

**COON RAPIDS MUNICIPAL UTILITIES
ELECTRIC SERVICE RULES**



APPROVED BY THE BOARD OF TRUSTEES: MARCH 23, 2023

WELCOME TO COON RAPIDS MUNICIPAL UTILITIES

We designed this handbook to help you understand Coon Rapids Municipal Utility's processes and procedures in order to provide you the best service possible. It covers topics ranging from service installation to meter reading to billing. Keeping you well informed is important to us, so we have compiled our Service Rules in this concise and easy-to-use format. If you have any questions about the Service Rules or Coon Rapids Municipal Utilities, please feel free to call us at 712-999-2225, email us at info@crmu.net or stop at our Business Office at 123 3rd Avenue S.

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STATEMENT OF OPERATION

PRELIMINARY STATEMENT

COON RAPIDS MUNICIPAL UTILITIES's (CRMU's) utility services are provided in accordance with these Electric Service Rules and applicable Utility policies and procedures. These rules are intended to ensure safe installation of facilities, long life of infrastructure, and that all customers are treated fairly. By accepting Utility services, customers agree to be bound by these Electric Service Rules and applicable Utility policies and procedures.

The Board of Trustees of the Coon Rapids Municipal Utilities has approved and published the Electric Service Rules to govern the distribution of electricity by the Utility. These Electric Service Rules are adopted under the authority reserved for and granted to the Utility by applicable law, including the following:

- Municipal Home Rule authority under the Iowa Constitution, as amended (at the time of adoption of this Service Rule, Article III, Section 38A of the Iowa Constitution).
- Iowa Code section 384.84, as amended regarding the establishment, imposition, adjustment, and collection of rates and charges by the governing body of the city utility.
- Iowa Code Chapter 388.
- The exemption for municipal utilities from Iowa Code Chapter 476 and regulation by the Iowa Utilities Board thereunder, except where specifically enumerated by the Iowa Legislature within Chapter 476; the exemption for municipal utilities from rate regulation under Chapter 476; and the absence of any express enumeration in Chapter 476 for rate regulation of municipal utilities or the regulation of municipal utilities regarding billing adjustments for overcharges and undercharges which are an essential component of the rate setting and rate collection authority reserved for and granted to municipal utilities by home rule authority, Iowa Code section 384.84 and Iowa Code Chapter 388.

The provisions of these Electric Service Rules are not subject to and shall not be modified by the discovery rule, theories of continuing violations, or other common law, statutory law, provisions of general contract law, or equitable principles which might otherwise have the effect of extending the time period for or the amount of collection of underpayments and refund or credit for overpayments.

Severability. If any part or provision of these Electric Service Rules are legally declared invalid or unenforceable, that part or provision will be construed consistent with applicable law as nearly as possible, and the remaining parts and provisions will remain in full force and effect. Such invalidity or non-enforceability will not invalidate or render unenforceable any other part or provision of these Electric Service Rules.

These Electric Service Rules are subject to change from time to time to ensure safe and efficient service and to comply with city, state, and federal statute and applicable administrative law.

These Electric Service Rules are intended to govern the overall operation of the Electric Utility. Where a rule cannot be reasonably applied to a specific situation, the Governing Body reserves the right to decide on a resolution to the issue.

The Utility's records are maintained at the CRMU Business Office located at 123 3rd Avenue S, Coon Rapids, Iowa. Address all written correspondence to COON RAPIDS MUNICIPAL UTILITIES, 123 3rd Avenue S., Coon Rapids, Iowa 50058.

IOWA UTILITY BOARD LIMITED REGULATION

The Iowa Utilities Board "IUB" regulates certain service aspects of Utility operations. Regulatory authority of the IUB is limited to those statutes referenced in Section 476.1B of the Code of Iowa. All rate setting and other Utility operations fall under the authority of the Board of Trustees of the City of Coon Rapids, Iowa.

DEFINITIONS

The following words and phrases shall have the following meanings, as used in these Service Rules:

Applicant

Means a person, partnership, association, firm, public or private corporation, governmental agency, or legal entity applying to the Utility for service provided for in these Service Rules.

Board of Trustees

Means the Board of Trustees established under Chapter 388, Code of Iowa.

Code

Means the official code of laws for the State of Iowa.

Complaint

Means a statement or question by anyone, whether a Utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or Utility obligation.

Contiguous Locations

Means those locations where one customer has more than one building on the same property or on adjacent property separated only by a public right-of-way.

Contract

Means any claim, account, or demand against, or in agreement with, the Utility, express or implied.

Contractor

Means any person, firm, or corporation performing work for a customer.

Creep

Means any registration of the meter when all items within the building are turned off.

Customer

Means any person, firm, association, or corporation, any agency of the federal, state, or local government, or legal entity responsible by law for payment for the electric service from the Utility.

Delinquent or Delinquency

Means an account for which a service bill or service payment agreement has not been paid in full on or before the last date for timely payment.

Demand

Means the quantity of electrical power needed by the customer at a given point in time, measured in kilowatts (kW).

Electric Facilities

Means any part of the electric distribution system.

Electric Service

Means furnishing to the public any electric facilities, power or energy for compensation.

Energy

Means the electrical energy measured in kilowatt-hours (kWh).

Governing Body

Means the body charged with setting policy of the Municipal Utility. Means the Board of Trustees of the Coon Rapids Municipal Utilities, Coon Rapids, Iowa.

IAC

Means Iowa Administrative Code, as amended, and is used in designating references within the Code.

