

**Customer Policies –  
Non-Billing**

**Hibbing Public Utilities**

**Policy Number: CUST046equipattach**

**Date: May 1, 2004**

**Subject: ATTACHING EQUIPMENT TO HPUC PROPERTY**

Customers must obtain written consent from the HPUC prior to attaching any equipment or material to HPUC-owned equipment or property. Failure to obtain written consent may result in criminal prosecution of the customer for property destruction or defacement.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST032customerresp**  
**Date: May 1, 2004**

**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 CUST024). 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 customers' service.

**Water** Downstream of the HPUC standpipe and shutoff valve.

Hibbing Public Utilities  
Policy Number: CUST112doorhanger  
Date: March 28, 2017

**Subject: CUSTOMER DOOR HANGERS**

The purpose of this policy is to establish a guideline as clarification of a customer's receipt of a door hanger for account delinquency disconnect. Although it is not required to hang a door hanger for the HPU to disconnect services, the following will be used as guideline:

1. Door hangers will usually be hung the week following the date listed on the customer's disconnection notice. Under normal five day work weeks, the door hanger will be hung on a Tuesday, with a disconnection occurring two days later on Thursday.
2. Shortened work weeks with a Friday being scheduled off will result in the door hangers being hung on Monday of that week and disconnection occurring on Wednesday.
3. Shortened work weeks with a Monday being scheduled off will follow the normal pattern of door hangers being hung on Tuesday, with a disconnection occurring on Wednesday.
4. Disconnections should try to be avoided on weeks with more than one scheduled day off.

Once a door hanger has been processed for a customer account, a \$35.00 fee will be assessed to the account. Door hangers are to be hung or affixed to the customer's door as notification of final notice prior to disconnection.

Landlords, who control services for one or more tenant residences and are delinquent on their own Utility account, shall have their tenant residences posted with notices outlining actions the tenants may take to avoid disconnection. A door hanger fee of \$35.00 shall be assessed to the landlord's account for each notice hung.

March 28, 2017  
Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST051equipmoving**  
**Date: May 1, 2004**

**Subject: CUSTOMER REQUEST FOR HPUC EQUIPMENT RELOCATION**

HPUC equipment including mains, service lines, and meters may be relocated or moved upon request by a customer according to the following guidelines:

- 1) The customer is responsible for the costs of moving HPUC equipment located on public property, easements, or customer property that currently serves the customer in a satisfactory manner.
- 2) The customer is responsible for making the necessary arrangements for the relocation of equipment owned by another utility company or third party.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST050location**  
**Date: May 1, 2004**

**Subject: LOCATION OF UNDERGROUND FACILITIES**

Upon request, the HPUC will provide the location of existing underground electric, steam, water, or gas facilities to assist excavators, contractors, and homeowners in their building projects. The HPUC is not responsible for any costs associated with damage to facilities as a result of the activities of the excavator, contractor, or homeowner.

**Customer Procedure:**

- 1) Customer calls Gopher State One-Call at **1-800-252-1166** and places an order for locating underground utility service facilities.
- 2) Gopher State One-Call notifies the HPUC Engineering Department by fax of the customer request for underground locations.
- 3) The HPUC Engineering Department locates underground facilities by using information, maps, and locating equipment.
- 4) Underground facilities are located at no cost to the customer.
- 5) Excavations shall be done according to G.S.O.C. policies and procedures.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST104cutormissingseal**  
**Date: March 30, 2005**

**Subject: CUT OR MISSING METER SEAL – PROCEDURE**

Steps to follow when a Utility employee finds a cut or missing meter seal.

