

ELECTRIC SERVICE RULES OF THE MUNICIPAL ELECTRIC UTILITY

Effective April 1, 2016

SPENCER MUNICIPAL UTILITIES



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DIVISION I

STATEMENT OF OPERATION

Section 1.1 Purpose

These service rules have been adopted by the Board of Trustees of the Municipal Electric Utility for the City of Spencer, Iowa. The rules are subject to change from time to time to ensure safe and efficient service in compliance with city, state and federal laws and regulations.

Section 1.2 Applicability

These Service Rules are intended to broadly govern operation of the Municipal Electric Utility. Where a rule cannot be reasonably applied to a specific situation, the Board of Trustees reserves the right to act in an adjudicative capacity to resolve such conflicts.

References to rates or charges and certain other terms and conditions of service “adopted by the Board of Trustees” refer to applicable resolutions adopted by the Municipal Utilities Board of Trustees. See Division IV.

Certain aspects of Municipal Utility operations are regulated by the State of Iowa Utility Board. Unless otherwise specifically provided by statute, Municipally Owned Utility furnishing electricity regulatory authority is limited to those statutes referenced in section 476.1B of the Code of Iowa.

Section 1.3 Definitions

Unless another meaning is specifically indicated, when used in these rules:

- (1) "Applicant" means a person, partnership, association, firm, public or private corporation or governmental agency or legal entity, applying to the Municipal Utility for service.
- (2) "Billing period" means the normal period of time during which the customer 's usage is accumulated for billing.
- (3) "Board of Trustees" means the Board of Trustees established under Chapter 388, Code of Iowa.
- (4) "Commercial" means all non-residential use of electricity.
- (5) "Complaint" means a written statement or question by anyone, whether a Municipal Utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility obligation. The Municipal Utility may require that complaints be in writing.
- (6) "Contract" means any claim, account or demand against, or agreement with, the Municipal Utility, express or implied.
- (7) "Contractor" means any person, firm, association, or corporation, any agency of the federal,

state or local government, or legal entity working for the customer.

(8) "Customer" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity benefiting from electric service from the Municipal Utility. In case of a residence, customer also means other adult persons occupying the residence.

(9) "Delinquent or delinquency" means an account for which a service bill or service payment agreement has not been paid in full on or before the last day for timely payment.

(10) "Demand" means the quantity of electrical energy needed by the customer at a given point in time.

(11) "Easement" means the right to use the land of another for a special purpose.

(12) "Electric Service" is furnishing to the public for compensation any electricity, heat, light, power or energy.

(13) "Energy" means electric energy required in kilowatt-hours.

(14) "Governing Body" means that body charged with setting policy of the Municipal Utility, or the Board of Trustees.

(15) "IAC" means the Iowa Administrative Code, as amended, and is used in designating references within the Code.

(16) "Iowa Utility Board" or "IUB" means that state agency having regulatory authority over the services (not rates) provided by the Municipal Utility.

(17) "Maximum Demand" means the greatest demand required by a customer during a specific length of time.

(18) "Meter" means a device that measures and registers the integral of an electrical quantity with respect to time. Whether self-contained, CT (CT means current transformer rated) or PM (Primary Metering).

(19) "Municipal Utility" means the entity of the city charged with the operation of the electric utility.

(20) "Point of Delivery" means the location where the customers wiring starts and Municipal Utilities ends (Meter Socket, CT Cabinet or Termination Box for 1-ph and Transformers, CT Cabinet, Termination Box, Junction Box and Make-Up Box for 3-ph, see section 2.1(2) and Primary Metering).

(21) "Power" means electric power measured in kilowatts.

(22) "Premises" means a tract of land, building, part of a building or facility to which electric service is provided.



(23) "Residential" means primary use of electricity is for residential purpose.

(24) "Right-of-way" means a situation in which although a parcel of land has a specific private owner; some other party or the public at large has a legal right to traverse that land in some specified manner. The term likewise refers to the land subject to such a right.

(25) "Timely payment" is a payment on a customer's account made on or before the date shown on a current bill for service, or on a form which records an agreement between the customer and the Municipal Utility for a series of partial payments to settle a delinquent account, as the date which determines application of a late payment charge to the current bill or future collection efforts.

DIVISION II

SERVICE CHARACTERISTICS

Section 2.1 Service Characteristics

The Municipal Utility shall make available, throughout its assigned service area, electric service of a character determined by the Municipal Utility to meet the needs of the customer. The standard electric service available is 60-hertz (cycles per second) alternating current, single phase or three phase. The following classes of service will normally be offered to the customer:

1. 120/240 volt, single phase, three wire,
2. 120/208 volt, single phase, three wire wye (if available), a five terminal meter socket is needed with the fifth terminal at the 9:00 o'clock position,
3. 120/208 volt, three phase, four wire wye,
4. 277/480 volt, three phase four wire wye,
5. Other voltages may be made available for special service requirements at the option of the Municipal Utility.

Municipal Utility reserves the right to size the secondary service conductor size to the estimated load and not to the actual panel size.

6. Other service connections, including three phase service and service at primary voltages (Primary Metering), customer owned, are available at the option of the Municipal Utility and may require a contribution in aid of construction or an advance of construction costs.

Extension polices, including charges and other terms and conditions shall be established by the Board of Trustees. Where a customer contribution in aid of construction or an advance for construction cost is required, the Board of Trustees may waive such requirements in whole or in part upon determination that the waiver is in the public interest. Such waiver, when entered in the minutes of the Board of Trustees shall not be considered discriminatory practice.

Section 2.1 (1) Service Voltage and Maximum Amperage (600volt or less)

Overhead or Underground single phase;
200amp min, 600amp max, 120/240 volt service
200amp min, 400amp (320)max, 120/208 volt service (network meter)

Overhead three phase;
200amp min, 1200amp max, 120/208 volt service
200amp min, 600amp max, 277/480 volt service

Underground three phase;
200amp min, 2000amp max, 120/208 volt service
200amp min, 600amp max, 277/480 volt service (OH transformer)
200amp min, 2000amp max, 277/480 volt service (UG transformer)

Anything over 400 (320)amp 3-ph has to be CT metering;

Other voltages/amperages may be made available for special service requirements at the option of the Municipal Utility.

NOTES:

All services are intermittent duty unless approved by the Municipal Utility.
All services have grounded neutral conductor.

Section 2.1 (2) Point of Delivery

For residential single phase services, the Municipal Utility shall construct, own and maintain one service up to the point of delivery regardless of the number of meters located at the point of delivery.. The Municipal Utility shall also own and maintain the meter.

For residential three phase services, the customer shall construct, own and maintain one service up to the point of delivery regardless of the number of meters located at the point of delivery. The Municipal Utility shall own and maintain the meter.

For commercial single phase services, the Municipal Utility shall construct, own and maintain one service up to the point of delivery regardless of the number of meters located at the point of delivery. The Municipal Utility shall also own and maintain the meter.

For commercial three phase services, the customer shall construct, own and maintain all facilities up to the point of delivery. The Municipal Utility shall own and maintain the meter.

The Municipal Utility will extend electric service to users on an area coverage basis, without regard to race, color, religion, sex, age, national origin or handicap.



Section 2.2 Engineering Practices

Facilities of the Municipal Utility shall be constructed, installed, maintained and operated in accordance with accepted engineering practice in the electric industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property. However, the Municipal Utility shall not be held liable in actions arising from interruptions or fluctuations in service.

