

Hibbing Public Utilities

Policy Number: CUST049accessproperty

Date: May 1, 2004

Subject: ACCESS TO CUSTOMER PROPERTY

HPUC employees or representatives have the right of access at all reasonable times to all HPUC-owned equipment on a customer's property. The HPUC may access the premises of the customer for the purpose of reading meters, testing, installing, maintaining, repairing, removing, replacing, using, or exchanging HPUC-owned equipment that is used to supply and deliver utility service to the customer.

The HPUC has the right of way, right of access, and easements necessary to serve the customer at no cost to the HPUC.

Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST021afhoursdisconnects
Date: October 13, 2015

Subject: AFTER HOURS DISCONNECTS

If a disconnected customer calls the Turbine Room after regular business hours, the Shift Engineer should follow these steps:

- 1) Inform the customer that their situation will be handled by the appropriate HPUC staff and that their call will be returned as soon as possible.
- 2) Obtain the following information from the customer:
 - a. Customer name, address, phone number
 - b. Any other information pertaining to the disconnect
- 3) Contact HPUC office/ staff in the order of the Friday Overtime Report:

In most cases, HPUC staff will be familiar with the case. If not, they must report to the Administration Building and research the case. The customer is then contacted by the HPUC staff to discuss the disconnect situation.

Once the case is resolved, the HPUC staff must contact the Turbine Room to arrange for utility reconnection or to inform them that the disconnection is appropriate and the utilities should not be reconnected.

The customer must pay an additional surcharge if utilities are reconnected after regular business hours. HPUC staff references the "Service Callout Charges" for rates.

October 13, 2015

Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST037applicservice
Date: October 13, 2015

Subject: APPLICATION FOR SERVICE

Application must be made for electric, water, steam, or gas utility services. Applicants must come in person to the HPUC Administration Building to apply for service. Applications will not be accepted over the telephone.

Procedure:

- 1) An *Application for Service* form is completed and signed by the applicant.
- 2) A picture ID is required of every applicant. HPUC office staff verifies the ID.
- 3) Proof of ownership is required for home owners by providing purchase agreement or closing papers.
- 4) A customer will be required to provide a copy of their lease agreement if the landlord provides it.
- 5) HPUC office staff does a credit check based on the applicant's name or social security number (provided voluntarily).
- 6) An applicant must pay past due amounts owed to the HPUC before a new account can be opened.
- 7) Meter Deposits – see Meter Deposit policy (CUST010)

October 13, 2015
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST001billingerrors
Date: September 22, 2009

Subject: BILLING ERRORS

On occasion a customer may be overcharged or undercharged as a result of an incorrect meter reading, incorrect application of the rate schedule, application of an incorrect multiplier or constant, a malfunctioning meter, or for a variety of other reasons.

Overcharged amounts will be refunded to the customer, and undercharged amounts will be billed to the customer. When it has been determined that the meter has stopped and is a malfunctioning meter, the service will be estimated based on a five (5) year average of that service for the same month. Or in a case when HPUC does not have history of that service, it will be determined by previous monthly averages. In some cases, HPUC might wait for history on the new meter to determine an average. **The refund or charge due to billing errors will cover a period of up to one year maximum.** It will never exceed one year under any circumstances. If the date the error occurred can be determined with reasonable certainty, the refund or charge will be computed from that date, but in no event for a period longer than one year.

Customer Refunds

If an existing customer is owed at least \$1.00 or a former customer is owed at least \$2.00, a refund will be made by the HPUC. The full amount of the difference between the incorrect amount paid and the recalculated amount will be refunded to the customer. The refund will be in cash or credit on a bill. Credits will be shown separately and identified on the bill. If a refund is due to a former customer, a notice will be mailed to the last known customer address. The HPUC will refund the amount due upon demand made by the customer within three months of the notice.

Customer Charges

If a customer owes the HPUC at least \$10 due to an undercharge, the HPUC will bill the customer for the amount due.

September 22, 2009

Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST102garages
Date: May 1, 2004

Subject: BILLING RATE FOR GARAGES METERED SEPARATELY

Any garages that are metered separately will be assigned a residential or commercial code based on the City Zone code in place. The HPUC will contact the City for the City Zone whenever a garage is separately metered. Any current structures that are not billed in accordance with the City Zone will be reclassified by the HPUC as we become aware of the property.

Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST023counterfeit currency
Date: October 13, 2015

Subject: COUNTERFEIT CURRENCY POLICY

Not all counterfeits can be detected using the detection pens provided in the registers. Some counterfeits lack the color-shifting ink, watermarks, and security threads. All denominations are subject to counterfeiting.