Location/Owner: \_\_\_\_\_

Account No: \_\_\_\_\_

1. Notify the Service Clerk who will note the problem on the computer and inform the Meter Shop.
2. Meter Shop will:
  - A. Travel to location and pull meter and check for tampering.
  - B. Reseal the meter.
  - C. Inform management supervisor if a problem is found or the problem has occurred previously.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST048metering**  
**Date: May 1, 2004**

**Subject: METERING AND BILLING**

1. A customer is defined by the HPUC as an individual, business, partnership, or governmental agency supplied with utility service at one location. Utility service supplied at more than one location will be metered and billed under separate accounts.
2. If a customer owns or manages several buildings in various locations that are not in close proximity to each other as a single business, each building will be metered and billed as a separate account.
3. If a customer owns several buildings adjacent and in close proximity to each other in the operation of a single business, the customer may have one service connection to provide utility service to the entire group of buildings. All the buildings will be on the same meter and billed together as one account.
4. If a customer owns several buildings that are separated by a street, alley, or highway in the operation of a single business, the customer may have one service connection to provide utility service to the entire group of buildings. The customer must pay for the costs of installation and materials necessary to provide one service connection in this situation.

**Sub-metering**

Sub-metering is not allowed by the HPUC. Utility service will not be supplied to the owners, tenants, or occupants of any building through a master meter for sub-metering or resale to the tenants or building occupants.

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Adopted by Commission Action



**Hibbing Public Utilities**  
**Policy Number: CUST013newhousingutilities**  
**Date: May 1, 2004**

**Subject: NEW HOUSING DEVELOPMENT**

The following procedure and policies apply to new housing lot development:

- 1) HPUC management and Engineering Department personnel will meet with the developer during the planning stages of the housing development project. A plan will be developed for the HPUC to install natural gas distribution mains and electric main feeder and transformers after the final grades are completed at no cost to the developer. The electrical conduits and gas piping will be installed under the streets before final paving.
- 2) The City of Hibbing is responsible for installing the water and sewer distribution mains in the new development.
- 3) The HPUC will install street lighting at a designated fee per lot.
- 4) Street lighting fees must be paid to the HPUC by the developer prior to the installation of natural gas and electric service mains.

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Adopted by Commission Action

**APPLICATION FOR STREET LIGHTING  
NEW DEVELOPMENT**

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It is agreed and understood between the City of Hibbing, a municipal corporation, by and through the Public Utilities Commission of the City of Hibbing, an agency thereof, "Utility" and the undersigned, \_\_\_\_\_, "Developer," that Developer shall pay \$163.50 per Lot as the standard per Lot fee for new street lights in the above referenced New Development (Development).

The above referenced Development has \_\_\_\_\_ Lots. \_\_\_\_\_ X \$163.50 = \$\_\_\_\_\_. \$ \_\_\_\_\_ is the total fee (Application Fee) to be submitted with this Application.

Street lights shall be placed at the locations indicated on the attached Exhibit "A". It is incumbent upon Developer to submit this Application together with the Application Fee at least six (6) weeks in advance if Developer wants to ensure that street lighting in the above referenced Development will be available when needed/ desired. Developer understands that the Utility cannot **guarantee** when street lighting will be finished when needed/ desired. Lighting installation commenced within six (6) weeks of receipt of the Application and the Application Fee shall be deemed to be timely commenced. Completion shall depend upon the size and scope of the Development project.

In cases of emergencies or natural disasters (including, but not limited to damage to equipment or facilities of the Utility caused by vandalism, accidents, severe thunderstorms, tornadoes, hail, snow, ice, flooding or fires), Utility's paramount duty to the public and its work load priorities may preclude Utility from commencing installation of the street lighting within the six (6) week period. Absent such emergencies or natural disasters, Utility shall make a good faith effort to commence and complete the street lighting as soon as practicable after receipt of the Application and Application Fee. No work shall be started prior to receipt of both the Application and the Application Fee.

Dated: \_\_\_\_\_

HIBBING PUBLIC UTILITIES COMMISSION  
UTILITY

By: \_\_\_\_\_  
John Carlson, P.E., Director of Electrical Systems,  
Or Jim Kochevar, P.E., General Manager

Dated: \_\_\_\_\_

\_\_\_\_\_  
Developer

Hibbing Public Utilities  
Policy Number: CUST110Policy Exemption Request  
Date: May 10, 2016

**Subject: POLICY EXEMPTION REQUEST**

Customers requesting an exemption from current Hibbing Public Utility policy must make that request in writing, stating any and all reason an exemption should be considered. Such requests will be reviewed by the Utility's Administrative Review Team, who shall make the determination as to whether the policy exemption should be granted.