IUB

Iowa Utilities Board or IUB means the state agency having limited regulatory authority over service (not rates) provided by the Municipal Utility.

Maximum Demand

Means the greatest demand required by a customer during a specific length of time measured in kilowatts (kW).

Meter

Means, unless otherwise qualified, a utility-approved device that measures and registers the quantity of electrical power and/or energy used (kW & kWh).

Meter Socket

Means the device to which the meter is attached. Customers are responsible for providing, installing and maintaining all meter sockets, which must be approved by Utility.

Point of Delivery

Means the location where the customer's wiring starts and the Utility's ends. Utility's service will end where it is first terminated in the customer's meter socket. If the service is CT Metered, Utility's service will end at the secondary block of the transformer.

Power

Means the electric power measured in kilowatts (kW).

Premises

Means a tract of land, building, or part of a building or facility to which services are provided.

Refunds

Means a repayment back to a customer \$5 or greater. Utility will not issue any refunds below \$5.

Service Rules

Means these rules as adopted by the Board of Trustees of the Coon Rapids Municipal Utilities, Coon Rapids, Iowa.

Tampering

Means any unauthorized connection or usage of service as defined in the appropriate theft of utility services policy or procedures.

Timely Payment

Means a payment on a customer's account made on or before the due date shown on a current bill for service, or in conformance with an agreement between the customer and the Utility for a series of partial payments to settle a delinquent account.

Utility

Means Coon Rapids Municipal Electric Utility – a.k.a. "CRMU".

ELECTRIC SERVICE

TYPE OF SERVICE

Electrical Safety for Customers

Electricity is dangerous if not used properly. Injury and death can result from improper use.

Customers are responsible for installing and maintaining safe appliances and equipment that is compatible with electrical service.

Electronic equipment is susceptible to damage due to voltage spikes or surges. Customers should consider installing transient voltage surge suppression (surge protectors) at the main service entrance and point of use. If a momentary dip or outage would cause a loss of data, interruption in operation, or other harm, an uninterruptible power supply (battery backup) should be considered.

Customers are responsible for keeping their property free of any interference or hazards that could affect the Utility's service or equipment on the customer's property. Contact CRMU for advice or assistance in handling potential interferences with service lines (e.g., tree limbs, roof features, animal nests, construction, etc.).

One Call

It is the excavator's responsibility to make certain that they plan and do their work in such a manner that damage to utility property does not occur. At least two (2) working days before starting actual construction work, call the appropriate "One Call" number to have Utility's facilities located. The excavator is responsible to maintain locate marks during construction work. Excavators should never assume the location or depth of underground lines.

The excavator should know and understand the one call laws for Iowa. Iowa One Call can be contacted by: dialing 811, dialing 1-800-292-8989 or through the website www.iowaonecall.com



Service Characteristics

The Municipal Utility shall make available, throughout its assigned service area, electric service of a character determined by the Municipal Utility to meet the need of the customers. The standard electric service available is 60-Hertz (cycles per second) alternating current, single phase or three phase. The following classes of service will normally be available to the customer, dependent upon load and location:

Secondary Voltage

Voltage	Phase	Wye	Amps
120/240 V	Single		Up to 200 amperes
120/208 V	Three	Four-wire	Up to 2000 amperes
277/480 V	Three	Four-wire	Up to 3000 amperes

In three-phase locations where 120/240 volt single-phase service is desired, Utility may elect to provide 120/208 volt single phase service, up to 400 amperes. Other secondary voltages may be made available for special service requirements at the Utility's option.

The secondary service voltage levels are nominal and may vary within the generally accepted limits of regulation as set for in the IAC, Section 199, Chapter 20, *Service Supplied by Electric Utilities*.

Primary Voltage Service

Service at primary voltage (4160/2400 volt, three-phase, four-wire wye) may be available for larger power loads at Utility's discretion.

Extension policies, including the charges and other terms and conditions shall be established by the Board of Trustees. Where a customer contribution in aid of construction or an advance for construction cost is required, Utility may waive such requirements in whole or in part upon determination that the waiver is in the public interest. Such waiver, shall not be considered a discriminatory practice.

Point of Delivery

Means the location where the customer's wiring starts and the Utility's ends. Utility's service will end where it is first terminated in the customer's meter socket. If the service is CT Metered, Utility's service will end at the secondary block of the transformer. Utility will only locate the Utility's facilities up to the point of delivery. The Customer is responsible for locating all customer-owned facilities.

Class of Service for Application of Rates

Service classifications shall be based upon the type of service supplied and on similarities in customer load and demand characteristics (i.e. load profile). Service classifications shall be defined as part of the rate schedules adopted by the Board of Trustees. In addition, the Utility reserves the right to supply large power service in accordance without the provisions of a written contract. As nearly as practicable, rate schedules adopted by the Utility shall reflect relative differences in the full cost of providing various quantities of service to each customer class.

Service Restrictions

The character of electric service to be made available to each customer shall be dependent upon the following:

- The service available at the proposed location.
- The size of the load.
- The operating characteristics of the customer's equipment.

However, Utility is not liable for any damages arising from interruptions or fluctuations in service. In addition, Utility is not liable for damage to any customer or third-part equipment resulting from the use of its service or from the presence of Utility equipment on customer's premises.

ENGINEERING PRACTICES

Utility facilities shall be constructed, installed, maintained and operated in accordance with accepted good engineering practices in the electric industry to ensure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished and the safety of persons and property. The Municipal Utility shall not be held liable in actions arising from interruptions or fluctuations in service.