If you receive what is suspected as a counterfeit:

1. Do not return it to the passer, if it is safe to do so
2. Call the local police department right away or local Secret Service office (Minneapolis 612-348-1800)
3. Notify the Head Cashier and Financial Director
4. Ask the person if they know where it came from
5. Get the person's contact information so the bill can be returned if it is found to be genuine
6. Place in an envelope or plastic bag and avoid touching the bill as much as possible – there may be useable evidence
7. Get a receipt from the police so you have an accounting on your end of the transaction

For additional information go to <http://www.uscurrency.gov/>

October 13, 2015
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST111collections
Date: March 28, 2017

Subject: CUSTOMER ACCOUNTS AND COLLECTIONS

The purpose of this policy is to establish a guideline as clarification as to how and when a customer's account is submitted to a collection agency.

1. When a customer's account has reached 60 days from the date of the outstanding final bill, the account becomes eligible to be submitted to a collection agency.
2. A 40% fee will be added to each account before it is sent to collections to recoup losses incurred through using a collection agency.
3. The balance will be written off once the account is submitted to collections and the account will be internally noted as "**COLLECTIONS**".
4. Internal notes will be added to the customer's account reflecting the amount submitted to collection for future reference.
5. Any customer attempting to start a new service with a past due balance submitted to collections will be denied service until proof of the entire debt payment is provided.
6. Once an account has exceeded the Statute of Limitations (SOL), 7 years, the account will be internally noted "**SOL**" and the collection amount; minus 40% additional fee, can be collected over the counter at the HPU billing payment office.

March 28, 2017
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST014customerkeys
Date: May 1, 2004

Subject: CUSTOMER HOUSE KEYS

Customers can leave house keys at the HPUC for use by their Meter Reader. Only the Meter Reader can use the keys. Other HPUC workers who may be performing service work at the residence can not use the keys unless they have specific permission from the customer.

The use of keys by HPUC workers without customer permission poses a safety risk for workers. An occupant of the home may be surprised by an HPUC worker and perceive the worker as an intruder.

Adopted by Commission Action

Subject: CUSTOMER NSF (INSUFFICIENT FUNDS) PAYMENTS

Customer NSF Check and Direct Payments:

There are four different types of account situations concerning NSF checks. Checks in this policy refer to both physical and electronic checks. The four types of situations are listed below along with their appropriate corrective actions.

1. The customer's account is not in arrears or subject to disconnection.
 - A. No disconnection will occur at this time
 - B. A letter will be sent to the customer informing them of their check's NSF status and instruct them on how to correct this.
2. The customer's account was in a disconnection status at the time the NSF check was processed.
 - A. A disconnection will occur at the next available disconnection date. HPU reserves the right to disconnect this account's service without further notice.
 - B. A letter will be sent to the customer informing them of their check's NSF status and instruct them on how to correct this.
3. The customer's account had written payment arrangements at the time the NSF check was processed.
 - A. A disconnection will occur at the next available disconnection date. HPU reserves the right to disconnect this account's service without further notice.
 - B. A letter will be sent to the customer informing them of their check's NSF status and instruct them on how to correct this.
4. The customer's account had previously been disconnected and a NSF check was written to restore services.
 - A. A disconnection will occur at the next available disconnection date. HPU reserves the right to disconnect this account's service without further notice.
 - B. A letter will be sent to the customer informing them of their check's NSF status and instruct them on how to correct this.

Customers are charged a NSF fee, in the amount allowed by MN State Statute, for each account a NSF check is written.

March 28, 2017

Adopted by Commission Action

All NSF checks must be remedied by cash, money order, credit card, or cashier's check at the HPU billing payment office.

After two NSF checks are written on an account, the customer will be prohibited from writing checks for a period of one year. After the one year time period has expired, the customer will then be permitted to again write checks. If any NSF check is received after a one year ban, the customer will be prohibited permanently from writing checks.

Hibbing Public Utilities
Policy Number: CUST004directpayment
Date: October 13, 2015

Subject: DIRECT PAYMENT PLAN

Customers can choose to have their monthly utility payment withdrawn directly from their bank account at no extra charge by enrolling in the HPUC's Direct Payment Plan.

Direct Payment Plan – Procedure:

Customers must sign up for the Direct Payment Plan will be given a withdraw date each month depending on their account number. If any withdraw date falls on a weekend or holiday, the withdrawal is made on the following Monday. Customer withdrawals are made on one of the following dates:

- 1) 3rd day of month
- 2) 10th day of month
- 3) 17th day of month
- 4) 24th day of month

The customer's monthly bill notes the amount and withdrawal date of the upcoming withdrawal each month.