Customers must complete the "Policy Exemption Form" from the HPUC.

May 10, 2016  
Adopted by Commission Action

**Hibbing Public Utilities**

**Policy Number: CUST052lineremoval**

**Date: May 1, 2004**

**Subject: REMOVAL OF UTILITY SERVICE LINES**

Any service line that is installed by the HPUC and is not used by the customer for two years following installation or discontinuation of service will be deemed abandoned and may be removed by the HPUC at its discretion for reasons of safety and surety of service to existing customers.

All water, gas, steam, or electric services that become obsolete because of the installation of new or larger services will be terminated and shut off at the main.

When a house or structure is torn down or moved and utility service is not needed, the service lines will be terminated and shut off at the main. All work performed and expenses incurred in cutting and shutting the service off permanently is the responsibility of the property owner.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST036contributions**  
**Date: May 1, 2004**

**Subject:     REQUEST FOR CONTRIBUTION**

The HPUC has the statutory right to contribute annually, a sum not to exceed one percent of the previous year's gross revenues, or \$20,000, whichever is less.

By statute, HPUC contributions must be for the purpose of advertising, improving and developing the tourism, recreational, industrial, commercial, or vocational resources of the City of Hibbing.

Any party wishing to make a request for contribution from the Hibbing Public Utilities Commission must complete a *Request for Contribution* application form and submit it to the office of the General Manager. The request will be brought to the Commission for discussion and action at the next regularly scheduled Commission meeting following receipt of the application form.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST034outagesched**  
**Date: May 1, 2004**

**Subject: SCHEDULED OUTAGE**

**Definition**

A scheduled outage is defined as an outage that is scheduled at least 72 hours in advance.

**Procedure**

- 1) The HPUC employee requesting the outage must present the outage information to the Executive Secretary and the Service Clerk 72 hours prior to the outage.
- 2) The Executive Secretary will follow these steps:
  - a. Call the local newspaper to place an outage notice in the paper.
  - b. Call the local radio stations to request a radio notice of the outage.
- 3) The Service Clerk will follow these steps:
  - a. Call all customers on Medical Alert Status if the outage is electrical and inform them of the outage and expected duration.
  - b. Call the hospital, clinics, schools, and businesses in the affected outage area to inform them of the outage and expected duration.
- 4) If the scheduled outage is water, the Steam Crew will contact the affected customers in person and leave notices at their residences.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST024servcallout**  
**Date: May 1, 2004**

**Subject: SERVICE CALLOUTS**

**Service Callout Procedure:**

1. When a customer calls for service the Turbine Room will inform the customer of the potential charges for the service including the extra cost for after hours service.
2. Only one employee will be called out after hours until assessment of the problem determines that a second employee is required.
3. The employee(s) called out are to use good judgement and discretion when diagnosing problems on the customer's fixtures and equipment.
4. Customers will be charged for service calls when the service problem is located in their area of responsibility. Customer areas of responsibility are as follows (see Customer Areas of Responsibility, policy CUST032):

**Electric Overhead:** Downstream of the Utility's connection at the Weatherhead (Mast).

**Electric Underground:** Downstream of the meter socket.

Exceptions:

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

Note: Customer is responsible for meter socket.

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

**Gas** Downstream of meter set at the union to customers' service.

**Water** Downstream of HPUC standpipe and shutoff valve.

**Subject: TREES AND VEGETATION**

The HPUC will trim trees or vegetation that interfere with electrical wires at no cost to the customer. The customer is responsible for clean-up of the branches and debris following trimming or removal of trees or vegetation by the HPUC.

**On Utility Easement:**

The HPUC will trim or remove trees and vegetation conflicting with electrical wires on the electrical power easement. The HPUC will work with the property owner and will attempt to retain a portion of the tree or vegetation whenever possible. The HPUC will make the final decision on judgements concerning the trimming or removal of trees or vegetation on the easement.