Utility requires customers to comply with applicable provisions of the publications listed below as standards of accepted good practice, unless otherwise ordered by the IUB.

- National Electric Code, ANSI/NFPA-70
- Recommended Practice for Grounding of Industrial and Commercial Power Systems, IEEE Std. 142 (the IEEE Green Book), or Grounding of Industrial and Commercial Power Systems ANSI C114.1
- City Electric Code of Coon Rapids, Iowa
- National Electric Safety Code (NESC)
- Iowa Electric Safety Code
- American Standard Code for Electricity Metering

- American National Standards Institute (ANSI)
- Institute of Electrical and Electronics Engineers (IEEE) Standards

In the case of a conflict between standards listed, the most stringent standard shall govern to the extent required. References to the publications listed above shall be deemed to be the latest edition or revision accepted by the IUB as a standard of good practice.

The Utility reserves the right to refuse to extend service where a customer's installation does not comply with these provisions and requirements as stated. In case of refusal, the Utility or electrical inspector will inform the customer of the reason of the refusal. The Utility may de-energize any service when that service is found to be in an unsafe condition.

SPECIAL CONDITIONS OF SERVICE

Requirements for Electric Loads and Motors

All installations of electrical power loads on the Utility's system shall conform to the safety rules as set forth in the National Electric Code and other such codes or specifications as may be applicable.

Protective Devices

Customers must provide suitable protective devices for motors and equipment to prevent damage cause by: improper or dangerous operation in case of overload, loss of voltage, low voltage, and single-phasing of polyphaser motors, reversal of phase-rotation of polyphaser motors, or the re-establishment of normal service after any of the above. Utility is not responsible for motor or equipment damage cause by any of the above conditions.

Large Motor Application

Customers must apply to Utility to install a motor with an inrush current of an amperage that would overload Utility's distribution system. Utility must approve the application before it can be installed. All motors in excess of 5 horsepower single-phase and 25 horsepower three-phase shall be installed with soft start. Utility reserves the right to limit the number and size of motors installed on single-phase and three-phase services.

Customer Responsible for Communication

The customer or their agent shall contact Utility regarding requirements for motor-starting equipment, protective equipment, wiring, and other motor specifications.

Maximum Loads – Transformer & Service Upgrades

In each case where the simultaneous single-phase or three-phase load is about to exceed the capability of the service line or the installed transformer, it is the customer's responsibility to arrange with Utility for the installation of an upgraded/new service line and suitable transformer before such simultaneous load exceeds the capability of the presently installed transformer.

Utility reserves the right to limit the capacity of any single-phase service when, in its judgement, such service will impair the service to other customers or such service shall exceed the capacity of the Utility's facilities.

Corrective Equipment

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

Standby Generators

No other source of supply of electricity shall be introduced or used by any customer in conjunction with electric service supplied by the Utility without prior written approval of the Utility. At a minimum, standby facilities will only be approved if a single change-over switch that provides a visible opening and is padlockable in the open position, or a relay of adequate capacity shall be provided and so connected that the Utility lines cannot become energized by a standby power source under any conditions.

Right of Access

The Utility's identified employees or designated representatives shall have access to customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to the Utility.

Interruption of Service

The Utility will use reasonable diligence in supplying electrical service, but shall not be liable in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, acts of God, or otherwise unsatisfactory service, whether or not caused by negligence.

Relocation of Service

Customers who are planning to build under or over the existing electric lines or enclose an electric meter need to contact the Utility prior to building. Arrangements need to be made to have the electric line relocated and/or the meter relocated.

The customer will be charged materials, labor, and equipment by the Utility for the relocation of the service line. The customer is responsible for moving the meter socket at their expense.

Tree Trimming

In accordance to the Iowa Utility Board, Electric Utilities are required to maintain the reliability and safety of their system, which is partly done by keeping tree branches away from their power lines, including those lines that are on customer's property. Utility representatives may enter the customer's property to trim branches that are touching or are close to power lines. It is necessary to enter private property so that the reliability of the power system is maintained and outages are avoided.

When trimming, the Utility attempts to cut trees in ways that reduces stress and ensures the smallest possibility of disease for the tree. Trimming will usually involve clearing branches to allow at least 10 feet of space surrounding a power line. These are the federal and state guidelines that help protect work around power lines and the systems reliability.

Customers may be notified of when tree trimming will occur in their area. The notices are usually hung on the door or mailed, include a telephone number for customers to call with their questions. The notice can be anywhere from two or more days prior to the trimming. Notice does not have to be given and this procedure does not apply to emergency trimming performed in an effort to restore service after a storm.

Customers that do not allow the Utility to trim their trees will be held responsible for any damages that may occur, including loss of revenue.

Required Clearances

Customers shall not plant trees, bushes, shrubs and/or construct other landscaping that could potentially interfere with Utility's electrical equipment. Utility recommends a clear working distance of ten feet from all equipment.

SERVICE EXTENSIONS

General

Service extensions may require an aid-in-construction payment by the customers. Utility will own and maintain extensions up to the applicable point of delivery.

Nonresidential Low-Use Extensions

Utility shall supply service where no permanent residence exists for uses such as water pumps, small buildings, cribs, dryers, feedlots, etc., upon payment of an aid-in-construction payment equal to the total cost of installing the service. The customer will be billed for the electric service at the applicable rate.

Temporary Service

Where service is likely to be temporary by determination of Utility, the Utility will supply temporary electric service upon payment of an aid-in-construction payment equal to the cost of installing and removing the service. Any aid-in-construction payments in excess of actual costs will be refunded when facilities are removed. The Utility requires a customer deposit as explained in the Deposits section. The customer will be billed for electric service at the applicable rate schedule.