The Municipal Utility shall use and shall require compliance with applicable provisions of the publications listed below as standards of accepted engineering practice unless otherwise ordered by the State of Iowa Utility Board.

1. Iowa Electrical Safety Code, as defined in 199 IAC, chapter 25 (476, 476A, 478), including the National Electric Safety Code.
2. National Electrical Code, ANSI/NFPA-70.
3. American Standard Code for Electricity Metering, ANSI C12.
4. U.S.A. Standard Requirements for Instrument Transformers, ANSI C57.13.
5. American National Standard Requirements for Electrical Analog Indicating Instruments, ANSI C39.1
6. American Standard Requirements for Direct-Acting Electric Recording Instruments (Switchboard and Portable types), ANSI C39.2
7. American National Standard Voltage Ratings for Electric Power Systems and Equipment (60 Hz), ANSI C84.1, and the supplement ANSI C84.1a.
8. Recommended Practice for Grounding of Industrial and Commercial Power Systems, I.E.E.E. Std 142 (the I.E.E.E. Green Book), or Grounding of Industrial and Commercial Power Systems ANSI C114.1
9. National Fuel and Gas Code (NFPA 54), Liquid Petroleum Gas Code (NFPA 58)
10. City Code of Spencer, Iowa.

If any conflict between any standards listed, should a standard be less stringent than the Iowa Electric Safety Code, the Iowa Electric Safety Code shall govern to the extent required.

References to the publications listed in 1 through 9 above shall be deemed to be the latest edition or revision accepted by the State of Iowa Utility Board as a standard of good practice.

Section 2.2(1) Codes and Rules

The Municipal Utility requires that all customer installations meet the minimum requirements of the codes stated above in section 2.2 and/or state and local codes when their requirements are more restrictive.

The Municipal Utility reserves the right to refuse to extend service where a customer's installation does not comply with these provisions and requirements as stated. In case of refusal, the Municipal Utility and/or the city electrical inspector will inform the customer of the reason of the refusal.

The Municipal Utility may de-energize any service when that service is found to be in an unsafe condition.

Section 2.2(2) Electric Primary, Secondary and Street Light Installation

Spencer Municipal Utility requires that all grading will be plus/minus 6" of final grade. Where it is a new development, new home or any undeveloped area, Spencer Municipal Utilities will install underground facilities by trencher, backhoe and directional bore and leave the dirt spoil pile at a rough grade to allow for dirt to settle. Where it is an established yard (where a dwelling exists), Spencer Municipal Utilities will replace the yard back to existing condition.

Section 2.3 Construction Guidelines for Electric Service

This section provides a general overview of our requirements for construction of electrical facilities. Because each construction project and site present their own specific issues, please contact the Municipal Utility for detailed information and complete answers to any questions you might have during the construction phase.

NOTICE:
Call the Municipal Utilities local office for an appointment to disconnect your service and remove the meter seal and meter. It is **UNLAWFUL AND UNSAFE** to willfully alter or tamper with any meter seal, meter, conductors, transformer, secondary peds or any other utility property.
Remember:
Keep Safety First!

Section 2.3(1) Charges for Electric Service

Full payment of construction costs or arrangement for payment will be required before the Municipal Utility can proceed with the project.

Customer may also be required to furnish necessary right-of-way or easements for the Municipal Utility to install the electric distribution line extension and service. Additional site preparation/requirements, such as tree trimming, are also customer responsibilities for which cost may be incurred.

Section 2.3(2) Application for Service

To initiate a request for a new service, you may stop in or call the Municipal Utilities office to complete a Service Application (Residential or Commercial).

Request for service should be made well in advance of the date that service will be required. All matters pertaining to the use of electric service should be discussed with a Municipal Utility representative at that time. Customers/contractors should contact the Municipal Utility about each installation as early as possible to provide time for necessary job checking, scheduling, proper coordination, and preparation for any necessary contract and billing arrangements. Close coordination between the Municipal Utility and the customer/contractor is necessary throughout the planning and construction stages.

This communication merely provides general guidelines and does not attempt to document all the detailed information required by both the customer/contractor and the Municipal Utility during construction. It is strongly recommended that the customer/contractor complete a New Dwelling and Additions form by contacting Municipal Utility during the early stages of the design process to avoid misunderstandings, delays, and unnecessary expense.

Section 2.3(3) Winter Builds

The Municipal Utility shall trench/bore and install the underground cable if it is able to do so before three inches of frost is in the ground to a certain point of the proposed building site that is not ready to accept secondary cable yet upon the following basis:

The customer/contractor shall request and complete a Winter-Built Building Application Agreement form.

- The customer shall:
 - complete the open trench when ready for permanent service,
 - allow the municipal utility to inspect and approve the cable installation before the trenching is backfilled,
 - backfill the cable trench,
 - feed the cable into the conduit and meter socket
 - have the Electrical Inspector approve the electrical entrance installation once it is installed
 - allow the municipal utility to terminate the cable once it is installed in the meter socket.
- The owner of the property and/or contractor and/or electrician in some instances shall be responsible for the trench and placing appropriate conduit for the Municipal Utility.
- The owner of the property and/or contractor and/or electrician shall be responsible for the cable not being damaged.
- The owner and/or contractor and/or electrician shall be jointly and severally liable and shall pay for all cost incurred for cable repair and/or relocation.
- The customer shall acknowledge the fact that they may be incurring potential liability or expense for themselves due to the potential costs, which may be incurred for cable repair and/or relocation. The customer shall understand that the Municipal Utility is laying the cable at a time prior to what is ordinary as an accommodation to them because of the fact that the building is being constructed in the winter and trenching cannot be done when there is more than three inches of frost in the ground.

Section 2.3(4) Electrical Inspections and Connection of Service

When the customer's electrical work/installation has been completed, inspection is required by the City of Spencer electrical inspector(s) to ensure compliance with the National Electric Code (NEC) as well as any local, state, or federal rules and regulations. The Municipal Utility will not energize new service installations until such inspection has been made and formal notice from the City of Spencer has been received by the Municipal Utility.

Section 2.3(5) Meter Socket Installations

All meter sockets must be approved by the Municipal Utility.

All meter sockets being energized from an underground source will have the left side for line side service wires, so the line wires may be connected without bending. On three phase delta secondary, the wild leg will be on the right side of the meter socket.

These rules apply to any underground service of such size that it does not require current transformer metering:

Form 1S, 3S and 5S meters are for maintenance only.

All pre-approved meter sockets are manufactured by Milbank.

All Residential meter sockets will have either a horned or lever bypass.

All Commercial meter sockets will have a lever bypass.

Any meter sockets needed that are not on the list will need to be approved by SMU. SMU reserves the right to deny any meter socket.

All meter sockets need to be 200amp or greater rating unless it's a transformer rated meter socket.

All current rated metering shall be bar type approved CT cabinet.

Section 2.3(6) Grounding

In accordance with the National Electrical Code, a permanent and effective ground shall always be provided for all service entrance equipment. The neutral conductor shall also be grounded.

The grounding of electric installations is essential for the safety of those using the electric service, personnel maintaining the service, and is a safeguard for the Customer's equipment.

