVA or larger demand may, at Board's option, be supplied service with voltages higher than 12.4 kV, if such lines and equipment are available.

Customers requesting primary service should consult with the Electrical Engineering Department for charges for specific arrangements.

Standard primary service will normally be from LUB's overhead system. Where underground primary service is required, LUB's current applicable underground policy for such service will apply. The customer requesting the underground primary feed will be responsible for the total cost of all materials, excavation, and labor for said installation. Installation of the transformer pad and conduit or raceway will be installed by a certified contractor supplied by the customer and in accordance with LUB's guidelines subject to inspection. Installation of underground primary cable will be performed by LUB's employees at a cost to the customer. This installation includes all terminations on the primary and the installation of any required transformer. If the primary is entering into a switchgear, LUB will only terminate the supply end of the cable and the contractor will terminate the high voltage cable on the customer's side by LUB's approved methods.

Customers taking primary service shall have a three phase circuit breaker for a main service disconnecting means. The primary circuit breaker shall be trip free, shall open and close all phases simultaneously and shall have an interrupting and closing rating suitable for the maximum short circuit current available at its supply terminals. The breaker shall be equipped with integral over current protection on each phase and neutral having time-current characteristics that will fully coordinate with LUB's system protection.

The customer's primary service disconnecting means (breaker), its ampacity, interrupting and closing rating, and its associated over-current protection characteristics and their time-current settings as well as the size and type load, including step-down transformers and their connections shall be subject to LUB's approval. The proposed electrical plan and equipment must be approved before the project is started.

Primary service from the overhead system will be supplied to an agreed point of delivery which is generally a pole provided by the customer or one that the customer has requested the utility to provide. The total cost for materials and labor to install this will be borne by the customer. Primary service from LUB's underground system is generally supplied from LUB's nearest underground facility or from a point as agreed upon. The actual location and means of connection will be determined by LUB's representative in conjunction with LUB's engineering department.

## **606. VOLTAGE FLUCTUATIONS CAUSED BY CUSTOMER**

Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to LUB's system. LUB may require the customer to install, at his own expense, suitable apparatus which will reasonably limit such fluctuations.

Motors of the following sizes and larger shall not be installed unless special permission is granted by LUB: 10 h.p., three phase motors; 5 h.p., single phase, 240 volt motors; 2 h.p., single phase, 120 volt motors. The limitations contained in this paragraph shall not apply to a large industrial customer whose service is provided through a substation for the sole and exclusive use of such customer.

All single phase motors 2 h.p. and larger shall be 240 volt motors and single phase motors larger than 7 ½ h.p. will not be permitted on single phase service except in the case of industrial customers whose service is provided through a substation for the sole and exclusive use of such customer.

Three phase service will not be provided for motor loads of 2 h.p. or less, except that three phase service will be provided for 1 h.p. to 2 h.p. provided:

- (a) In overhead area – that three phase secondary is immediately available, and requires the running of service and setting of meter only. Three phase motors smaller than 1 h.p. will be served only when the three phase service and meter are already installed.
- (b) In underground district – that three phase service is available in the building. Three phase motors smaller than 1 h.p. will be served only when the three phase service and meter are already installed.

Motor starting – Across the line starting for three phase motors of 50 h.p. and greater must be reviewed by LUB. LUB, however, reserves the right to permit the starting of such motors across the lines when it will not cause undesirable voltage fluctuation. It shall be the responsibility of the owner to properly protect his motors from overloads or from excessive currents due to primary fuse blowing, causing single phasing of the motors and LUB will not be responsible for damage to equipment due to the above causes.

Single-Phase Welders – Due to the violent voltage fluctuations of a single phase welder, LUB is required to install excessive transformer capacity to serve this type of load. LUB will therefore, require any customer connecting such a single-phase welder to its system to pay to LUB the entire cost incurred by LUB less four times the estimated annual revenue on a non-refundable basis.

#### **607. UNBALANCED LOADS**

Every precaution shall be taken by the customer to maintain a load balance. On customer's single and three phase circuits, no load will be allowed on LUB's service conductors which will create a seriously unbalanced condition. Contract charges may apply for any unbalanced loads.

#### **608. ADDITIONAL LOAD**

The service connection, transformers, meters and equipment supplied by LUB for each customer have definite capacities, and no major addition to the equipment or load connected thereto shall be made except by consent of LUB. Failure to give notice of additions or changes in load and to obtain LUB's consent for same shall render the customer liable for any injury or damage to person or property caused thereby.