Three-Phase Extensions

Customers will be charged the material cost of the three-phase transformer and meter for all new three-phase loads. Customers may also be responsible for an aid-in-construction payment for any extension of Utility's three-phase primary system necessary to serve the load.

Electric Vehicles

Residential

- Utility responsible for transformer and distribution circuit upgrades.
- Customer responsible for time-of-use meter, socket, additional or upgraded electric service, any customer premise wiring.

General Service / Non-Residential

- Utility responsible for transformer and distribution circuit upgrades for single phase loads (this does not include three-phase installations/extensions).
- Customer responsible for time-of-use meter, socket, new or upgraded transformer installation, additional or upgraded electric service, any customer premise wiring.

METERS

Preparation of Site – Compaction of Backfill at Meter Set Location

Prior to installing an electric service line to a building, the customer must prepare the site where the electric service line is to be installed as follows:

- The site must be at or near final grade.
- In new construction it is very typical for the basement excavation to be “over-dug” around the perimeter. It is the customer's responsibility to make sure the site (up to the foundation wall) is properly compacted at the meter set location.

Improper site preparation can cause the service line and meter set to settle, creating an unsafe condition. Customers will be responsible for any future repairs from settling due to improper site preparation.

Meter Ownership and Installation

All meters will be selected, furnished, owned, installed and removed by the Utility; however, customers may be responsible for the cost of the meter depending on the rate class. Sub-metering and electricity sales to retail customers for the purposes of resale are not permitted (*excluding electric vehicle charging stations*). Meters shall not be required, however, where consumption can be readily computed without metering or where the service is of a temporary nature and the cost of meter installation would be unreasonable.

Meter Socket Ownership, Installation and Repair

The customer is responsible for providing and installing all meter sockets, which must be approved by Utility. The customer shall own all meter sockets and shall be responsible for maintaining meter sockets in a serviceable condition so the meter can be installed and removed as needed.

Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately rented or owned, except that the Utility provide single meters for electricity used in central heating, cooling, water heating or ventilation systems; where individual metering is impractical; where a facility is designated for elderly or handicapped persons and utility costs constitute part of the operating cost and are not apportioned to individual tenants.

Special Metering Installations

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

Tampering

Visible seals will be placed on all meters, meter sockets, instrument transformers, and instrument transformer enclosures for the purpose of security. Breaking of these seals or tampering with meters, their associated equipment, or interconnecting wiring is prohibited to maintain the safety and integrity of the system.

Evidence of tampering will result in an investigation based upon the Utility's theft of utility services policies and procedures. The parties involved will be subject to costs and penalties as described in the policies and procedures and may be prosecuted under the laws of the State of Iowa.

Unauthorized Consumption

If a customer is found consuming electricity in such a way that the energy or demand is not registering through a Utility provided meter, service may be disconnected without notice. The incident will be investigated under the appropriate theft of utility services policies or procedure, and the responsible parties will be subject to the associated fees for the investigation. The customer will also be required to install, at their expense, the necessary wiring to direct all consumption through the Utility provided meter.

Meter Locations and Accessibility

Utility will designate the locations of meters and metering equipment. All new residential, general service and industrial meters shall be located outdoors. All upgraded services shall have the meter installed outdoors if currently indoors. No wiring dependent on the meter location shall be started until the location has been definitely assigned. Meter sockets shall be plumb and securely mounted.

Access to meters must be free of interference from any animal or any obstruction that could jeopardize the safety of a Utility employee. All meter installations must have at least 4' clear frontal approach and clear access to the meter, with a minimum of 7' headroom, and a 2' clear lateral working area from any part of the meter enclosure to any obstacle. The top of the meter socket must be installed between 4'6"

and 6"6" above the finished surface grade.

Any customer-installed obstruction that encloses an outdoor metering location (e.g. carport, garage, three-season room, deck, etc.) will require the customer to relocate the meter socket to an outdoor location specified by the Utility at the customer's expense.

Meter Testing

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

Demand and Time-of-Use Metering

When a customer's load profile (i.e. demand and energy usage) is necessary for classification billing, a demand or time-of-use meter will be installed to detect time interval peak demand and energy usage.

CT (Current Transformer) Metering

Single-phase and three-phase services greater than 200 amperes will be metered with current transformers and instrument rated meters.

ELECTRIC CONSERVATION AND EMERGENCIES

In order to ensure the general welfare of the people of Coon Rapids, electric resources should be used in such a way as to prevent waste and unreasonable use. Should an emergency arise and electricity availability becomes limited, electricity shall be curtailed in accordance with the appropriate load shedding policy.

LIMITATION OF UTILITY LIABILITY

Utility cannot guarantee a utility service will be free from interruptions or fluctuations in service. The Utility will not be liable for any injury, loss, or damage resulting from interruption, shortage or insufficiency of service, or irregularities of service (e.g., overload, loss of voltage, high or low voltage, loss of phase, phase reversal, etc.) unless caused by willful acts or gross negligence on the part of the Utility. In no event shall Utility be liable for consequential or punitive damages.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UTILITY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Utility is not liable for any damage to persons, property, or equipment, whether owned by a customer or third party, resulting from the use of a Utility service or from the presence of Utility equipment on or near premises.

RIGHT TO DENY SERVICE

All customers are required to maintain their property and electric systems consistent with applicable building, safety, electrical, or other code standards. Utility reserves the right to deny service to any customer if the Utility determines that providing the utility service would create or perpetuate a hazardous, unsafe, or dangerous condition.