GROUNDING SERVICE ENTRANCE AND METERING EQUIPMENT

1. The electrical contractor is responsible for all bonding connections.

2. The meter socket shall be bonded to the system neutral

3. All CT cabinets must be grounded.

4. Intersystem bonding is required by National Electric Code (NEC) 2008 Hand Book 250.94.

There is a grandfather exception for existing buildings (SEE NEC HAND BOOK).

Section 2.3(7) Customer Grid Connected Generators

Customer generators such as wind turbines or photo voltaic arrays shall only be interconnected to the

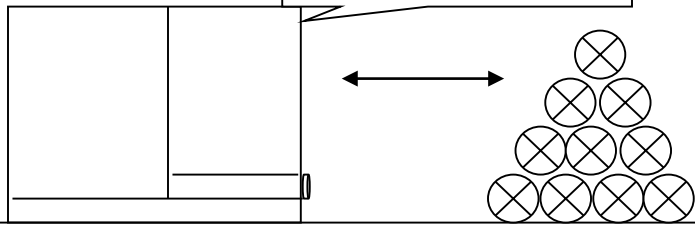
Section 2.3(8) Working Space Required in Front of Transformers, Pad Mount Switches and Primary Junction Boxes

A minimum working space of 10 feet is required in front and 3 feet of clearance on the remaining three sides of transformers, pad mount switches, and primary junction boxes to allow for safe operation of energized equipment.

Customers are not allowed to place any structure, landscape, or enclosure within the minimum working space stated above.

Work Clearances around transformers, switches, and primary junction boxes.

Adequate working space OF 10 feet is required so that the front of the transformer or switch is readily accessible to authorized persons.



Pad mounted transformer

3 feet on each side



10 feet in front

Section 2.3(9) Site Preparation

Prior to service installation the customer is responsible for preparing the site.

For Underground Service:

- Clearly mark the meter location on the foundation: Miss marked locations will result in additional cost to the customer for relocation.



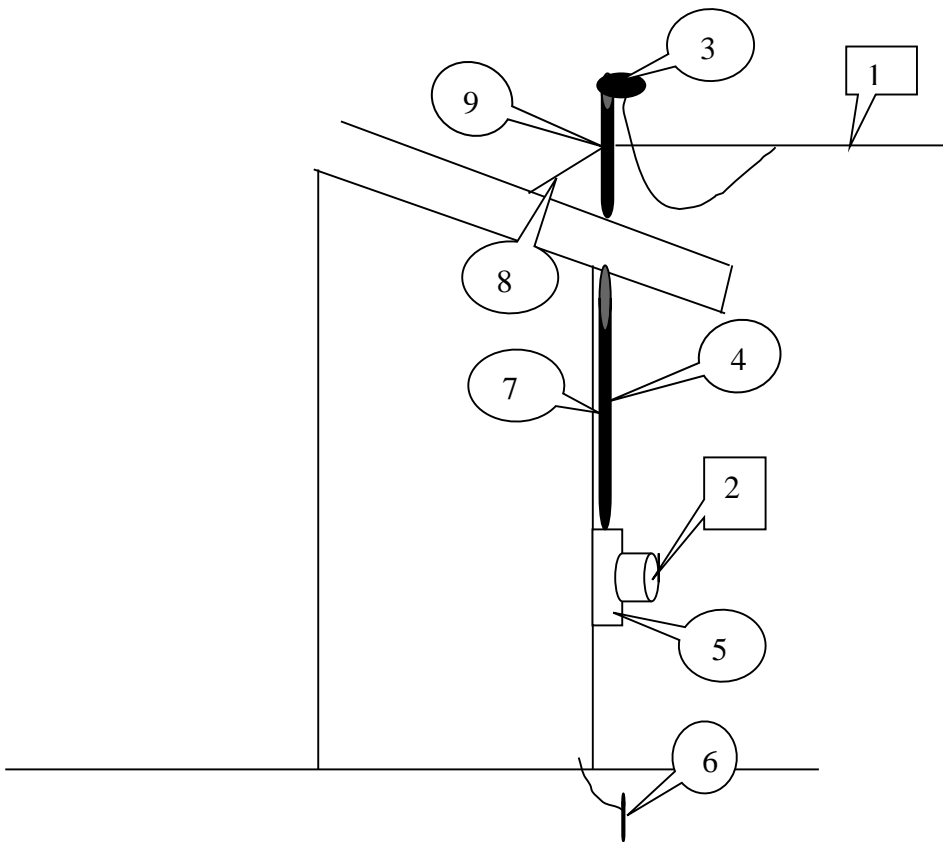
- Clear debris, dirt piles, building materials, etc., from the right-of-way/easement and service route. Please allow at least 10 feet of clearance on each side of the service route for equipment.
- Finished grade after service is installed by the Municipal Utility will be rough grade. Customer is responsible for final grading.
- In some instances the customer may be required to provide trenching and appropriate conduit per the Municipal Utility specifications before the conductor is installed and connected. Depth will be at least 24 inches to top of conduit.
- Backfill/compact the service route to within six inches of final grade. Excessive ground settling due to lack of proper compacting can cause damage to utility service lines, which will incur extra cost to the customer.
- Obtain right-of-way/easements as required by the Municipal Utility.
- Obtain all permits and inspections as required by the Local Governing Agency.
- Identify, locate, and mark existing driveways, septic systems, sprinkler systems, and other underground facilities that might impact the service route. Also identify any future building plans, such as decks, patios, pools, landscaping, or fencing, that may interfere with the location of service and/or metering. All customer-owned underground facilities must be marked prior to service installation.

For Overhead Service:

- Trees must be cleared to a minimum of 10 feet on each side of any overhead line.
- Masts must be installed with 2 feet of connecting wire.
- Pole meters must be equipped with a comparable fused disconnect switch below the meter socket.
- Minimum clearance above structures such as decks, patios, pools, outbuildings, etc., is regulated by the National Electric Code (NEC) and National Electric Safety Code (NESC) and by local, state, and federal governing rules and regulations as well as the Municipal Utility standards.
- All conduits, conductors, and other equipment downstream from the connecting point at the meter mast are the responsibility/property of the customer and will not be serviced/maintained by the Municipal Utility.

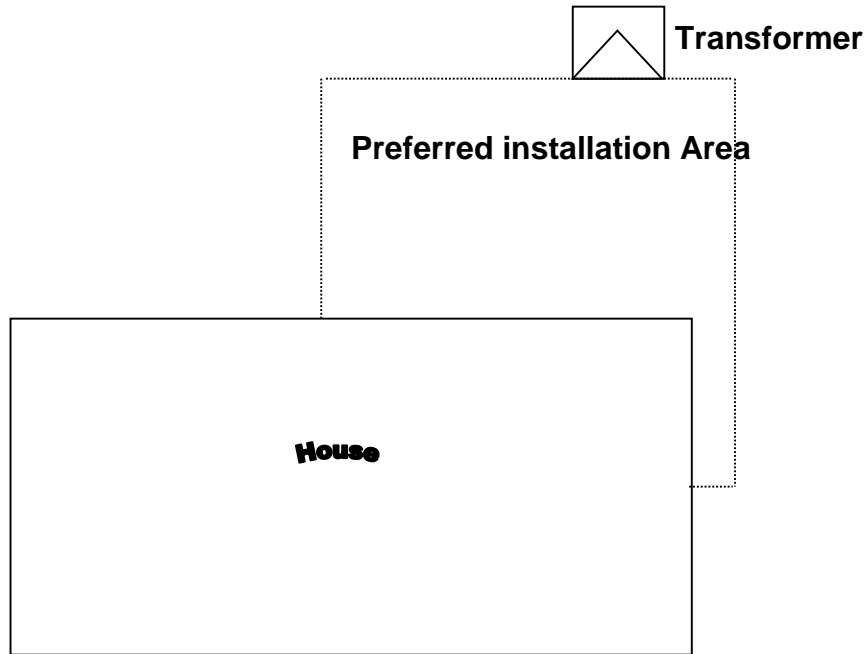
○ Customer furnishes, installs & maintains □ Utility furnishes, installs & maintains