#### **609. POWER FACTOR**

Power factor correction may be required at the discretion of LUB whenever the power factor is less than 85% lagging and the power factor shall in no case be less than that required by the prevailing rate schedule. Excessive lagging power factors receive additional charges under prevailing rate structures.

#### **610. EASEMENT RIGHTS**

In cases where the customer's requirements are such as to make desirable the location of LUB's poles, lines, transformer, and appurtenant equipment on the customer's property in order to provide service to such customer, the property owner shall provide adequate easement rights as required by LUB for LUB's facilities. All easements including ingress and egress for LUB's crews must be a minimum of a gravel access drive for travel under any weather or ground conditions. Gates, fences, or other obstacles must be open or readily accessible and remain clear for any emergency access that is needed by LUB's crews. Access areas must remain clear of debris. This requirement applies to both residential and commercial applications as well as anyone requesting rental lights for their property. Structures cannot be placed in a manner that LUB cannot use their normal equipment required to replace or repair equipment or LUB facilities. If this requirement is not followed, then the cost of any specialized equipment (i.e. tower crane or track vehicle) will be passed on to the customer for payment by them. No applicant for service shall be entitled to such service until LUB has been furnished at no cost to LUB, such indefeasible easement rights for such facilities at a location acceptable to LUB. All persons having any interest in the property where such facilities of LUB are located, shall be conclusively presumed to have agreed to the construction and continued maintenance of such facilities if at any time after the used thereof begins, a continuous period of six months elapses during which no effort is made by the customer or by any person having an interest in such property, to have such facilities removed or relocated. Any person wishing to have such facilities relocated for the convenience of the customer shall be entitled to have the facilities relocated only if (1) an easement for a suitable substitute location acceptable to LUB, is provided at no cost to LUB, and (2) satisfactory arrangements are made with LUB for all expenses for any relocation work to be paid at no cost to LUB. Until arrangements acceptable to LUB are made for providing electric service to the premises served by such facilities, no person shall have the right to require LUB to remove any such facilities even though the facilities are not in active use at the time. Neither the customer nor any other person shall do anything on the property where such facilities are located or allow any use thereof, which will endanger said facilities or which will create a hazard by reason of the location or use of such facilities.

#### **611. TREE TRIMMING**

Tree trimming of above ground high voltage electrical lines is performed by the Utility for the sole purpose of maintaining reasonable continuity of electrical service and safety for all customers. Any tree that threatens the integrity of the primary high voltage lines will be considered for trimming or removal. LUB will trim trees, within the protected zone, with the main objective of clearing the protected zone only. This may leave trees that are considered "unattractive" by some customers. Efforts will be made by LUB to resolve refusals to allow trimming without compromising the safety and reliability of the electric system. In the event that no resolution is reached and customer refusal to allow trimming on trees results in the interruption of power, the tree(s) will be trimmed with no customer recourse and the cost for trimming will be charged to the

customer. New homes and businesses constructed on previously vacant land cannot have trees or shrubs planted under or adjacent to the Utility's primary "high voltage" lines. The low-voltage (service) overhead wires that are on the customers' property are the responsibility of the customer. LUB does not trim trees for service wires crossing the customers' property that connect the meter to the pole transformer. If the customer fails to adequately trim trees and the low-voltage wires or customer equipment is damaged because of the trees, all repairs will be the responsibility of the customer. Please contact Customer Service for more details regarding the Tree Trimming Policy.

## **ARTICLE 700 – POINT OF DELIVERY**

Except as may be otherwise provided by written agreement between Board and customer, the Point of Delivery for an overhead service shall be where the customer's service lead wires are connected to the service wires of LUB. This is the first point of contact. It can be at a service entrance , a secondary lift pole.

Except as may be otherwise provided by written agreement between Board and customer, the Point of Delivery for underground services, services directly from pad mounted transformers, and services from ground type substation, shall be at a point selected by LUB where the customer's service conductors attach to LUB's facilities. This is the first point of contact. It can be at a service entrance or a secondary pedestal or device.

Unless otherwise agreed in writing, where service is supplied from a pad mounted transformer or ground type substation, the customer shall bring his service to the terminals of the transformer and the terminals of the Point of Delivery. The connections at this point are the responsibility of the customer and their contractors.

The location of LUB's meter or other equipment on the customer's side of the Point of Delivery shall not change the location of the said Point of Delivery. All wiring or equipment (except LUB's metering) beyond this Point of Delivery shall be owned and maintained by the customer; and LUB shall not be liable for any injury to the customer's equipment beyond said Point of Delivery.

