

Subject: CUSTOMER AREAS OF RESPONSIBILITY

Customers will be charged for service calls when the service problem is on the customer's area of responsibility. Charges will vary according to work performed and whether or not the service call is during regular business hours (see Service Callout Charges, policy CUSTO24). Customer areas of responsibility are as follows:

Electric Overhead: Downstream of the HPUC's connection at the weatherhead (mast).

Electric Underground: Downstream of the meter socket.

Exceptions:

1. Jewel Addition (Birchwood) – Downstream of the HPUC's connection at the service panel on the inside of the house.
2. Commercial Businesses - Downstream of the secondary connection at the padmount transformer.

Note: The customer is responsible for the meter socket.

Steam: Downstream of the HPUC isolation valve; usually in the manhole or vault in the alley.

Gas: Downstream of the meter set at the union to the customer's service.

Water: Downstream of the HPUC standpipe and shutoff valve.