- | | |
|--|--------------------------|
| 3. Conduit, Service Cable, Weatherhead | 1. Overhead Service Drop |
| 4. Conduit or Cable Supports (as required) | 2. Meter |
| 5. Approved Meter Socket | |
| 6. Ground in accordance with the code | |
| 7. Rigid Steel Conduit | |
| 8. Conduit Guy if required | |
| 9. Cable wire support | |



Section 2.3(10) Service Entrance

The customer is responsible for locating the service entrance at a place approved by a Municipal Utility representative. The meter installation and entrance must be located on the outside of the customer's structure at a suitable place approved by a Municipal Utility representative prior to installation. The metering site should normally be on the side of the structure closest to the power source, free from obstruction to allow for access by the Municipal Utility personnel. Meter sites that require greater than 80 feet of conductor will result in the customer being charged labor, material, and equipment for the extended distance.



Section 2.3(11) Temporary Construction Meter

A temporary electric meter will be furnished to supply construction power prior to installation of permanent facilities. To initiate a request for temporary electric service, you may stop in or call the Municipal Utility to complete a Request for New Dwelling and Additions form. The Municipal Utility requires this information to initiate your request for service, establish your account, and begin planning for installation.

The temporary meter must be set within 6 feet of the closest power source at the site and all temporary service installations must meet the state and local codes. You are required to set a temporary "post" and meter loop on which to mount the meter.

Under no circumstances shall meters be removed or relocated - temporarily or permanently - by anyone other than an authorized Municipal Utility employee.

The Municipal Utility must receive required inspection approval from the City of Spencer.

Section 2.3(12) Permanent Meter

After construction is complete, please note the following items must be done prior to installing the meter:

The Municipal Utility must receive required inspection approval from the City of Spencer.

The address must be permanently marked on the building. For multiple-occupancy buildings or multiple meter sets (ganged or grouped meter sockets), each meter set requires a separate identifiable address and labels placed on each meter socket with that separate identification.

The building's main breaker(s) must be shut off.

Section 2.4 Special Conditions of Service

Except for facilities defined in section 2.1 of these rules or in extensions of policies adopted by the Board of Trustees as a responsibility of the Municipal Utility, the customer shall be responsible for all wiring and electrical equipment on his or her premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by section 2.2 of these rules, the special conditions of this section, and any other applicable laws or regulations.

No inspection or approval of a customer's compliance with this section by the Municipal Utility or other agent of the Municipal Government shall be constructed to impose any duty or liability on the Municipal Utility, but considered solely for the purpose of ensuring protection of the Municipal Utilities property and continuity of service to customers of the Municipal Utility.

Section 2.4(1) Requirements for Electric Motors

All installation of power loads on the Municipal Utilities system shall conform to the safety rules as set forth in the Iowa Electrical Safety Code, and other such codes or specifications as may be applicable.

Customers are required to provide suitable protective devices so that motors and equipment will be protected from damage and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of poly-phase motors, or the re-establishment of normal service after any caused by any of the above conditions.

The Municipal Utility reserves the right to limit the number and size of motors installed. The customer or customer's electrician shall contact the Municipal Utility regarding requirements for motor starting equipment, wiring and other motor specifications.

In each case where the simultaneous single-phase and three-phase load is about to exceed the capability of the installed transformer, it shall be the responsibility of the customer to make arrangements with the Municipal Utility for the installation of a suitable transformer before such simultaneous load exceeds the capability of the presently installed transformer.

The Municipal Utility reserves the right to limit the capacity of any single-phase service when, in its judgment, such service will impair the service to other customers, or such service shall exceed the capacity of the Municipal Utilities facilities.

Section 2.4(2) Corrective Equipment

Customer electrical equipment shall be installed and used in such a manner as to not adversely affect voltage regulation or impair the Municipal Utilities service to other customers. When such equipment creates fluctuating voltage or power factor conditions, or any other disturbance detrimental to service to other customers or to the Municipal Utilities use of its own equipment, the customer will be required

to install and maintain, at his own expense, suitable corrective equipment to eliminate these detrimental effects.

Section 2.4(3) Standby Generators

No other source of supply of electricity shall be introduced or used by any customer in conjunction with electric service supplied by the Municipal Utility without prior written approval of the Municipal Utility. At a minimum, standby facilities will only be approved if a single change-over switch that provides a visible opening and is padlockable in the open position, or a relay of adequate capacity shall be provided and so connected that the Municipal Utility lines cannot become energized by a standby power source under any conditions.

Section 2.4(4) Energy Conservation Certification for New Structure

Under the provisions of the Iowa Administration Code 199-36.7(476) and 199-35.14(476) new structure energy conservation standards, a utility providing gas or electric service shall not provide service to any structure completed after April 1, 1984, unless the owner or builder of the structure has certified to the utility that the building conforms to the energy conservation requirements adopted under 661-16.801 (103A) and 661-16.802 (103A). If this compliance is already being certified to a state or local agency, a copy of that certification shall be provided to the utility. If no state or local agency is monitoring compliance with these energy conservation standards, the owner or builder shall certify that the structure complies with the standards by signing a Certificate of Energy Conservation Compliance form provided by the Municipal Utility.

No certification will be required for structures that are not heated or cooled by electric service, or are not intended primarily for human occupancy.

Section 2.4(5) Right of Access

The Municipal Utilities' identified employees or designated representatives shall have access to customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to the Municipal Utility.

Section 2.4(6) Interruption of Service

The Municipal Utility will use reasonable diligence in supplying electrical service, but shall not be liable in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, acts of God, or otherwise unsatisfactory service, whether or not caused by negligence.

Section 2.4(7) Notice of Trouble

Customer shall notify the Municipal Utility immediately should service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. All outages will be repaired by the Municipal Utility as quickly as possible. When the Municipal Utility responds to a trouble call placed by the customer and the trouble is not with the Municipal Utilities supplied equipment, but is caused by a failure of the customer's equipment, a service call charge will be billed to customer. Municipal Utility employees are not allowed to make repairs to customer owned facilities or equipment.

Section 2.4(8) Notice of Scheduled Service Interruptions

All customers affected by planned electric interruption will be given adequate notice to allow sufficient time for the customers to take appropriate action. Notice may be given by telephone, direct mail, personal, newspaper, radio, or a combination of any of the above.

When personal notice is given, a reasonable effort to reach all the effected customers should be made. Adequate notice shall contain:

1. Spencer Municipal Utilities name
2. Area effected
3. Date
4. Time
5. Expected duration of service interruption
6. Alternate date

Section 2.4(9) Moving of Structures

The actual cost to move electric facilities to accommodate a customer's moving project will be done at the customer's expense. A deposit may be required to cover the estimated expenses.