October 13, 2015
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST020disconnect
Date: June 13, 2017

Subject: DISCONNECTS DUE TO NON-PAYMENT OF UTILITY BILL

1. Customers who have not paid their previous month's bill, and have a balance greater than \$50.00 at the time of the customers respective next billing cycle will be sent a Disconnect Notice. The Disconnect Notice will be mailed within 2 weeks after the previous month's bill was due.
2. The Disconnect Notice will reference a date of disconnect approximately 2-3 weeks from the date of the Disconnect Notice was generated.
3. If payment is not received, or satisfactory payment arrangements are not made by the date referenced on the disconnect notice, a disconnection will occur within 2 weeks from that date. **This results in a disconnect occurring when a bill is no less than 30 days past due.**
4. Only one service at a time will be disconnected. The service to be disconnected is at the discretion of the Cashier Department using the criteria below:
 - a. First service will be disconnected on disconnect date.
 - b. Second service will be disconnected the following week after the first disconnect date. If the customer only has one service, the account will be terminated, applying the deposit, if applicable.
 - c. Third service will be disconnected the following week after the second disconnect date. If the customer only has two services, the account will be terminated, applying the deposit, if applicable.
 - d. Fourth service will be disconnected the following week after the third disconnect date. If the customer only has three services, the account will be terminated, applying the deposit, if applicable.
 - e. Disconnected services will receive base charges until the account has been final billed.
5. The customer must pay all past due amounts, on all accounts, in full, a reconnect fee for each service disconnected, and a new deposit (if applicable), before service is restored. The new deposit may be higher than the deposit paid when the account was first established. If reconnect is requested after normal business hours, an additional surcharge will apply.

Once a door hanger has been processed for a customer account, a \$35 door hanger fee will be assessed.

Once a service is disconnected, or a crew has been dispatched, a \$50 fee will be assessed. If reconnection is requested by the customer, the arrears balance must be paid along with a reconnection charge of \$50 during normal business hours.

June 13, 2017
Adopted by Commission Action

After normal business hours, **an additional fee** of \$150 is required unless disconnection occurred in the manhole or at the electrical pole, then the fee is \$300.

6. This policy hereby adopts Minnesota Statute 216B.097 (“Minnesota Cold Weather Rule” by reference.) During the Minnesota Cold Weather Rule protection months from Oct. 15 through April 15, all residential customers looking for consideration under the statute must meet the eligibility criteria, including household income at or below 50 percent of the state median household income, entering into and making reasonably timely payments under a payment agreement developed considering the financial resources of the household, and receiving referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills. Each customer making application and seeking a payment agreement must apply to AEOA and/or other assistance providers. If any of these criteria are not met, the procedures are not followed, or the payment arrangements agreed upon are not met, the service will be disconnected.
7. No accounts will be allowed to be more than 30 days in arrears unless written Payment Agreements are made in the Cashier Department. Year round written Payment Agreements must be made to avoid disconnection.
8. All customers are entitled to make satisfactory payment arrangements with the Cashier Department and approved by the General Manager or his designee on past due accounts. “Satisfactory payment arrangements” means paying the current bill and all past due balances within 30 days from the payment arrangement date.

Hibbing Public Utilities
Policy Number: CUST033garbage
Date: October 13, 2015

Subject: GARBAGE COLLECTION

Garbage Collectors

The city of Hibbing and a private company, Waste Management, are responsible for garbage collection in the City of Hibbing. The City of Hibbing collects garbage in the urban areas of Hibbing. Waste Management collects garbage in the rural areas surrounding Hibbing.

HPUC Responsibility

The HPUC is only responsible for billing and receipt of payments for garbage services.

Customer Questions

For questions regarding garbage collection, customers should call their garbage collector, either the City of Hibbing or Waste Management. For questions regarding garbage and sewer billing or charges, customers should call the City of Hibbing.

City of Hibbing – 218/262-3486, ext. 711

October 13, 2015
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST106 Late Fees
Date: June 13, 2017

Subject: LATE FEES

Hibbing Public Utilities will be charging customers a late fee on any delinquent account. This late fee will be assessed at a rate of 5% times the current charges, minus sales tax.

One late fee per year can be credited per customer's request.

