

Hibbing Public Utilities
Policy Number: CUST031seamrepair
Date: May 1, 2004

Subject: STEAM SERVICE REPAIR

HPUC steam customers are responsible for the repair of their steam service system if the malfunction is in their area of responsibility. The HPUC will inspect all repairs upon completion to insure that they have been done properly.

Area of Responsibility:

Customer

The Steam services downstream of the isolation valve are the customer's responsibility, and they must pay for repairs in these areas.

HPUC

The steam services upstream of the isolation valve are the HPUC's responsibility, and they must make repairs at no cost to the customer.