A notice of five (5) working days must be given to the utility prior to the move.

Section 2.4(10) Relocation of Service

Customers who are planning to build under or over the existing electric lines or enclose an electric meter need to contact the Municipal Utility prior to building. Arrangements need to be made to have the electric line relocated and/or the meter relocated

The customer will be charged materials, labor, and equipment by the Municipal Utility for the relocation of the service line. The customer is responsible for moving the meter socket at their expense.

Customers who build under or over the existing electric lines are responsible for their total electric service and will be charged material, labor, and equipment by the Municipal Utility for the moving, repairing and/or replacement of such service.

The Municipal Utility encourages customers to reroute service that will be located under or over any new buildings or additions. This will avoid delays in restoration of your electrical service should you have a problem with the wires under the building.

Section 2.4(11) Temporary Fair Electric Service during the Clay County Fair

Any person wanting a temporary fair service during fair week must pay a minimum of a two hundred dollar (\$200.00) deposit before the Municipal Utility will hook them up. The person is billed a minimum of 1 hour labor and 1 hour truck for hookup and a minimum 1 hour labor and 1 hour truck for disconnecting the temporary service, plus all electricity used. If there is a difference at the end the amount of difference will be refunded. Payment must be cash, cashier check, money order, or check

on a local bank. Before any temporary service can be hooked up by the Municipal Utility the City inspector(s) must inspect it.

Section 2.4(12) LOCATING UNDERGROUND UTILITIES









Iowa law requires that any person, homeowner, professional, public or private entity, planning to engage in any form of excavation within the state of Iowa, must notify the Iowa One Call notification system, Dial 811 or 1-800-292-8989, at least 48 hours prior to excavating.

The Iowa One Call notification system is a free call and a free service to all persons planning an excavation within the state of Iowa. The required 48 hours advance notice does not include Saturdays and Sundays or legal holidays.

Iowa One Call is a non-profit organization funded by the owners and operators of underground facilities who are required by law to belong to the system.

Underground Utility Markings What the Markings Mean

American Public Works Association Utility Location & Coordination Council Uniform Color Code:

-  **Red:** Electric Power Lines, Cables, Conduit and Lighting Cables
-  **Yellow:** Gas, Oil, Steam, Petroleum or Gaseous Materials
-  **Orange:** Communication, Alarm or Signal Lines, Cables or Conduit
-  **Blue:** Water, Irrigation and Slurry Lines
-  **Green:** Sewers and Drain Lines
-  **Pink:** Temporary Survey Markings
-  **White:** Proposed Excavation
-  **Purple:** Reclaimed Water

Section 2.5 TREE TRIMMING

In accordance to the Iowa Utility Board, Electric Utilities are required to maintain the reliability and safety of their system, which is partly done by keeping tree branches away from their power lines, including those lines that are on customer's property.

When trimming, the Municipal Utility attempts to cut trees in ways that reduces stress and ensures the smallest possibility of disease for the tree.

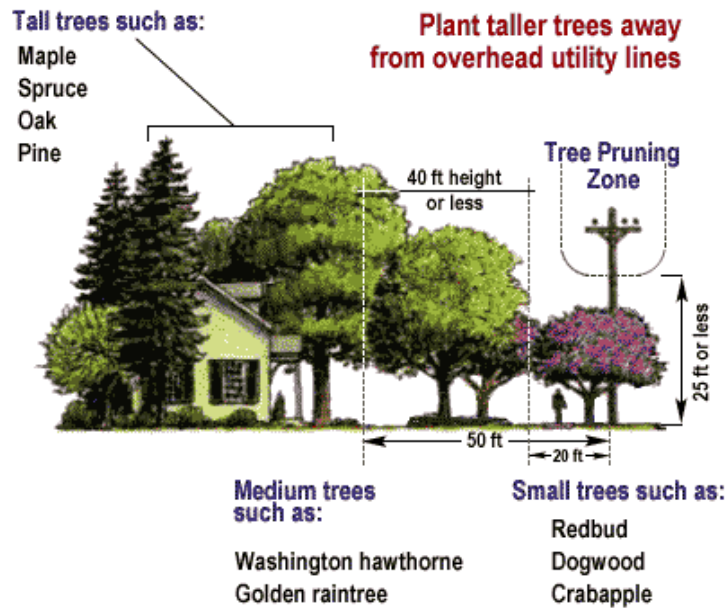
Trimming will usually involve clearing branches to allow at least 10 feet of space surrounding a power line. These are the federal and state guidelines that help protect work around power lines and the systems reliability.

Customers may be notified of when tree trimming will occur in their area. The notices usually hung on the door or mailed, include a telephone number for customers to call with their questions. The notice can be anywhere from two or more days prior to the trimming. Notice does not have to be given and this procedure does not apply to emergency trimming performed in an effort to restore service after a storm.

Customers that do not allow the Municipal Utility to trim their trees will be held responsible for any damages that may occur, including loss of revenue.

Following are steps the customer can take to help avoid for having the Municipal Utility trimming trees in your yard.

- When planting trees in the yard, select a location away from power lines.
- Check with a nursery about the correct types of trees for planting in the space available.
- Trim all trees and bushes that are under and near power lines each year to keep them from growing toward the lines.



Municipal Utility representatives may enter customer's property to trim any branches that are touching or are close to power lines. It is necessary to enter private property so that the reliability of the power system is maintained and outages are avoided. Municipal Utilities has this right through an "easement." An easement is essentially permission for the Municipal Utility to maintain its power lines on a customer's property. Easements are filed with the County Recorder's office and copies are typically kept on file with the Municipal Utility.

Section 2.5(1) Lowering Electric Lines for Tree Trimming and Removal



The Municipal Utility will lower electric lines to allow a tree to be trimmed or removed in a safe and efficient manner.

The Municipal Utility will charge the customer making the request to have the electric lines lowered with labor, equipment, and materials if it is determined that the tree cannot be trimmed or removed safely without lowering the electric lines.

Section 2.6 Class of Service for Application of Rates

Service classifications shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. Service classifications shall be defined as part of the rate schedules adopted by the Board of Trustees. In addition, the Municipal Utility reserves the right to supply large power service in accordance without the provisions of a written contract. As nearly as practicable, rate schedules adopted by the Municipal Utility shall reflect relative differences in the full cost of providing various quantities of service to each customer class.

Section 2.7 Meter Installation

The Municipal Utility shall install, own, and maintain a meter of a type appropriate to the nature of the service, for each service extension. Meters shall not be required, however, where consumption can be readily computed without metering or where the service is of a temporary nature and the cost of meter installation would be unreasonable. A meter seal shall be placed on all meters such that the seal must be broken to gain entry, only a qualified Municipal Utility representative can break the meter seal to gain entry.