June 13, 2017
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST042leasedprop
Date: November 24, 2015

**Subject: PROPERTY OWNERS, TENANTS, AND LEASED
PROPERTY UTILITY CHARGES**

In the case of property leased/rented to a tenant, the property owner is responsible for the payment of all utility charges incurred by the tenant, if the property owner chooses to have the utilities remain in their name.

If the HPUC believes that a property owner, or tenant benefitted from a utility service while the account is under another's name, the HPUC can hold the account holder responsible for any prior bad debt incurred by the person(s) in the residence, according to the Minnesota PUC guidelines. If the consumer disputes this, the HPUC can place the burden of proof on the customer to prove that they didn't benefit from the utility service. Items of proof include, but are not limited to a rental agreement for another location, a utility bill from another provider, etc.

November 24, 2015
Adopted by Commission Action

Subject: METER DEPOSIT POLICY

1. COMMERCIAL ACCOUNTS

A. Present Commercial Accounts

If a present commercial account has a meter deposit with the utility, this account will be handled as follows:

- 1) If the account has *good credit the deposit will either be credited to his/her account or returned to the owner in the form of a check.
- 2) If the account has *bad credit the deposit will be retained by the utility until a clean 24-consecutive-month period has been acquired by a business.

B. Future Commercial Accounts

- 1) If the business is new to our city and can produce evidence of a good payment record from a "like" account from the previous utility, then we will not require the meter deposit. If this account is delinquent for one month, we will require twice the monthly average from the previous 12 occupied months, along with the delinquent bill.
- 2) If a new business to our city cannot provide a good credit reference, the business will be required to pay a calculated twice the monthly average from the previous 12 occupied months before utility service will be provided. This initial deposit will be returned to the business after *good credit has been established.
- 3) If the business is an existing business moving to a new location, the business will not have to make a meter deposit if it has *good credit.
- 4) If the business is a new business starting up, the business will have to pay twice the monthly average from the previous 12 occupied months. This initial deposit will be returned once *good credit has been established.

October 13, 2015

Adopted by Commission Action

2. RESIDENTIAL ACCOUNTS

A. Present and Future Accounts

- 1) If a residential customer owns their home and has *good credit, a meter deposit is not required. If a residential customer owns their home and has *bad credit, a deposit of twice the monthly average from the previous 12 occupied months will be required. Proof of ownership must be presented to the HPUC.

Examples of proof of ownership include:

- Purchase Agreement
- Probate Statement
- Quick Claim Deed
- Tax Statement

- 2) If a mobile home owner owns the property on which the home is set, a meter deposit is not required. Other mobile home owners will be charged a meter deposit as a renter.
- 3) Registered Contract for Deed is not considered to be a binding Contract. Therefore, the customer is required to pay a deposit as required by a renter.

3. RESIDENTIAL ACCOUNTS – RENTERS

A. All renters are required to make a meter deposit of twice the monthly average from the previous 12 occupied months.

B. No meter deposit is required for renters in the following situations:

- 1) If a homeowner with *good credit moves into an apartment, no meter deposit is required for the apartment.
- 2) If a renter with *good credit on an active account moves to a new rental, no meter deposit is required for the new apartment.
- 3) If a renter has established *good credit, the meter deposit will be returned to the renter.

Note: After the return of the meter deposit, if the renter has a delinquent bill, the meter deposit must be paid again in order to restore service.

4. RESIDENTIAL ACCOUNTS – RENTER – DEPOSIT TRANSFERS

A. If a renter does not have a past due balance the deposit may be transferred. If the deposit amounts are different, a partial deposit can be transferred to the new

account and the difference applied to balance due on the old account. If the deposit is transferred, the final bill will also be transferred.

- B. If there is a past due balance and the current bill is not due, only the past due must be paid before transferring the deposit.

5. DEPOSIT OF SECURITY – COMMERCIAL

- A. The meter deposit may be in the form of cash, check, credit card, or letter of credit. The meter deposit will be credited annually with interest, as set per the Minnesota Department of Commerce.

6. DEPOSIT OF SECURITY – RESIDENTIAL

- A. The meter deposit for residential accounts must be paid before the new account is established. If the meter deposit is paid in cash, the customer's account will be credited annually with interest, as set per the Minnesota Department of Commerce.

7. ACCOUNTS WITH ZERO TO LITTLE HISTORY

- A. If twice the monthly average for the previous 12 occupied months is not available, then the minimum deposit per residential customers will be \$100 and \$250 for commercial customers.

*Good credit: Defined as having no more than one late payment per calendar year for two consecutive years at one property. For good credit on new services, the customer must have had utilities with HPUC within the last five (5) years.