CUSTOMER RELATIONS

APPLICATION FOR SERVICE

Customers may initiate utility services by visiting the CRMU Business Office at 123 3rd Avenue S., by calling 712-999-2225, or by visiting www.crmu.net; however, signatures will be required on all accounts.

In order for the application to be complete, the applicant shall provide:

- Full name(s) of account holder(s), first and last name of other occupants
- Copy of Driver's License or Government Issued ID.
- Phone number(s)
- Social Security Number
- Employer and employer telephone number
- Collection of other customer information as required.
- Payment of all past due bills owed the Utility (including any utility service, fee, etc.)
- Determination of deposit, if applicable.
- Applicant's voluntary designation of a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit.
- An opportunity to enter into Budget Billing after one year of service at that location. This application may require other needed information.
- An opportunity to sign up for Automatic Payment. This application may require other needed information.

As soon as practical after the approval of an application, the Utility will supply service to the applicant in accordance with these Service Rules and at a rate established by the Utility for the applicant's appropriate class of service.

Premises receiving service must also comply with equipment provisions of the *Service* section of these Service Rules.

DEPOSITS

A deposit is intended to guarantee partial payment of bills for utility services. A deposit may be required prior to approval of the service application. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon 12 days' written notice to the customer.

Credit Criteria for Initial Service Deposits

A deposit may be required of an applicant if any of the following criteria exists:

- Past payment history with Utility is unsatisfactory.
- No credit history with Utility.
- New service is for a different rate classification than that for which the payment history was established.

Initial Service Deposits

An initial service deposit may be required for electric service from applicants who meet the credit criteria above. The average amount of an initial service deposit will be \$100.

Credit Criteria for New or Additional Deposits

A 12-day written notice will be sent to a customer who is required to provide a new or additional deposit, if the initial service deposit has been refunded or is found to be inadequate.

A new or additional deposit may be required from customers who meet any of the following criteria:

- Customer has made two late payments, or received two Non-Sufficient Funds (NSF) check or Automated Clearing House (ACH) reject notices, or a combination of any two, in the previous 12 months.
- Diversion of services or fraud.

Deposit Calculation Criteria

A customer's deposit may be the higher of \$100 or the 2 highest monthly bills for the previous 12 months based on current rates. The highest meter reading in the previous 12 months may be adjusted for the following:

- Change in the number of persons serviced.
- Change in type of service.
- Installation or removal of conservation measures.

Receipt for Deposit

The Utility shall keep the following records concerning the deposit:

- The name and address of each customer on behalf of whom the deposit was made.
- The amount and date of the deposit.

Interest on Deposits

No interest will be paid by the Utility.

Deposit Refund

Refund for Prompt Payment

A deposit may be refunded after 12 consecutive months of prompt payment, which includes 11 timely payments and 1 automatically forgiven late payment. The deposit will be refunded to the customer or the customer's account. If a customer is not eligible to have their deposit refunded after 12 months, their account will be reviewed every 12 months to determine refund eligibility.

Refund for Termination of Service

Upon termination of service, the deposit, less any unpaid bill for the combined utility account shall be reimbursed to the person who made the deposit.

Unclaimed Deposits and Overpayments

A record of each unclaimed deposit or overpayment will be maintained for a period of 2 years from the date service is terminated. During that time, Utility shall make a reasonable effort to return the funds. Deposits or overpayments remaining unclaimed 1 year after termination of service will be transferred to the State of Iowa in accordance with Chapter 556, Code of Iowa.

BILLING INFORMATION

Monthly meter readings are taken on dates designated by the Utility. If a meter cannot be read an estimated reading may be used. Failure to provide Utility access to read the meter on a monthly basis may result in disconnection.

Customers are billed monthly according to the appropriate rate schedule for metered service received during the billing period.

Billing Form

Utility may show the following information on the bill, or advise the customer (on the bill) that the information can be obtained by contacting Utility:

- The actual or estimated meter readings at the beginning and end of the billing period.
- The date of the meter readings.
- The number and kind of units metered.
- The identification of the applicable rate schedule.
- The account balance brought forward and amount of each charge for rate-schedule-priced Utility service, sales tax, other charges, late payment or other charges and total amount currently due.
- The last date for timely payment shall be clearly shown and generally not be less than 20 days after the bill is rendered.

Bill Payment Terms

A bill is due and payable when rendered and is generally considered delinquent after 20 days from the time it is rendered. A bill is considered rendered by Utility when deposited in the U.S. mail with postage prepaid or when sent electronically to an email account that a Customer has provided to Utility or when delivered by Utility to the last known address of the party responsible for payment. A late payment charge of 1.5% of the unpaid balance or a \$5 minimum will be assessed on past-due accounts. Each account will be granted 1 forgiveness of a late payment charge in each calendar year.

Customers can pay bills by mail, credit card, direct payment at the Utility Business Office, or direct deposit through a financial institution.

Failure to receive a properly rendered bill does not entitle the customer to relief from late payment charges. In addition to this late payment charge, disconnection and reconnection charges may still apply.

Partial Payments

Partial payments will be applied to the various Utility products or services utilized by the customer in accordance with Utility billing practices for the combined service account and not just to the electric utility. Utility bills multiple utility services (e.g. electric, natural gas, water, wastewater, etc., etc.) to a property or premise as a combined service account; therefore, subject to Iowa Code 384.84(3)(b) – electric service may be discontinued if the combined service account becomes delinquent. The late payment charge shall apply only to the bill amount outstanding after the due date.