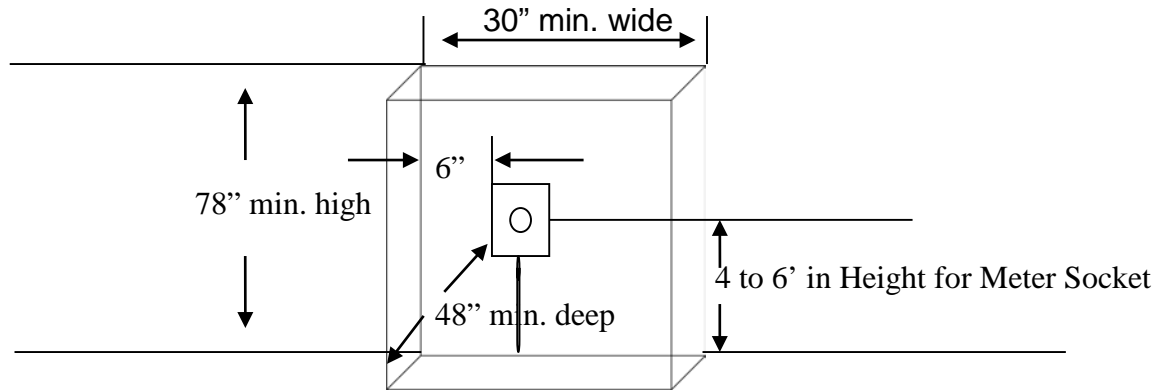
The customer will furnish and install the wire, pipe, disconnect, meter socket, and/or entrance cable.

The minimum unobstructed working space required in front of a single meter is 78" high, 30" wide, and 48" deep (NEC 110.26 A). The use of current transformers requires a working space a minimum of 78" high, 70" wide and 36" deep. Meter height must be between 4 and 6 feet. Meters installed in a cabinet require a minimum space of 48" deep to open the cabinet door. Locate all meters and metering equipment at least 36" horizontally from a gas meter regulator vent and transformers at least 60" horizontally from gas meter regulator vent, see NFPA 54.

Locate all meters and metering equipment at least 60" horizontally from liquid petroleum equipment that is not filled at site and all meters, metering equipment and transformers at least 120" horizontally from liquid petroleum equipment that is filled at site, see NFPA 58.

Metering transformers will be furnished by the Municipal Utility when required, but the customer will install and wire the metering transformer, meter socket and furnish and install the metering enclosure.

Unobstructed Work Area



6" horizontal and vertical clearance must be maintained from all metering equipment.

Section 2.7(1) Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately rented or owned, except that the Municipal Utility provide single meters for electricity used in central heating, cooling, water heating or ventilation systems; where individual metering is impractical; where a facility is designated for elderly or handicapped persons and utility costs constitute part of the operating cost and are not apportioned to individual tenants; or where metering or resale of service was permitted prior to 1966.

In buildings in which there is more than one electric customer, or requiring more than one meter, all meters shall be mounted on a common meter board with an approved fused disconnect switch mounted for each customer.

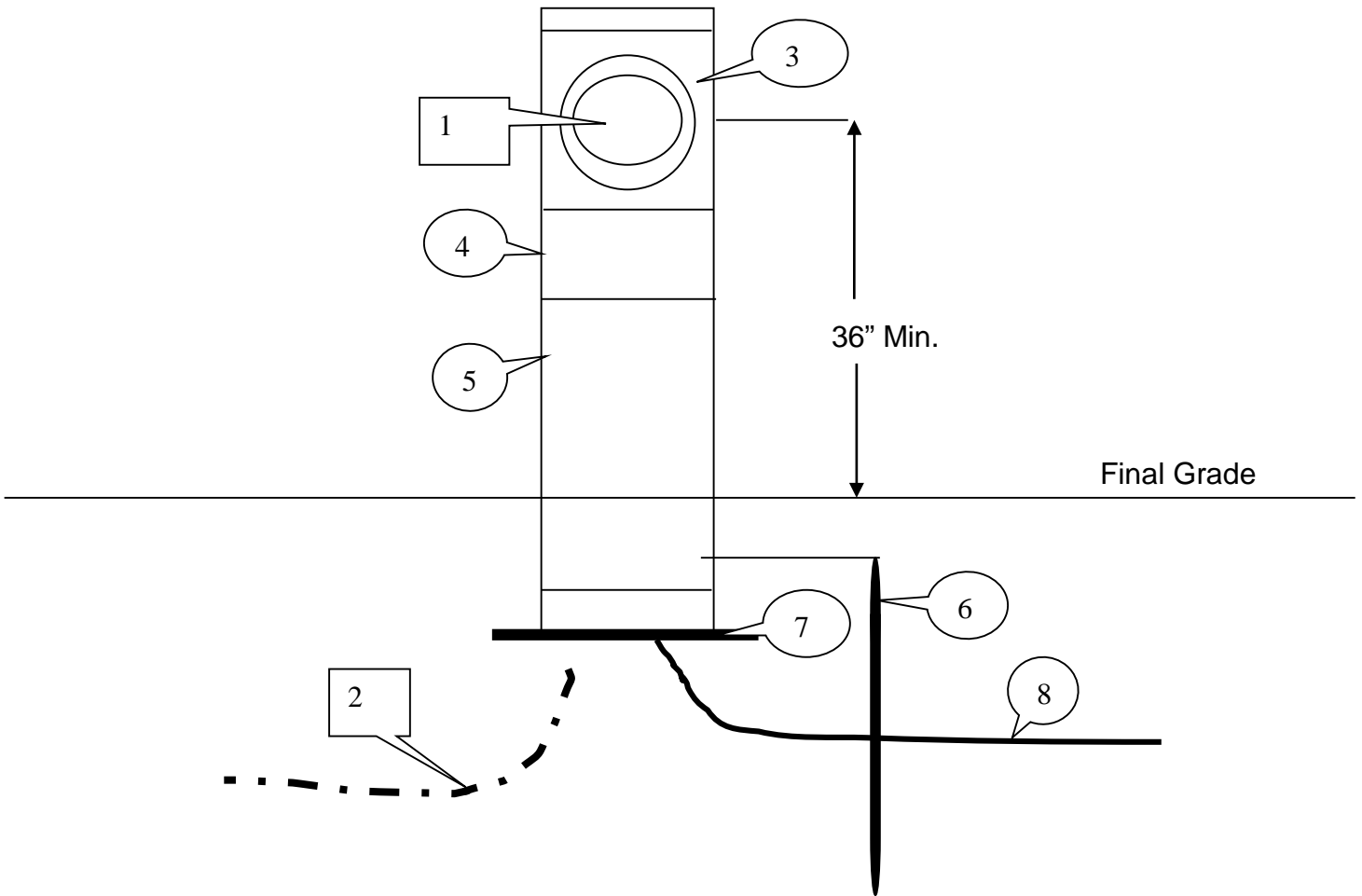
Section 2.7(2) Meter Pedestals

Customers who have meter pedestals installed on their premises are responsible for the wire from the meter pedestal to the electrical entrance.

The pedestal must have a fused disconnect between the pedestal and the building.

- Customer furnishes, installs & maintains
 3. Approved Meter Pedestal
 4. Service Entrance Equipment
 5. Pedestal
 6. Ground in accordance with the code
 7. Factory Stabilization foot
 8. Customer's secondary load wires

- Utility furnishes, installs & maintains
 1. Meter
 2. Underground Secondary Service



Section 2.7(3) Special Metering Installations

The Municipal Utility reserves the right, at its option, to require or to place special meters or instruments on the premises of a customer for the purpose of special tests for all, or part, of the customer's load.

Section 2.7(4) Meter Register

Where it is necessary to apply a multiplier to meter readings, the multiplier shall be marked on the face of the meter register or stenciled in weather resistant paint upon the front cover of the meter. Wherever practicable, customers shall have continuous visual access to meter registers.