## **ARTICLE 800 – WIRING**

### **801. STANDARDS**

All wiring of customer must be in accordance with requirement and specifications of the National Electric Code of the National Board of Fire Underwriters as approved by the American Standards Association and in accordance with ordinances of the City of Loudon, where any differences occur, if within the corporate limits of Loudon, and in accordance with requirements of the State Department of Insurance and Banking if located outside the City of Loudon. By furnishing service to a customer, Board assumes no responsibility for seeing the customer's wiring complies with the requirements set out herein.

### **802. SERVICE ENTRANCE**

Each set of service entrance conductors shall be provided with a readily accessible means of disconnecting all conductors from the source of supply. This disconnecting means shall be of a type approved for service equipment and for prevailing conditions and must be located within (10) feet of the meter in an accessible location. The disconnecting means may consist of not more than six (6) switches or six (6) circuit breakers when used as individual meter centers, otherwise, one main line switch or breaker must be provided.

### **803. INSPECTIONS**

LUB shall have the right , but shall not be obligated, to inspect any installation before electricity is introduced or at any later time. LUB reserves the right to refuse or discontinue service to any wiring, equipment, or appliance, not in accordance with the National Electrical Code, regulations of State Department of Insurance and Banking, or City Ordinances, or which are not in accordance with any special contract, these Rules and Regulations, or other requirements of LUB; but any failure to exercise this right shall not render LUB liable or responsible for any loss or damage resulting from defects in the installation, wiring, appliances, or from violation of the National Electrical Code, regulations of State Department of Insurance and Banking, City Ordinances or the provisions of any special contract, or from accidents which may occur upon the customer's premises.

LUB shall not be obligated to connect and render service to new building or to building or premises not now approved for electric service until such time as a Certificate by the State Fire Marshall's Inspector.

**804. INTERCONNECTIONS**

Except with the written permission of LUB, no interconnection of any kind, shall be permitted between LUB's electric system and an electric supply from any other source.

**805. LOCATION OF SERVICE OUTLET**

Before an electrical contractor installs any wiring in a new location or alters the meter center or service outlet in an old wiring installation he shall obtain a location for the meter and service outlet from LUB. Architects and engineers are required to obtain this information before preparing building plans. LUB reserves the right to refuse to connect to any service outlet that has not been so located by a representative of LUB.

**806. SERVICE WIRE ATTACHMENTS**

The customer is required to supply a support rack approved by LUB for the connection of overhead services. This rack shall be securely mounted to withstand a pull of at least 2000 pounds. Any deterioration of this attachment point will be the property owner's responsibility to repair or replace it to LUB's satisfaction. For large services serving heavy loads, and for industrial customers, special arrangements must be made relative the termination of service conductors.

**ARTICLE 900 – TRANSFORMERS**

**901. TRANSFORMER VAULTS**

Where transformer vaults are constructed on the customer's property they shall be built in accordance with the City Building and Electrical Codes and the National Electrical Code. Detail plans of the vault and the locations shall be submitted to LUB for approval before proceeding with construction. Provisions must always be made for installation and/or removal of the transformers and for proper ventilation of vault in a manner satisfactory to LUB.

Transformer vaults shall contain only transformers and associated equipment belonging to LUB, and all secondary equipment and meters shall be located outside of the vault but adjacent thereto. Water, gas or steam lines must not enter or pass through the vault.

Whenever a customer's requirements necessitate such installation and use, the customer shall at this expense provide the necessary vault or vaults.

Transformer vault containing Board's equipment shall be under the control and supervision of LUB and unauthorized person shall not be allowed to enter.

**902. TRANSFORMER INSTALLATIONS – OVERHEAD**

When transformers are located on poles or pole platforms or in banks enclosed with fences, the customer shall not erect any structure, place any material or thing, or create any condition in such close proximity to any transformer bank or fence around such bank that will enable any person to come in contact with or dangerously close to the wires or transformers of LUB. LUB reserves the right to discontinue service in case of violation of this provision. . Gates, fences, or other obstacles must be open or readily accessible and remain clear for any emergency access that is needed by LUB's crews. Access areas must remain clear of debris. This requirement applies to both residential and commercial applications as well as anyone requesting rental lights for their property. Structures cannot be placed in a manner that LUB cannot use their normal equipment required to replace or repair equipment or LUB facilities. If this requirement is not followed, then the cost of any specialized equipment (i.e. tower crane or track vehicle) will be passed on to the customer for payment by them.