Returned Checks and ACH Rejects

A service charge is assessed to any customer whose check is returned unpaid or ACH payment is rejected by the financial institution on which it is drawn. The service charge shall be in addition to the late payment charge if the check or ACH is not made good prior to the delinquent date of the bill. If one or more checks are dishonored or ACH payments rejected within a 6-month period, Utility may require future payments by cash, cashier's check, or money order.

Budget Billing

Budget Billing is available to residential customers who have 12 months of good credit history on their account. This plan is designed to limit the volatility of a customer's bill and maintain reasonable account balances. Budget Billing

- is offered to each eligible customer after one year of service at that location;
- is available to existing eligible customers upon request anytime during the calendar year; and,
- may be cancelled at any time upon request of the customer.

The Budget Billing amount is calculated at the time of entry into the plan. It will be recalculated at least annually, but can also be recalculated monthly, quarterly, when requested by the customer, or whenever price, consumption, or a combination of factors results in a new estimate differing by 10 percent or more from that in use.

When the amount is recalculated, the account balance is divided by 12, and the resulting Budget Billing amount is adjusted.

Irrespective of the account balance, a delinquency in payment shall be subject to the same collection and disconnection procedures as other accounts, with the late payment charge applied to the Budget Billing amount. Utility may terminate Budget Billing after 30 days of delinquency. Balances are addressed as follows:

- Any balance due shall be paid at the time of termination.
- If there is a credit balance, the balance will apply towards future charges or a refund issued by check.

The Utility is not required to offer a new Budget Billing plan to a customer for 6 months after the customer has discontinued Budget Billing.

Payment Agreements – Residential Customers

Utility follows the most updated version of the Iowa Association of Municipal Utilities "Municipal Utility Disconnection Handbook" – 2019, for policies and procedures associated with payment agreements. A copy of this handbook is available on CRMU's website.

Meter Reading

All meters shall be read on a monthly basis. All meters shall be read for the beginning and termination of service to a customer. In the event the meter cannot be read on the monthly basis, the Utility will estimate the usage based on previous consumption.

Customer Requested Meter Test

A customer may request a meter test, providing that such test shall not be more frequently than once each twelve months. If the meter is within the allowable tolerance for meter error, the customer shall be billed for the test in an amount established by the Board of Trustees.

Adjustment of Bills after Issuance (Meter Error and Non-Meter Error)

Customers of the Utility shall have the duty to review billing invoices and other billing communications from the Utility, to monitor their utility usage, and to notify the Utility promptly if any billing appears out of the ordinary or excessive in general or relative to prior billings and usage. Such notice shall be given to the Utility's Office. Failure to promptly notify the Utility of a potential or suspected billing overcharge may be a basis for denial of a request for a refund or credit for an overcharge for the time period after the Customer was aware of or suspected the potential overcharge.

Bills may be adjusted for the following reasons:

Meter Error

- Meter test has an average error of more than $\pm 2.0\%$ weighted average in addition to the errors allowed under the accuracy class of the meter.

For metering installations the weighted average shall be the arithmetic average of the percent registration at 10 percent of rated test capacity and at 100 percent of rated test capacity giving the 100 percent of rated test capacity a weight of four and the 10 percent of rated test capacity a weight of one.

- Meter failure, which results in the meter failing to register the amount of gas supplied during any period.

Non-Meter Error

- Incorrect reading of the meter.
- Incorrect application of the rate schedule.
- Incorrect connection or configuration of the metering installation.
- Computation, typing or human errors.
- Other similar reasons.

Limitation of Billing Adjustment

- When a customer has been overcharged or undercharged as a result of a meter error or non-meter error, the amount of the overcharge or undercharge shall be adjusted, refunded or back billed to the customer. If the date that the error began can be determined, such date shall be the starting point for the determination of the amount of the adjustment. If the error date cannot be determined, it shall be assumed that the error has existed as one-half the time since the meter was installed or last tested; however, the time period for which the utility is required to adjust, refund or back bill the customer's account shall not exceed one year.
- In the case of a failure to promptly notify the Utility or the Customer, as applicable, of a potential or suspected overcharge or undercharge, there shall be no recovery of an undercharge or refund or credit for an overcharge for the time period after the Customer suspected or was aware of the potential overcharge or the Utility suspected or was aware of the potential undercharge.

Refunds

If the recalculated bill indicates that \$5 or more is due to an existing customer a refund will be given for the full amount of the difference between the amount paid and the amount recalculated. Refunds will only be made to the existing customer receiving service through the metering installation found in error.

DISCONNECTIONS, DENIALS, AND RECONNECTIONS

Customer Initiated (Voluntary)

Temporary Disconnections and Reconections – Meter (Voluntary)

Upon reasonable notice by a customer, Utility may make temporary disconnections for the customer's convenience. The customer may be required to pay a charge for disconnection and for reconnection. The customer will be advised of the charges at the time of the request.

Permanent Disconnections (Voluntary)

A customer requesting permanent disconnection shall provide a minimum 1 business day's notice to Utility. The customer will be advised of the charges at the time of the request.

Utility Initiated (Involuntary)

Just Cause for Disconnection or Denial (Involuntary – Other than Nonpayment)

Utility reserves the right to refuse or disconnect service for any of the reasons listed below, subject to the provisions of this section and other provisions of these Service Rules. If a customer fails to comply with a rule of the Utility, a 12-day written notice will be given, allowing the customer time to comply with the Service Rules. Except for reasons given in the first four items below or disconnection at the customer's request, no service will be disconnected unless the Utility is prepared to reconnect the service within 24 hours. A reconnection charge is posted to the account when the disconnection results from an act or omission on the part of the customer.