Section 2.7(5) Meter Testing

All meters and associated devices shall be inspected, tested, adjusted and certified to be within an allowable tolerance of error in accordance with the commonly accepted engineering practices.



Section 2.7(6) CT Metering (Current Transformer)

For services requiring CT metering the customer must have a manual spilt at the CT's. All rated metering (CT metering) shall have instrument transformers mounted in a sealable municipal utility approved Bar Type Current Transformer enclosure. The approved bar type CT enclosure will be furnished and installed by the Customer.

The CT's are provided by the Municipal Utility; however they must be mounted or installed by the customer.

All enclosures shall be mounted at a Municipal Utility approved outside location.

As approved by the Municipal Utility, all line and load side secondary service conductors shall be provided and terminated with compression type lugs by the Customer.

Section 2.7(7) Primary Service (Primary Metering)

Primary Service is defined as another Point of Delivery between Spencer Municipal Utilities and the customer, where the Municipal Utility meters at a primary voltage and the customer owns the facilities from the metering point.

DIVISION III

CUSTOMER RELATIONS

Section 3.1 Application for Service

Application for service or new construction shall be filed in the Municipal Utility Customer Service Center. New customers will be required to provide identification in person before an account can be established. As soon as practical after the approval of the application, the Municipal Utility shall supply service to the applicant in accordance with these rules and at a rate established by the Municipal Utility for the applicant's appropriate class of service.

Section 3.2 Customer Deposits

A deposit intended to guarantee partial payment of bills for service may be required. An initial deposit may be required prior to approval of the service application. In some cases, a new or additional deposit may be required upon 12 business day's written notice. No interest will be paid by the Utility.

Section 3.2(1) Credit Criteria for Initial Deposits

a. Residential

1. Initial deposit may be required for all new residential accounts as well as any account reestablishing service.
2. Deposit will be based on a credit check for all applicants and co-applicants.

b. Commercial

1. Initial deposit may be required for all new commercial accounts as well as any account reestablishing service.

Section 3.2(2) Credit Criteria for New or Additional Deposits

A new or additional deposit may be required of a customer whose initial deposit has been refunded or is found to be inadequate. The deposit may apply to customers who make three late payments in a twelve month period or due to involuntary disconnection. The new or additional deposit will ensure a total deposit equal to the highest monthly billing for services during the previous twelve-month period if customer previously had services, or one month estimated service for new customers. Written notice will be mailed advising the customer of any new or additional deposit requirement. The customer shall have no less than 12 days from the date of the mailing to comply.

Section 3.2(3) Deposit Calculation Criteria

The initial deposit will be calculated based on the projected monthly usage for the address. The monthly estimation will be multiplied times two. The initial deposit will ensure a total deposit equal to two months average monthly services. The deposit for service for short periods and special occasions

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shall be determined by the Municipal Utility based upon what deposit is reasonably required to secure the bill.

Section 3.2(4) Records of Deposits

The Municipal Utility shall maintain a record of all deposits. Records will include the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit.

Section 3.2(5) Unclaimed Deposits

The record of each unclaimed deposit shall be maintained for a period of two years from the date service is terminated. During that time the Municipal Utility shall make a reasonable effort to return the deposit to its rightful owner. Unclaimed deposits shall be credited to an appropriate Municipal Utility account. Deposits unclaimed for two years from termination of service shall be considered abandoned, and sent, less any lawful deductions, to the State of Iowa in accordance with chapter 556, Code of Iowa.

Section 3.2(6) Refund of Deposit

Deposits will be refunded in the form of a credit to an active account when there is a twelve month history of on time payments. When an account is disconnected, the deposit will be applied to the final balance due. Any remaining credit will be transferred to other balances owed to the Utility. If there is a credit of \$5.00 or more remaining after the balance due has been paid in full a refund check will be cut and mailed to the customer. Credit in any amount less than \$5.00 will not be issued, but instead donated to a local charity of the Utilities choice.

Section 3.3 Billing Information

Each customer shall be billed on a monthly basis for metered service received during the billing period according to rate class, and in accordance with the Municipal Utilities established rates, and applicable fuel and purchased power adjustment charges, special extension and service costs for the billing period.

Section 3.3(1) Billing Forms

Each customer shall be informed as promptly as possible following the reading of the customer's meter, on bill form or otherwise of the following:

- a. The reading of the meter at the beginning and at the end of the period for which the bill is rendered.
- b. The dates on which the meter was read, at the beginning and end of the billing period.
- c. The number and kind of units metered.
- d. The identification of the applicable rate schedule.
- e. The account balance brought forward and amount of each net charge for rate-schedule-priced utility service, sales tax, other taxes, late payment charge, and total amount currently due.

- f. The last date for timely payment shall be clearly shown and shall be not less than 20 days after the bill is rendered.
- g. A distinct marking to identify an estimated bill.
- h. A distinct marking to identify a minimum bill.
- i. Any conversions from meter reading units to billing units or any calculations to determine billing units from recording devices or any other factors, such as sliding scale or automatic adjustment and amount of sales tax adjustments used in determining the bill.

Section 3.3(2) Customer Payment

A bill shall be due and payable when rendered and shall be considered delinquent after twenty days from the time it is rendered. A bill shall be considered rendered by the Municipal Utility when deposited in the US mail with postage prepaid or when delivered by the Municipal Utility to the last known address of the party responsible for payment.

Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment. Bills shall be paid by mail, by electronic payment, by bank draft, by direct payment at the Customer Service Center or by depositing the payment in the designated receptacle located outside the Customer Service Center.

Section 3.3(3) Returned Payment

A service charge as determined by resolution of the Board of Trustees shall be assessed to any customer whose payment is returned or not honored by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the check is not made good and not paid prior to the delinquent date of the bill. If two or more checks are dishonored within a 6-month period, the Municipal Utility may require future payments to be made by cash, cashier's check, money order, or credit card.

Section 3.3(4) Late Payment Penalties

Bill payments received by the Municipal Utility on or after the timely payment date shall be for the amount stated on the bill which includes a late payment charge of 11/2 % per month on the unpaid balance. The late payment charge will be waived once per calendar year. The customer's statement will itemize the late payment fee at \$0.00 for that month.

Section 3.3(5) Partial Payment

If a customer makes a partial payment in a timely manner, and does not designate the service or product being paid for, the payment shall be credited to past due balances first. Any remaining payment will be credited to the account by priority starting with electric services, with water, sewer and garbage following. The late payment charge shall apply only to the utility service bill outstanding on the date of delinquency.

Section 3.3(6) Budget Billing Plan

Residential customers are eligible for a budget billing plan.

The plan shall:

- a. Be offered when the customer has service established at the same service location for a minimum of 12 months..
- b. Allow for entry into the budget billing plan anytime during the calendar year. The account will have a zero balance at the time of entering into the budget billing plan.
- c. Use a computation method that produces a reasonable monthly level payment amount. The budget billing plan will be calculated based on the previous 12 months usage, plus 10%.
- d. Provide that a customer may request termination of the plan at any time. Ending service at a location on the budget billing plan is automatic termination of the plan. If the customer's account Has an outstanding balance at the time of termination, the balance shall be due and payable by the due date printed on the last monthly statement. . If there is a credit balance, the balance will be applied toward future charges.
- e. Have the budget billing amount evaluated semi-annually in April and September, when requested by the customer, or whenever price and consumption result in a new estimate differing by 20 percent or more than that in use. When a customer's budget billing is recomputed, the customer shall be notified of the revised payment amount and the reason for that change by statement message.