*Bad credit: Defined as having more than one late payment per calendar year.

Hibbing Public Utilities
Policy Number: CUST044meterreadings
Date: October 13, 2015

Subject: METER READINGS

Customer meters can be read by various methods. The preferred method is an actual reading done by an HPUC Meter Reader. Other methods include customer readings using *Customer Meter Reading* cards and telephone reading call-ins by customers. If readings are not obtained, a customer's utility bill is estimated based on past usage.

Actual Meter Readings

Actual meter readings are obtained by HPUC Meter Readers and are the only official evidence of electric, water, steam, or gas usage by a customer. Each customer is scheduled for an actual meter reading every month. The HPUC strives for actual readings on a monthly basis. An actual reading must be obtained at least once every 12 months or services may be disconnected. Actual readings are important in that they ensure that customers do not owe (or are owed) large sums of money by the HPUC after several months of estimating utility usage. Pictures of meters are actual reads.

Customer Readings

Customers can obtain *Customer Meter Reading* cards at the HPUC Administration Building. They can read their own meters and report the results by drawing the meter dial arms on the card. The card is returned to the HPUC Administration Building. Meter Readers retrieve the cards for their customers, and enter the readings into the customer's account. No attempt is made to get an actual reading on the scheduled day.

Telephone Customer Readings

Customers can read their own meter and call the automated HPUC Meter Read Line. The customer calls the Meter Read Line and reports their meter numbers for each utility service. The HPUC Service Clerk retrieves the numbers and enters them into the customer's account. Meter Readers are unaware of any customer telephone reads and will still attempt to get an actual reading on the scheduled day.

Scheduled Reading Days

The Meter Reader will leave either a *Customer Meter Reading* card or a *Meter Access Notice* at a customer locations when an actual reading or customer read can not be obtained on the scheduled reading day.

October 13, 2015
Adopted by Commission Action

Estimated Services List

Customers are placed on the Estimated Services List if an actual meter reading has not been obtained by the HPUC for at least 9 months and the customer is not calling in meter reads. The customer's bill is estimated based on past usage.

- 1) If the Meter Reader is unable to enter a residence that in on the Estimated Services List for an actual reading, a *Meter Access Notice* is placed on the customer's door handle asking that the customer contact the HPUC to make an appointment for an actual reading. The customer's bill is estimated based on past usage.
2. The Meter Reader will attempt to obtain an actual meter reading the next month and every month thereafter. Additional *Meter Access Notices* will be left on the customer's door handle.
3. After approximately 10 months of estimated and/or customer readings, the Computer Clerk will send the customer a letter requesting that they contact the HPUC within 10 days to arrange for an actual reading.
4. If the customer does not contact the HPUC within 10 days, the Computer Clerk sends a second letter. This letter informs the customer that a utility service will be disconnected if arrangements for an actual reading are not made by a designated date.
5. If the customer still does not contact the HPUC to make arrangements for an actual meter reading, a utility service will be disconnected until an actual meter reading is obtained.

Hibbing Public Utilities
Policy Number: CUST043meteresting
Date: October 13, 2015

Subject: METER TESTING

The HPUC will, upon request, test any customer's meter:

- 1) A meter accuracy variance of 2% or less is considered reasonable and no credit or debit to a customer is done. However, there will be a meter test charge to the customer of \$50.00.
- 2) A meter variance greater than 2% will result in a full credit or debit for a period not to exceed one year retroactive. There will be no service charge to the customer. If a meter test reflects an accurate meter, there is a \$50 service charge.

If a customer has not requested meter testing and the HPUC determines that their meter is inaccurate (i.e., a variance greater than 2%), the customer will be notified immediately. Charges for the affected billing period will be estimated. The estimated usage will be computed based on consumption and demand during the immediately preceding billing period or the comparable billing period of the previous year. If found to be in error, and for up to one year, charges can be assessed based on comparable billing periods from previous years.

October 13, 2015
Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST045rateschedules
Date: May 1, 2004

Subject: RATE SCHEDULES

Rate Schedules are assigned to each customer. Rate Schedules are applied according to use and occupancy at the time of application for service. Rate Schedules can not be changed unless there is a lasting change in use or occupancy. The customer is responsible for notifying the HPUC of changes in use, occupancy, or demand affecting their Rate Schedule.

Rate Schedules are based on a billing period of 27 to 33 consecutive days. Reference to "one month's service" in the Rate Schedules related to the billing period, is normally not a calendar month. The HPUC has the right to read meters and bill for longer or shorter periods of time.