One written notice, including all reasons for the notice, will be given where more than one cause exists for disconnection of service. In determining the final date by which the account is to be settled or other specific action taken, the days of notice for the causes shall be concurrent.

Reasons for refusal or disconnection without notice are:

- Existence of a hazardous condition, as determined by Utility.
- Customer use of equipment in such a manner that will adversely affect Utility's equipment or service to others.
- Tampering with Utility-furnished/owned equipment. (For the purposes of these Service Rules, a broken or absent meter seal or lock alone does not constitute tampering).
- Unauthorized use or resale of the Utility's service.

Reasons for refusal or disconnection with notice are:

- Violation of or noncompliance with these Service Rules.
- Failure of the customer or prospective customer to furnish service equipment, permits, certifications, or rights-of-way specified by the Utility as a condition of receiving service.
- Failure of the customer or prospective customer to fulfill his contractual obligations for service or facilities.
- Failure of the customer or prospective customer to permit the Utility safe and reasonable access to its equipment.
- Condition of the service creates a hazard to the distribution system.

Disconnection and Reconnection Fee (Involuntary – Other Than Nonpayment)

For any disconnection or reconnection pursuant to these Service Rules, the customer shall pay the current Utility applicable rates for labor, equipment, and materials.

Utility Initiated (Involuntary – Due to Nonpayment)

Utility reserves the right to refuse or disconnect service for nonpayment of the bill or deposit, subject to the provisions of these Service Rules. Utility bills multiple utility services (e.g. electric, natural gas, water, wastewater, etc., etc.) to a property or premise as a combined service account; therefore, subject to Iowa Code 384.84(3)(b) – ALL utility services (i.e. electric) may be discontinued if the combined service account becomes delinquent. Utility may disconnect service after a minimum 24-hour notice (and without a 12-day written notice) for failure of the customer to comply with the terms of a payment agreement.

Written Notice

Utility shall give a 12-day written notice to the customer and, where applicable, the person or agency designated by the customer to receive such notice, that service will be disconnected if the account is not settled. Notice shall include a telephone number where a representative qualified to provide additional information about the disconnection can be reached. Each Utility representative should provide their first name to the caller and have immediate access to current, detailed information concerning the customer's account and previous contacts with Utility.

Multi-Occupancy Premises

If the disconnection will affect occupants of residential units leased from the customer (renters), the premises of any building known by the utility to contain residential units affected by disconnection must be posted, at least 48 hours prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons for disconnection.

Landlord Notification

In the cases of a residential customer, if attempted contact is unsuccessful, and Utility has reason to believe that the residential customer is a renter, the landlord, if known, may be contacted to determine if the customer is still in occupancy, and if not, his present location. The landlord may also be informed of the date when services may be disconnected.

Avoiding Disconnection – Disputed Bill

If the customer has received notice of disconnection (either 12-day or 48-hour) and has a dispute concerning a bill for electric service, the customer may dispute their bill by notifying Utility of the reason for the dispute. The customer must pay the undisputed part of the bill. Utility will not disconnect electric service for 45 days from the date the bill was mailed while the dispute is being resolved between the customer and Utility.

Disconnection

Disconnection of a residential customer will take place between the hours of 7 AM and 2 PM on a weekday and not on weekends or holidays.

Personal Contact

When disconnecting service to a customer, Utility shall make a diligent attempt to contact, by telephone or in person, the individual or agency responsible for paying the bill to inform the customer of the pending disconnection and available remedies.

If the attempt at customer contact fails, the premises will be posted with a notice informing the customer of the pending disconnection. The notice shall be posted at least 24 hours prior to disconnection. A posting charge is assessed to all accounts requiring a posting notice. The posting charge is reviewed periodically and adjusted as needed.

Reconnection

If a disconnected customer makes payment or other arrangements during the business hours of Monday – Friday, 7 AM to 2 PM, all reasonable efforts will be made to reconnect the customer that day. Before reconnection, all outstanding account balances must be paid.

Reconnection Charge for Nonpayment

For any reconnection of service pursuant to these Service Rules, there is a reconnection service charge during normal working hours.

Additional charges apply for reconnection of service outside normal working hours. Reconnection charges are reviewed periodically by the Utility and adjusted as needed.

Severe Cold Weather

A disconnection may not take place where electric is used as the only source of space heating or to control or operate the only space heating equipment at the residence on any day when the National Weather Service forecast for the following 24 hours covering the area in which the residence is located includes a forecast that the temperature will be 20 degrees Fahrenheit or colder. In any case where the utility has posted a disconnect notice for nonpayment but is precluded from disconnecting service because of a National Weather Service forecast, the Utility may immediately proceed with the appropriate disconnect procedures, without further notice, when the temperature in the area where the residence is located rises above 20 degrees Fahrenheit and is forecasted to be above 20 degrees Fahrenheit for at least 24 hours, unless the customer has paid in the full past due amount or is entitled to postponement of disconnection under some other provision.

Winter Energy Assistance (November 1 through April 1)

If the utility is informed that the customer's household may qualify for winter energy assistance or weatherization funds, there shall be no disconnection of service for 30 days from the date the utility is notified to allow the customer time to obtain assistance. Disconnection shall not take place from November 1 through April 1 for a resident who is a head of household and who has been certified to the Utility by the community action agency as eligible for either the low-income home energy assistance program or weatherization assistance program.