If a customer served by any such transformers requires a load of such size that it cannot be adequately and safely served by transformers located on the space then provided for the same, the customer shall provide additional space needed for the location of additional transformers at a place adjacent to that then in use, or customer may be required to pay the cost of relocating the transformers, poles, lines and appurtenant equipment, including any fence around any new locations. Such proposed new location must be acceptable to LUB.

**903. SERVICE FROM A PADMOUNTED TRANSFORMER OR SPECIAL TRANSFORMER INSTALLATION**

Whenever a customer's requirements make it desirable to use transformers of sizes of 150kVA or larger, the customer shall at his expense build, on his premises, a transformer base on which the transformers may be mounted. All enclosures to protect employees from this type of installation will be the responsibility of the customer and subject to LUB's approval BEFORE it is installed. A plan for this enclosure must be submitted and approved.

LUB shall be consulted before locating this transformer base. The base shall be built in accordance with plans and specifications to be furnished by LUB. The responsibility for maintaining the base and fence shall rest with the customer. This maintaining of the area includes any removal of trees, any growth or debris that may come in contact with energized equipment. No one shall be permitted to enter this enclosure except employees of LUB and persons authorized by LUB. The fenced in area shall contain only transformers and associated equipment belonging to LUB. The enclosure will be secured by a lock supplied by LUB and have an approved latching device to secure the lock.

Residential customers requesting the underground primary feed will be responsible for the total cost of all materials, excavation, and labor for said installation provided that it is a dwelling. The only cost exception will be that the customer will only pay the difference between an overhead transformer and the pad mount transformer. Installation of the transformer pad and conduit or raceway will be installed by a certified contractor supplied by the customer and in accordance with LUBs guidelines subject to inspection. Installation of underground primary cable will be performed by LUBs employees at a cost to the customer. If this is not a dwelling, then the total cost including the full cost of the transformer will be charged **(Commercial and industrial customers are charged 1.5% facility charge per month on their regular bill)**. The Electrical Engineering Department must be consulted for requirements and charges for each installation.

**904. TRANSFORMER CLEARANCE**

Loudon Utilities desires to maintain safe working boundaries for utility workers when servicing transformers. Failure to keep the area clear of foliage may result in increased outage time because area equipment can't be located or when space is inaccessible for restoration of utility service.

**LUB requires a safe working boundary where all landscaping is three (3') feet from sides and back and twelve (12') feet in front of the transformer.**

All landscaping around utility facilities will be subject to removal at the owner's / tenant's expense and without any obligation of replacement. If the transformer requires clearance by Loudon Utilities there will be a **minimum charge of \$400**. The invoice will be equally divided among the property owners / tenants where the utility equipment is located.

Removal includes cutting trees, shrubs, plantings or any other such landscaping that interferes with the utility service. Growth inhibitors may be used when necessary and there will be no attempt to preserve any items removed from the work area. Please contact Customer Service for more details regarding the Transformer Clearance Policy.

**ARTICLE 1000 – GENERAL**

**1001. DISCONTINUANCE OF SERVICE, REFUSAL TO CONNECT SERVICE**

LUB shall have the right to discontinue service or to refuse to connect service for a violation of, or a failure to comply with, any provisions of the following:

- (a) These rules and regulations and the rate schedule
- (b) The customer's application for service
- (c) The customer's contract for service
- (d) The payment of any obligation due LUB, including required deposit.

Such right to discontinue service shall apply to all service received through a single service, even though more than one customer or tenant is furnished service there from, and even though the delinquency or violation is limited to only one such customer or tenant.

Discontinuance of service by LUB for any causes stated in these rules and regulations shall not release the customer from liability for service already received or from liability for payments that thereafter become due under the minimum bill provisions of the customer's contract.

LUB shall have the right to refuse to render service to any applicant whenever the applicant or any member of the household, company or firm to which such service is to be furnished, is in default in the payment of any obligation to LUB or has theretofore had his service disconnected because of a violation of the rules and regulations of LUB.

## **1002. TERMINATION OF SERVICE BY CUSTOMER**

Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless contract specifies otherwise. Notice to discontinue service prior to expiration of contract term will not relieve customer from any minimum or guaranteed under contract or applicable rate schedule.

Under no circumstance will the continuance or discontinuance of service be used as a means of forcing the occupant of premises to surrender possession thereof.