The HPUC has the right to change any or all of its Rate Schedules as deemed necessary. In the case of a conflict between the Rate Schedules and the most current HPUC policies, procedures and regulations, the Rate Schedules will apply.

Commercial electric customers are reviewed quarterly and assigned a different Rate Schedule when applicable.

Rate Schedules are available upon request at the HPUC Administration Building. The current Rate Schedules are attached.

Adopted by Commission Action

Hibbing Public Utilities RATE SCHEDULES

1. Electrical

- a. Residential Service Rate (RS)
- b. General Service Rate (GS)
- c. Small Power Service Rate (SP)
- d. Power Service Rate (PS)
- e. Large Power Service Rate (LP)
- f. Security Lighting Rate (SL)
- g. Municipal Service Rate (MS)
- h. Electric Fuel-Energy Acquisition Adjustment (FEA)

2. Water

- a. General Service Rate (GSW)

3. Steam

- a. Steam Service Rate (GSH)
- b. Live Steam Rate (GSL)
- c. Steam Fossil Fuel Adjustment

4. Gas

- a. Firm Gas Service (GSG)
- b. Interruptible Gas Service (GSGI)
- c. Purchased Gas Adjustment (PGA)

Hibbing Public Utilities
Policy Number: CUST022reconnects
Date: March 28, 2017

Subject: RECONNECTS

Seasonal Reconnects

Seasonal reconnects are completed by the HPUC during regular business hours.

A reconnection of any utility service for a seasonal request will be assessed a charge of \$50 per service.

If a utility service request to disconnect for any reason (i.e., repairs) and the service is off for more than one month, a reconnect fee of \$50 per service will be required except if it is a steam disconnect, then the fee is \$100 as it is disconnected in the manhole and a two man crew is required.

Nonpaying Reconnects

Reconnects for nonpaying disconnected customers can be completed during or after regular business hours. If reconnects are requested by customers after regular business hours, customers must pay an additional surcharge in full prior to the reconnection. The surcharge is in place to recover costs associated with overtime and/or rescheduled work by HPUC employees.

Once a service is disconnected, an additional charge of \$50 will be assessed. If reconnection is requested by the customer, the arrears balance must be paid along with a reconnection charge of \$50 during normal business hours.

After normal business hours, **an additional fee** of \$100 is required unless disconnection occurred in the manhole or at the electrical pole, then the fee is \$300.

March 28, 2017

Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST038seniordiscount
Date: May 1, 2004

Subject: SENIOR CITIZEN DISCOUNT

Senior citizens age 62 and over are eligible for a discount on electric utility service only.

Senior citizens must apply for the discount in person at the HPUC Administration Building. A *Senior Citizen Discount Application* form is completed and signed by the senior citizen. Proof of age is required (valid Minnesota Driver's License). Seniors must occupy the residence for which the discount is being applied.

Adopted by Commission Action

Subject: STEAM SERVICE – CREDIT POLICIES

Blown Traps

The customer's bill will be adjusted upon verification of a blown trap by an HPUC employee. The customer's increased consumption due to the blown trap will be a minimum of 33% greater than the customer's five-year averaged consumption in order for the customer to qualify for the credit adjustment. This policy is effective each calendar year.

Procedure:

- 1) The customer's five-year averaged consumption will be subtracted from the current billing. The unit difference, if 33% or greater than the five-year averaged consumption, will be multiplied by the current fuel cost, plus 10% of the current fuel cost, and refunded to the customer.
- 2) The customer will be charged for the second callout and every callout after the full current billing amount.
- 3) See Steam Trap Credit form.

Coil Leaks

The customer's bill will be credited upon verification of a coil leak by an HPUC employee. The increased consumption will be subtracted from the five-year averaged consumption. The customer is given credit for the entire difference whenever a coil leak is verified.

- 1) Along with the steam credit, any amount of sewer use beyond average is also credited due to excessive water use through steam meter because of coil leak.
- 2) See Coil Leak Credit form.