CHARGES FOR SERVICES

Charged Services

Customers may be billed for the cost of services that are not Utility's responsibility, including the following:

- All laboratory or testing services will be billed at the applicable rates for labor and materials.
- Service line fees, connection fees, labor, etc. as applicable.

Non-charged Services

The customer will not be billed for services or equipment for which Utility is responsible.

Underground Facilities Locating

Customers should call Iowa One Call (811 or 1-800-292-8989) no less than 48 hours in advance of beginning work. Every effort to locate the underground facilities correctly will be made by Utility, but the Utility cannot guarantee its location nor be held liable. Utility will not locate private services as a practice, but may provide locates with or without charge to customers as a courtesy, provided the customer waives any responsibility or liability to the Utility for any damages incurred since the Utility cannot guarantee the accuracy of the locations.

CUSTOMER COMMUNICATIONS

Utility Customer Representative

A Utility representative charged with customer communication should give their first name to the customer, whether communication is in person or by telephone. The representative should have immediate access to current detailed information concerning the customer's account and previous contact with the Utility and shall be properly qualified and instructed in the screening and prompt handling of complaints.

Telephone Procedure

Telephone number 712-999-2225 is attended continuously 9 hours a day, Monday-Friday for the handling of problems or complaints. Customers can also page out Utility on-call personnel at 877-999-4572 for emergency purposes.

Complaint Procedure

Customers should contact a Utility Customer Service Representative to initiate a complaint. The complaint may be pursued with the appropriate Supervisor, Manager, Director, and the General Manager, in that order, if the customer is not satisfied with the initial handling of the complaint.

Complaints concerning the charges, practices, facilities, or services of the Utility will be investigated promptly, thoroughly, and courteously. Utility keeps records of written complaints sufficient to enable review and analysis of its procedures and actions. Based on Utility staff judgment, customers may be asked to submit complaints in writing. The complaint should include the following information:

- Name(s) of complainant
- Address(es) of complainant
- Telephone number(s) of complainant
- Nature of the complaint
- Relief sought

A written complaint may be filed with the Chairman of the Board of Trustees if the customer is not satisfied with the General Manager's handling of the complaint. If the Chairman of the Board believes the customer's complaint warrants further attention, the Chairman of the Board may place the complaint on the agenda of the next regularly scheduled Board meeting for the ultimate resolution of the complaint by the Board of Trustees.

A customer who is unable to travel need not appear before any Utility official described above in person to explain the nature of their complaint. They may do so by telephone or in some other mutually agreeable fashion.

CUSTOMER OBLIGATIONS

Acceptance of any Utility service obligates a customer to all conditions of service set forth by the Utility, and these Service Rules. Customers may request a copy of the Service Rules by contacting Utility Customer Service Representatives at 123 3rd Avenue, Coon Rapids, IA, by calling 712-999-2225, or by viewing the Service Rules on www.crmu.net. The Utility reserves the right to revise the Service Rules and conditions of service at any time.

Use of the Utility's Facilities by Customers and Others

Utility Facilities

The customer or any third party shall not, without written consent from Utility, use any of the poles, structures, or other Utility facilities for fastening thereto, support, or for any other purpose whatsoever. Nor shall the customer or a third party locate anything in such proximity to the Utility's facilities that will cause, or be likely to cause, interference with service or a dangerous condition in connection with unauthorized use of Utility's gas facilities.

Non-liability of the Utility

The Utility assumes no liability for unauthorized attachments, equipment, or appurtenances whether attached by individuals or companies. Upon becoming aware of such attachments, Utility will remove them immediately. In the case Utility personnel become aware of illegally attached pipes, equipment, or appurtenances that are of a hazardous nature to life, limb or property, such attachments will be removed immediately by the Utility without notification.

Customer Liability for Damages or Alterations

Customer Liability

The customer is responsible for all damage to, or loss of, Utility property located on customer's premises unless the damage or loss is due to the negligence of the Utility or by any act or omission on the part of the Utility or its authorized representative.

Protection of Utility's Facilities on Customer's Premises

All equipment installed by the Utility at its own expense is the Utility's facilities. Customers are responsible to protect the Utility's facilities on the customer's premises and not interfere with or alter, or permit interference with or alteration of the Utility facilities except by duly authorized Utility representatives.

Under no circumstances or conditions shall any person who is not a Utility representative connect to or disconnect from any meter, or disturb any connections between the meter and the service after the meter has been installed. All gas services must be connected or disconnected only by an authorized Utility representative. Any tampering constitutes theft of service and may lead to disconnection as outlined in the appropriate theft of utility services policies and procedures.

Customer Equipment

Customer Equipment Standards

Except for facilities defined in *Extent of Service*, the customer is responsible for all equipment on customer's premises. The installation and maintenance of customer facilities shall be consistent with applicable standards imposed by these divisions of the Service Rules dealing with special conditions of service, applicable engineering practices, and any other applicable statutory or administrative law.

Utility Not Liable

No inspection or approval by the Utility of a customer's compliance with the *Service* section shall be construed to impose any duty or liability on the Utility, but shall be considered solely for ensuring protection of Utility's property and for ensuring the continuity of service to customers.

CUSTOMER PREMISES

The customer and owner grant to Utility, without charge, right-of-way over and on the premises on which Utility-owned equipment and structures are located. Access to the equipment and structures is granted to the Utility for installation, inspection, testing, repair, and other functions necessary for the maintenance of satisfactory service.