**On Customer Property:**

**1) Trees**

- a. The HPUC will trim a tree conflicting with electrical wires on a customer's property at no charge to the customer, but will not remove or pay for the removal of a tree that is near electrical wires.
- b. If severe weather or other conditions cause a tree or tree branch to come down on electrical wires, the HPUC will trim the tree and will disconnect, repair, and reconnect the electrical service at no cost to the customer.
- c. If a customer refuses to trim or remove a tree conflicting with electrical wires at the request of the HPUC, the customer is responsible for the cost of HPUC time and materials in the event the tree causes a power outage or other utility problem.
- d. If a customer is taking down a tree on their property, the HPUC will assist in the tree removal process by disconnecting and reconnecting the electrical wires at no cost to the customer.

**2) Vegetation**

- a. The HPUC will trim or remove vegetation conflicting with electrical wires on a customer's property at the customer's request. If vegetation is the cause of a power outage at the customer's residence, the HPUC will repair the electrical wires and trim the vegetation at no expense to the customer.



**Hibbing Public Utilities**  
**Policy Number: CUST053underground**  
**Date: May 1, 2004**

**Subject: UNDERGROUND INSTALLATIONS**

All underground installations of electric, steam, gas, and water services will be performed from **May 1<sup>st</sup> through October 31<sup>st</sup>** due to seasonal limitations and adherence to sound engineering practices.

Installations that are done between November 1<sup>st</sup> and April 30<sup>th</sup> when the air temperature is lower than 40 degrees Fahrenheit require approval by the Commission.

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Adopted by Commission Action

**Hibbing Public Utilities**  
**Policy Number: CUST035outageunsched**  
**Date: May 1, 2004**

**Subject: UNSCHEDULED OUTAGE**

**Definition:**

An unscheduled outage is defined as an unexpected sudden failure of any utility distribution system. HPUC employees will work to remedy the situation in the shortest and safest time possible.

**Procedure:**

During Regular Business Hours

- 1) The Shift Engineer will notify the Service Clerk with the following information:
  - a. Utility system(s) affected and description of the problem
  - b. Areas affected by the outage
  - c. Expected duration of the outage
  
- 2) The Service Clerk will follow these steps:
  - a. Call all customers on Medical Alert Status if the outage is electrical and inform them of the outage and expected duration.
  - b. Call the hospital, clinics, schools, and businesses in the affected outage area to inform them of the outage and expected duration.
  - c. Inform the Shift Engineer of outage problem areas based on the trouble calls received. Periodically deliver the trouble call list to the Shift Engineer.
  - d. Inform the crews of any additional outage problem areas.
  
- 3) If the newspaper calls, the following HPUC staff will be contacted in this order to receive the call:
  - a. General Manager
  - b. Assistant General Manager
  - c. Director of Finance
  - d. Executive Secretary

The message to the newspaper will be short and concise with no editorializing. No blame for the outage will be inferred or implied.

- 4) Customer telephone calls will be received and outage information recorded on the *Outage Complaint* form. HPUC employees will respond to the public with a prepared statement:

“The (electrical, gas, water, steam) outage is (major, minor) in nature and will take approximately (hours, minutes) to restore. Please bear with us as our crews are now on the job to correct the problem. Thank you for calling.”

After Regular Business Hours

- 1) The Shift Engineer will call out the appropriate crews and Management personnel if necessary.
- 2) If the Shift Engineer determines that the outage is extensive, the Service Clerk will be called out to answer customer telephone calls.
- 3) The Service Clerk will follow these steps:
  - a. Receive customer calls, complete the *Outage Complaint* forms, and respond to the public with the prepared statement above.
  - b. Call all customers on Medical Alert Status if the outage is electrical and inform them of the outage and expected duration.
  - c. Call the hospital, clinics, schools, and businesses in the affected outage area to inform them of the outage and expected duration.
  - d. Inform the Shift Engineer of outage problem areas based on the trouble calls received. Periodically deliver the trouble call list to the Shift Engineer.
  - e. Inform the crews of any additional outage problem areas.
- 4) If the outage is minor, the Shift Engineer will handle customer telephone calls and respond to newspaper inquiries.

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Adopted by Commission Action