When service is being furnished to an occupant's name, LUB reserves the right to impose the following conditions on the right of the customer to discontinue service under such a contract:

- (a) Written notice of the customer's desire for such service to be discontinued may be required, and LUB shall have the right to continue such service for a period not to exceed ten days after receipt of such written notice, during which time the customer shall be responsible to LUB for all charges for such service. If LUB should continue service after such ten day period subsequent to the receipt of the customer's written notice to discontinue service, the customer shall not be responsible to the board for charges for any service furnished after the expiration of such ten day period.
- (b) During such ten day period, or thereafter, the occupant of premises to which service has been ordered discontinued by a customer other than such occupant, may be allowed by the Board to enter into a contract for service in the occupant's own name, upon the occupant's complying with the Board's rules and regulations with respect to a new application for service.

## **1003. ACCESS TO CUSTOMER'S PREMISES**

LUB's identified representative and employees shall be granted access to customer's premises at all reasonable times for the purpose of reading meters, for testing, inspecting, repairing, and replacing all equipment belonging to LUB, and for inspecting customer's wiring, appliances, and premises in order to determine that LUB's rules and regulations are being observed. (see 1006 below)

## **1004. NOTICE OR TROUBLE**

Customer shall notify LUB immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. Such notice, if verbal, should be confirmed in writing.

## **1005. CUSTOMER'S RESPONSIBILITY FOR LUB'S PROPERTY**

Except as herein elsewhere expressly provided, all meters, service connections, and other equipment furnished by LUB shall be and remain the property of LUB. Customer shall provide a space for and exercise proper care to protect the property of LUB on his premises; and in the event of loss or damage or to LUB's property arising from neglect of customer to care for same, the cost of necessary repairs or replacements shall be paid by the customer.

## **1006. CUSTOMER'S RESPONSIBILITY FOR VIOLATION OF RULES AND REGULATIONS**

Where LUB furnishes electric service to a customer, such customer shall be responsible to LUB for all violations of the rules and regulations, and rate schedules of LUB, which violations occur on the premises served or in connections with such service. Personal participation by the customer in any such violations shall not be necessary to impose such personal responsibility on the customer.

## **1007. STANDBY AND RESALE SERVICE**

All electricity (other than electricity supplied from the customer's own emergency or standby equipment) used on the premises of the customer shall be supplied exclusively by LUB, and the customer shall not directly or indirectly sell, sublet, assign, or otherwise dispose of the electric energy or any part thereof, except with written permission from the LUB.

## **1008. UNAUTHORIZED USE OR INTERFERENCE WITH ELECTRIC SUPPLY**

No person shall operate any of LUB's switches or any of LUB's equipment without permission or authority from LUB.

## **1009. DAMAGES DUE TO VOLTAGE OR CURRENT FLUCTUATIONS**

LUB shall not be liable for personal injuries or for any damages to a customer's equipment or property which may be caused by high voltage, by low voltage, or by fluctuations in voltage or current on LUB's distribution lines. Customer shall be responsible for protecting his service from current and voltage fluctuations by installing fuses, circuit breakers, and other safety devices.

## **1010. LIABILITY FOR CUT-OFF FAILURES**

LUB's liability shall be limited to the forfeiture of the right to charge a customer for electricity that is not used but is received from a service line, if after receipt of at least ten days written notice to cut off an electric service, LUB has failed to cut off such service.

Except to the extent stated above, LUB shall not be liable for any loss or damage resulting from a failure to cut off service after notice. Customer shall rely exclusively on privately-owned disconnect devices rather than on LUB's cutting off service.

## **1011. RESTRICTED USE OF ELECTRICITY**

In times of emergencies and/or in times of electricity shortage, LUB reserves the right to restrict the purposes for which electricity may be used by a customer and the amount of electricity which a customer may use.

