

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 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.