Hibbing Public Utilities
Policy Number: CUST041suspension
Date: May 1, 2004

Subject: SUSPENSION OF UTILITY SERVICES

Utility services may be suspended for the following reasons:

- 1) National, state, or local code violations exist. If any utility system installation, construction, or alteration made does not conform to local, state or national codes, laws, or regulations, service will be suspended.
 - a. Changes or repairs to a customer's wiring or plumbing that are necessary to correct code violations will be made at the customer's expense.
 - b. Notification of code violations by a governmental agency will cause suspension of utility service.
- 2) Theft of utilities in relation to consumption of electricity, water, steam or gas will cause utility service to be suspended.
- 3) Non-payment of HPUC utility bill will lead to utility service suspension.
 - a. Customers will be disconnected when a bill is no less than 30 days past due.
 - b. Customers must pay all past due amounts in full plus an additional service reconnect fee before service is reconnected.
- 4) Violation of HPUC policies, procedures, or regulations will lead to utility service suspension.
- 5) Utility services will be suspended temporarily for repairs and conversion work.
- 6) Utility services will be disconnected when deemed necessary to protect life or property. The services will be disconnected at no charge to the customer.
- 7) Utility services will be suspended and the HPUC will not be obligated to provide services due to causes beyond their control such as employee strikes, riots, fires, accidents, legal interference or prohibition.
 - a. In the event of a plant shut-down due to causes beyond their control, the HPUC will waive any minimum customer service charges during that period provided that the customer's term of contract is then extended for a corresponding period of time.

Utility services will be resumed when the situation has been corrected to the satisfaction of the HPUC and/or governmental agency.

Hibbing Public Utilities

Policy Number: CUST108 Suspension of Utility Shut Off As a Result of Medical Necessity

Date: September 10, 2013

Subject: Suspension of Utility Shut Off as a Result of Medical Necessity

Suspension to the shut off of utility services (for a violation of customer policies, i.e., nonpayment) may take place if the following information is provided:

- 1) The customer provides a statement from their doctor indicating the customer (or other individual) residing in the subject premises:
 - a. has a medical condition;
 - b. that the medical condition requires treatment by a device which requires utility service;
 - c. that without said utility the individual cannot receive the requisite treatment;
 - d. that the equipment is necessary to sustain life;
 - e. that failure to reconnect or continue service will impair or threaten the health or safety of the customer.
- 2) The customer enters into a payment agreement with the HPUC which is acceptable to the HPUC and provides for payment of said utility service in full.

September 10, 2013

Adopted by Commission Action

Subject: TEMPORARY UTILITY SERVICE

1. Procedure for Extending Temporary Utility Service:

The HPUC will extend temporary utility service to construction projects, fairs, carnivals, sidewalk days, camp meetings, or other short-term gatherings according to the following procedure:

- 1) A customer requests temporary service.
- 2) The HPUC office sets up a new account.
- 3) The HPUC installs a temporary hydrant meter for water service at no cost to the customer. HPUC connects temporary electric services and installs meter.
- 4) The customer pays a \$25.00 deposit prior to extension of utility services.
- 5) The customer is billed for their usage of utilities.
- 6) When the temporary meter is returned to the HPUC, the deposit is returned to the customer or applied to their bill.
- 7) If the customer needs regular utility service following the temporary service, they must pay the current utility installation fees.

2. Use of 120V Outlets – Howard Street and 1st Avenue:

There is a \$25 non-refundable fee for vendors needing 120V service on Howard Street or 1st Avenue. These meters are on timers controlled by the HPUC.

3. Use of 240V Outlets – Howard Street:

- 1) The 240V outlets are located at the bottom of the tree guards at three locations on Howard Street:
 1. 2nd Avenue – SW corner
 2. 4th Avenue – SW corner
 3. 6th Avenue – SE corner
- 2) Required Male Plug:

3 pole, 4 wire, grounding, rated 50 amps, 125/250 volts, NEMA 14-50 P
- 3) Vendors who need electrical service from the HPUC must do the following.
 1. Pay a non-refundable \$25 charge to cover connection and disconnection of electric service.
 2. The \$25 charge will be for service up to 48 hours and the user will not be billed for consumption.

October 13, 2015

Adopted by Commission Action

3. \$100 non-refundable fee for connection of electrical power to customer supplied equipment including the utility stringing up to one span of secondary single phase (3 wire power) wire.
 4. \$300 non-refundable fee for connection of customer supplied equipment when the Utility installs a wood pole and/or installing a transformer.
 5. Time and material cost to customer when temporary electrical service involves more than one span of wire or three phase power.
- 4) Vendors are required to have their service equipment checked by a State Electrical Inspector prior to use. Wiring is to comply with National Electrical Code Article 525 – carnivals, circus', fairs, and similar events. Commonly asked questions are addressed in the State of Minnesota Board of Electricity "Notice to Exhibitors and Concessionaires Concerning Electric Wiring".
 - 5) The NEMA 14-50P plug is a 50 amp grounding stove plug available at Hardware stores for a small fee.

The user should not connect an electrical load that uses more than 40 amps at any one time (excluding starting surges).