## **1012. OUTDOOR LIGHTING REQUIREMENTS**

### **1012.1 RESIDENTIAL LIGHTING – also see CS Procedure 200, CUSTOMER OWNED LIGHTS**

- Request must go through the New Customer Coordinator to allow for review by field personnel. At that meeting the customer is informed of their options regarding the lighting and allows the field representative to check availability of service. Placement of the pole, if needed, and the direction and/or area the light will need to illuminate will be discussed and agreed upon during this initial meeting.
- Must have an existing transformer in place or one is being installed in conjunction with home construction or home installation. This requirement is due to the high cost of the transformer and the losses associated with it.
- LUB will provide up to 1 span of secondary wire to feed light. In some cases the light will be installed on the transformer pole itself so no extra wire is needed.
- If a pole and secondary wire are required to accommodate the request, the customer will be required to pay for the cost of the pole and its installation charges up front. This does not mean that the customer owns the pole when the cost is paid up front. The pole still remains the property of LUB but there will be no monthly charge on the customer's bill relative to the pole.
- The only fee will be the monthly charge for the light. This monthly charge compensates the utility for the cost of electrical consumption and any future replacement of the light. There is no additional charge to the customer for repairs or replacement of failed residential lights after they are installed. There is, however, additional charge to relocate any existing light.
- Requests for removal of rental lights will be granted. If there is a request within the next twelve months immediately after the removal there will be a charge to install any new light. The cost will be equal to the cost of labor and equipment to install the light.
- There will be a charge incurred for any request to relocate an existing light.

LUB shall, at the request of a customer, relocate or change existing LUB owned equipment located on customer's property and used to provide outdoor lighting. Customer shall reimburse LUB for such changes at actual cost including appropriate overheads.

### **1012.2 COMMERCIAL LIGHTING INCLUDING SUBDIVISIONS**

- As with residential lighting, request must go through the New Customer Coordinator to allow for review by field personnel. The customer is informed of their options regarding the light(s) and allows the field representative to check availability of

service. The direction and/or area the light(s) will need to illuminate will be discussed and agreed upon during this initial meeting. A detailed drawing of the area will need to be provided prior to the initial meeting.

- The cost of the infrastructure, if an underground subdivision, is the sole responsibility of the builder. This includes the purchase and installation of all poles, lights, conduits, secondary boxes, over current protection, conductors, and any applicable permits and inspections. This work must be performed by a licensed electrician and subject to all state and national codes. The completed project must be inspected by the state electrical inspector prior to being energized. If the lights are to be charged on a monthly rental type basis, then a service agreement with LUB will be drafted and signed for future maintenance within the subdivision. As part of the agreement LUB will replace failed bulbs and/or photo cells. The developer must choose one of the four types of lights as designated by LUB. This allows the utility to maintain a stock of replacement bulbs and photocells if the light fails. The development will have to provide any replacement fixtures as needed and will be charged a fee for LUB to replace the light that can't be repaired and/or made functional by replacement of a bulb or photo cell. The HOA Home Owners Association may, as their option, may choose to have the lights serviced by a contractor of their choice. The contractor must be licensed and bonded and work in accordance with the National Electric Code and the National Safety Code rules and guidelines.
- Commercial requests for lights (any non-residential installations) will be handled in the same manner. A detailed drawing of the proposed project must be supplied at the initial meeting with the LUB representative. The costs of materials and labor for the installations of this type of lighting will be the responsibility of the requesting party. Availability of electrical service will also be considered for these requests. If a transformer is required, then this will add to the overall Aid-To-Construction costs and will be calculated during the design process. If the project is going to be installed overhead, then LUB will calculate the cost of materials, conductors and labor to complete the design. The Aid-To-Construction must be paid before any work is to proceed. After payment, the lights are installed and the customer is responsible for the monthly charge that is placed on their bill based on the type and size of the lights requested. LUB will make necessary repairs as needed and replace any lights that can't be repaired. No charge is added to the bill when the repairs are made or a fixture is required to be replaced.

### **1013. INTERRUPTION OF SERVICE**

LUB will endeavor to furnish continuous electric service, and to maintain reasonably constant voltage, but LUB cannot and does not guarantee to the customer any fixed voltage or continuous service. LUB shall not be liable for any damages for any interruption or disturbance of service whatsoever.

In connection with the operation, maintenance, repair and extension of LUB's electric system, the electric supply may be shut off without notice, when necessary or desirable; and each customer must be prepared for such emergencies. LUB shall not be held liable for any damages from such interruption of service or for damages from the resumption of service without notice after any such interruption.

### **1014. SHORTAGE OF ELECTRICITY**

In the event of an emergency or other condition causing a shortage in the amount of electricity for LUB to meet the demand on its system, LUB may, by an allocation method deemed equitable by LUB, fix the amount of electricity to be made available for use by customer and/or may otherwise restrict the time during which customer may make use of electricity and the used which customer may make of electricity. If such actions become necessary, customer may request a variance because of unusual circumstances including matters adversely affecting public health, safety and welfare. If customer fails to comply with such allocation or restriction, LUB may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity. The provisions of the section entitled "Interruption of Service" of this Schedule of Rules and Regulations are applicable to any such allocation or restriction.

LUB reserves the right to adopt additional rate systems and amend customer service regulations at the discretion of LUB or as directed by the Tennessee Valley Authority.

Please contact the Customer Service, Loudon Utilities Electric Department, for the latest revisions of these rules and regulations.

# **LUB**

## **Aid to Construction**

For residential, which includes home owner and mobile home, the first span of primary is free as long as the extension is on an established City\County road way. A span can run up to 250 feet or up to the first pole which may limit the span to less than 250 feet. An example where the limit would apply is where a curve in the road may require two poles to reach customer property. In this case, the customer would be responsible for the cost from the first pole to the second pole. Cost includes labor and materials involved.

The first span of primary “free” is only applicable when it is along a public and/or county road and is limited to a 250’ span. This “free span” only applies to overhead construction. This does not apply for driveways, private drives, private right-of-ways, or any other term used to get from here to there. The customer is also responsible for any clearing required to construct the electrical lines. This applies to both overhead and underground applications. All underground excavating for any primary or secondary installation is the customer’s responsibility also.

For a residential service line up to 125 feet for overhead and up to 200 feet for underground, there is no charge for the transformer or service line drop to the house. Any service line over 125 feet for overhead and 200 feet for underground to reach the customer site this would require LUB to extend the primary line. When an extended primary (over 125 feet) is required there is a charge for labor and materials. For barns or commercial property the customer is responsible for 100% of the cost.

# **LUB**

## **Customer Owned Lights**

Customer owned lights will not be repaired by Loudon Utilities. The Utility only stocks parts for lights that are in Loudon Utilities inventory and therefore it does not have spare parts for the many varieties of lights available to the customer. Many of the lights that are purchased from do-it-yourself stores are not of the same quality as those purchased for utility use and often break after years of being in service or during repair attempts. Often they are in such disrepair that they can't be fixed. Another issue with the customer owned light is if the light cannot be repaired then there still would have to be a service charge for the attempt made to fix it by the utility. Another problem is that the customer owned light is normally fed from the residence itself and if the supply line becomes in need of repair or is the cause of the malfunction, the utility has no means to upgrade the supply line. These types of repairs/upgrades, inside of the house, require a qualified electrician with an electrical license to make the needed repairs.

We offer a residential security light program as an option. These are standard sized and type of lights provided through the utility. The lights are fed and maintained by the Utility. There are specific guidelines as to where these lights can be installed. The customer should contact the utility to request the light and meet with representative to discuss possible location.

# LUB

## Residential Overhead/Underground Services For Structures Requiring Tie Downs

**It is important to contact the Loudon Utility Board prior to the start of any project. A representative will need to meet and discuss the project with the interested parties before any work is started. Please have a drawing of proposed project to refer to during the initial meeting.**

- All meter base locations are to be spotted by Loudon Utilities. All services that feed structures that require tie downs will have a separate support pole installed per the specific application to allow for attachment of the required meter base and properly rated service disconnect. A minimum of a 20' - 6" x 6" wood post is required for overhead applications and an 8' - 6" x 6" wood post is required for underground applications.
- The location of the meter will be in a direct line from the transformer to the structure being fed unless otherwise discussed and approved by the LUB representative. This applies to both overhead and underground installations. Any changes in routing could require additional costs to the owner. All tree trimming or tree clearing is the responsibility of the owner and must be completed prior to any work done by LUB. After the service is installed the future maintenance and/or clearance of trees for the service and/or secondary wires are the responsibility of the property owner.
- Any request for CT Metering will be subject to charges in the form of an *Aid to Construction*. These types of installations are covered under the Residential CT Service Requirements Policy.
- All installations will be subject to all electrical permit requirements and inspections as required by both the State of Tennessee and Loudon Utility Board.

# LUB

## Residential CT Metering Requirements

### NEW INSTALLATIONS:

**It is important to contact the Loudon Utility Board prior to the start of any project. A representative will need to meet and discuss the project with the interested parties before any work is started. Please have a drawing of proposed project to refer to during the initial meeting.**

- Any request for CT Metering will be subject to charges in the form of an *Aid to Construction*. These charges include the cost of a meter base, CTs, conduit, and labor charges to install. This sum will be based on current market prices of materials and labor.
- LUB has historically supplied service wire to the first point of contact with the utility. If this connection is made at the transformer, then no wire will be supplied by the utility.
- When service wire is provided by the utility the contractor/owner will properly install the service per LUBs specifications. Any normal failure of the service wire, other than damage due to negligence or digging, will be replaced. Installing of the replacement conductors and any necessary repairs to the conduit or infrastructure due to the failure will be the responsibility of the property owner. All required inspections and permits will be the installer's responsibility.
- No parallel services will be provided by LUB. These types of installations will require the installer to purchase and install a secondary pedestal per LUB's specifications. The location of the secondary pedestal will be determined by the utility in close proximity to the source transformer. LUB will supply the secondary wire to feed the pedestal.
- Service Disconnects are required for all CT services. These are to be installed at the point of entrance on the exterior wall of the structure being fed.
- All installations will be subject to all electrical permit requirements and inspections as required by both the State of Tennessee and Loudon Utility Board.