Hibbing Public Utilities
Policy Number: CUST025waterrunning
Date: May 1, 2004

Subject: WATER RUNNING CREDIT POLICY

Certain water service areas in the HPUC system are susceptible to freezing during the winter. Customers in these susceptible areas who have experienced freezing on the HPUC side of the standpipe in the past are allowed to run small volumes of water to prevent pipe freezing during the winter. The customers are credited monthly by the HPUC with the water and sewer charges associated with running the extra water.

Water Running Credit Procedure:

1. Upon notification of a frozen water line, the HPUC Water Department will report to the customer's residence and determine if the freeze is on the HPUC side of standpipe or the customer side. The Water Department will thaw the line no matter where the freeze is, but the customer will be charged if it is on the portion of the line that is their own responsibility.
2. After the pipe is thawed, the customer will be instructed by the HPUC to begin running small amounts of water to prevent freezing of the line and to complete the *Water Running Credit* form at the HPUC office.
3. A customer must have experienced a prior water line freeze on the HPUC side of the standpipe to be eligible for the water running credit program.
4. Drip valves are available to customers for use in controlling running water.
5. The credit will be applied to the customer's bill each month and will be based on the amount of water used that is above the customer's average water use during the past 12 months. Sewer charges associated with running the extra water will also be credited to the customer.
6. The credit can not be applied to accounts that are being estimated. An actual meter reading must be obtained by the HPUC.
7. The time period that the credit is available is dependent on the weather, and will be determined annually by the HPUC Water Department.

Adopted by Commission Action

Hibbing Public Utilities
Policy Number: CUST113water/sewer credit
Date: March 28, 2017

Subject: WATER/SEWER SERVICE – CREDIT

The purpose of this policy is to establish a guideline as to when and how a customer's account should be credited for above average water/sewer usage caused by an unanticipated event or malfunction.

Customers looking to receive a credit on high water usage must first fill out a Hibbing Public Utilities Commission Policy Exemption Form. If it is determined the customer is eligible for a credit, the below procedure will be followed:

1. The customer's bill will be adjusted upon verification of a water leak and repair. Verification of the leak includes visual confirmation or a higher than normal meter reading as reported by Hibbing Public Utility personnel. Confirmation of repair includes producing receipts from a repair company, producing receipts indicating parts needed to complete the repair, or a visual inspection conducted by Hibbing Public Utility personnel.
2. High water usage will **NOT** be credited for recreational usage such as filling swimming pools, garden watering, pressure washing, etc.
3. Water usage for the month in question will be billed out to the customer's (6) month average. All usage above the (6) month average will be billed out at half the current lower water tier's cost. Sewer will be billed out at half the current rate.
4. To determine the water credited, refer to the Water/Sewer Credit form.
5. All refunds will show up as a credit on the next billing cycle.

March 28, 2017
Adopted by Commission Action

HIBBING PUBLIC UTILITIES
Winter Shut Off Request By Property Owner

Property Owner _____

Service Address _____

Requested Disc. _____
Date _____

Utility to be disconnected:

Electric Steam Gas Water

The Owner understands that damage may occur to the structure due to the heating source being disconnected during cold weather months. The Owner asserts that the property is unoccupied at the service address listed above. The Owner is responsible for any future reconnection of the utilities and associated charges. The Owner further understands that the **MN Cold Weather Rules** do not apply as this request for disconnection is at the Owner's request.

Owner Name _____
(Please Print)

Owner Signature _____

Dated _____ Initials _____

This form must be returned to the HPUC office.

Hibbing Public Utilities
Policy Number: CUST019wintershutoff
Date: May 1, 2004

Subject: WINTER DISCONNECTS AT CUSTOMER REQUEST

Customers may request disconnection of their utilities at any time with no plan for reconnection provided there are no tenants in residence. In order to protect the HPUC from liability after a winter disconnection between October 15th and April 15th, the following procedure has been adopted.

Procedure

1. To request a winter disconnect, a customer must come in person to the HPUC Administration Building to complete and sign the *Winter Shut Off Request By Property Owner* form.
2. By signing the *Winter Shut Off Request By Property Owner* form, the customer understands and acknowledges:
 - A. Cold weather rules do not apply because disconnection is at the request of the customer.
 - B. There are risks associated with disconnecting heat utilities during the heating season and the customer assumes these risks.
 - C. The customer confirms that no tenants are in residence.
 - D. The customer is responsible for future notification to reconnect the utilities and any associated charges.
3. A disconnect notice will be placed at the customer address at the time of the disconnect.

Adopted by Commission Action