# LUB

## New Residential Overhead Services

**It is important to contact the Loudon Utility Board prior to the start of any project. A representative will need to meet and discuss the project with the interested parties before any work is started. Please have a drawing of proposed project to refer to during the initial meeting.**

- All meter bases are to be spotted by Loudon Utilities. The location of the meter will be in a direct line from the transformer to the structure being fed unless otherwise discussed and approved by the LUB representative. Any changes in routing could require additional costs to the owner. All tree trimming or tree clearing is the responsibility of the owner and must be completed prior to any work done by LUB. After the service is installed the future maintenance and/or clearance of trees for the service and/or secondary wires are the responsibility of the property owner.
- Any request for CT Metering will be subject to charges in the form of an *Aid to Construction*. These types of installations are covered under the Residential CT Service Requirements Policy.
- All installations will be subject to all electrical permit requirements and inspections as required by both the State of Tennessee and Loudon Utility Board.
- All overhead services will either be attached to the structure at the service pipe (where the service pipe is extended through the roof) or to the fascia of the structure. If the service pipe is extended through the roof eave, then a clamp type bracket must be provided by the builder for attachment to the service pipe. If the attachment will be made at the fascia board then an insulated screw type knob must be purchased and securely installed by the builder. The location of this knob is determined by the location of the meter base and can be identified when the meter base is initially spotted by LUB.
- The maximum allowable distance from any transformer supplying the overhead service voltage to the service entrance weatherhead is 125'.

# LUB

## New Residential Underground Services

**It is important to contact the Loudon Utility Board prior to the start of any project. A representative will need to meet and discuss the project with the interested parties before any work is started. Please have a drawing of proposed project to refer to during the initial meeting.**

- All meter bases are to be spotted by Loudon Utilities. The location of the meter will be in a direct line from the transformer to the structure being fed unless otherwise discussed and approved by the LUB representative. Any changes in routing could require additional costs to the owner. No meter bases are to be installed on any LUB poles other than service poles designated for that use.
- Any request for CT Metering will be subject to charges in the form of an *Aid to Construction*. These types of installations are covered under the Residential CT Service Requirements Policy.
- All installations will be subject to all electrical permit requirements and inspections as required by both the State of Tennessee and Loudon Utility Board.
- LUB has historically provided the underground service wire to the first point of utility contact. There are limitations regarding allowable distances of services, service size, and service routing. All excavations and installation of conduit are the responsibility of the builder/installer. Any normal failure of the service wire, other than damage due to negligence or digging, will be replaced. Installing of the replacement conductors and any necessary repairs to the conduit or infrastructure due to the failure will be the responsibility of the property owner.
- The builder/customer is responsible for the difference in cost between an overhead transformer and the pad mount transformer if applicable.
- Customer should reference LUB standard drawings, which indicate size of conduits, radius of sweeps, use of double '45's', etc.

# LUB

## Residential/Service Upgrades CT Metering Requirements

**It is important to contact the Loudon Utility Board prior to the start of any project. A representative will need to meet and discuss the project with the interested parties before any work is started. Please have a drawing of proposed project to refer to during the initial meeting.**

- Any request for CT Metering will be subject to charges in the form of an *Aid to Construction*. These charges include the cost of a meter base, CTs, conduit, and labor charges to install. This sum will be based on current market prices of materials and labor.
- All installations will be subject to all electrical permit requirements and inspections as required by both the State of Tennessee and Loudon Utility Board.
- Service Disconnects are required for all CT services. These are to be installed at the point of entrance on the exterior wall of the structure being fed. If the existing service has a meter base at the point of entry, then the meter base will have to be changed to a properly rated service disconnect.
- LUB has historically supplied service wire to the first point of contact with the utility. If, after the service is upgraded, this point of connection becomes the transformer, then the replacement of any failed service wire becomes the responsibility of the property owner.