Irrespective of the account balance, a delinquency of more than 9 days shall be subject to termination of the budget billing plan. The entire outstanding balance will be due and payable at the time of termination and credit balances will be applied toward future charges. Any account removed because of delinquency will not be eligible to participate in the program again until good payment history has been re-established. Good payment history is when monthly bills are paid by the due date every month for one year.

Section 3.3(7) Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay a bill in full, will be offered the opportunity to enter into a reasonable agreement to pay the delinquent bill unless the customer is currently in default of such an agreement. A reasonable agreement may be amended at the discretion of the Municipal Utility upon request of the customer.

a. Terms of the Agreement

The agreement shall require the customer to bring his account to current status by paying specific amounts at specific times, and shall offer to spread payments evenly over twelve months. The agreement shall also include provision for payment of the current account. The agreement shall be made in person, a signed copy of the agreement will be provided to the customer. Default of the agreement by the customer renders the customer subject to disconnection in accordance with proper procedures except that the twelve day notice provision does not apply.

b. Second Payment Agreement

The utility may offer a second payment agreement to a customer who is in default of the first payment agreement if the customer has made at least two consecutive full payments under the first

payment agreement. The second payment agreement shall be for the same term as or longer than the term of the first payment agreement. The customer shall be required to pay, by due date, for current service in addition to the monthly payments under the second payment agreement and may be required to make the first payment up front as a condition of entering into the second payment agreement.

c. Refusal of Payment Agreement

A customer may offer the utility a proposed payment agreement. If the Municipal Utility and the customer do not reach an agreement, the Municipal Utility may refuse the offer orally, but the Municipal Utility must render a written refusal to the customer, stating the reason for the refusal, within three days of the oral notification. The written refusal shall be considered rendered to the customer when addressed to the customer's last-known address and deposited in the US mail with postage prepaid.

Section 3.4 Meter Reading

All meters shall be read on a monthly basis. All meters shall be read for the beginning and termination of service to a customer. In the event a meter cannot be read on the monthly basis, the Municipal Utility will estimate the usage based on previous consumption.

Section 3.4 (1) Customer Requested Meter Tests

In addition to regular meter testing, the customer may request a meter test, providing that such test shall not be more frequently than once each twelve months. The customer may be present when the meter is tested and the result shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the test in an amount established by the Board of Trustees.

The customer may forward a request to the Commission for a referee test. The request must be accompanied by a check or money order payable to the Municipal Utility in the amount established by the Board of Trustees which will be forfeited to the Municipal Utility should the meter be within the allowable tolerance for error.

Section 3.4 (2) Meter Error and Determination of Adjustment

Whenever a meter is found to have an average error exceeding the allowable tolerance by more than 2.0 percent, or in the case of a demand meter, by more than 1.5 percent, the Municipal Utility may adjust a current customer's bill or issue a refund or back bill to a customer. The amount of the adjustment shall be calculated on the basis that the metering equipment should be 100 percent accurate with respect to the testing equipment used to make the test. For watt-hour metering installations the average accuracy shall be the arithmetic average of the percent registration at 10 percent of rated test current and at 100 percent of rated test current giving the 100 percent of rated test current registration a weight of four and the 10 percent of rated test current registration a weight of one.

Section 3.4 (3) Recalculation of Bills

Recalculation of bills shall be on the basis of actual monthly consumption, except that if service has been measured by self-contained single phase meters or three-wire network meters and involves no

billing other than for kilowatt-hours, the recalculation of bills may be based on the average monthly consumption determined from the most recent 36 months, consumption data.

When the average error cannot be determined by test because of failure of part or all of the metering equipment, it shall be permissible to use the registration of check metering installations, if any or to estimate the quantity of energy consumed based on available data. The customer must be advised of the failure and of the basis for the estimate of quantity billed. The periods of error shall be used as defined in immediately following subparagraphs (1) Over-registration and (2) Under-registration.

Subparagraphs (1) and (2)

1. Over-registration.

If the date when over-registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment. If the date when over-registration began cannot be determined, it shall be assumed that the error has existed for the shortest time period calculated as one-half the time since the meter was installed, or since the last meter test.

The over-registration due to creep shall be calculated by timing the rate of creeping and assuming that the creeping affected the registration of the meter for 25 percent of the time since the more recent of either metering installation or last previous test.

2. Under-registration

If the date when under-registration began can be determined, it shall be the starting point for determination of the amount of the adjustment except that billing adjustment shall be limited to the preceding six months. If the date when under-registration began cannot be determined, it shall be assumed that the error has existed for one-half of the time elapsed since the more recent of either meter installation or the last meter test, except that billing adjustment shall be limited to the preceding six months.

The under-registration due to creep shall be calculated by timing the rate of creeping and assuming that this creeping affected the registration for 25 percent of the time since the more recent of either metering installation or last meter test, except that billing adjustment shall be limited to the preceding six months.

Section 3.4 (4) Refunds for Meter Error

If the recalculated bills indicate that \$5 or more is due an existing customer or \$10 or more is due a person no longer a customer of the utility, a refund will be given for the full amount of the difference between the amount paid and the amount recalculated. Refunds will be made to the two most recent customers who received service through the metering installation found to be in error. In the case of a previous customer who is no longer a customer of the Municipal Utility, a notice of the amount subject to refund will be mailed to that previous customer at the last known address. Upon notification by the previous customer, the Municipal Utility will make the refunds within three months. Refunds will be complete within six months following the date of the meter installation test.

Section 3.4 (5) Back Billing for Meter Error

If the recalculated bills indicate that \$5 or more is due from an existing or more than \$10 from a former customer, the customer and/or former customer shall be back billed. Back billing shall be rendered no later than six months following the date of the meter installation test. Customers rendered hardships due to back billing shall be offered reasonable agreements to pay.

Section 3.4 (6) Adjustment of Bills – No Meter Error

1. Overcharges Not Due to Meter Error

When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation, or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer. The time period for which the Municipal Utility is required to adjust, refund, or credit the customer's bill shall not exceed six months.

2. Undercharges Not Due to Meter Error

When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter or other similar reasons, the amount of the undercharge may be billed to the customer. The period for which the Municipal Utility may adjust for the undercharge shall not exceed six months unless otherwise ordered by the board. The maximum back bill shall not exceed the dollar amount equivalent to the published rate for like charges in the 12 months preceding discovery of the error.

Section 3.5 Refusal or Disconnection of Service for Cause Other Than Non Payment

The Municipal Utility reserves the authority to refuse or discontinue service for any of the reasons listed below. Unless otherwise stated, the customer shall be given written notice of discontinuance of service. Any written notice mailed to a customer will set forth the reason(s) for the pending disconnection or refusal, and the final date by which the account is to be settled or specific action is to be taken. If more than one reason is specified, the days of notice for the causes shall be concurrent. The notice shall be considered rendered to the customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered to the customer when addressed to the last-known address of the person responsible for payment of the service. The final date shall not be less than 12 days after the notice has been rendered unless otherwise stated. Reasons for refusal or discontinuance of service are:

1. Without notice in the event of a condition determined by the Municipal Utility to be hazardous.
2. Without notice in the event of customer use of equipment in a manner which adversely affects the Municipal Utilities equipment or the Municipal Utilities service to others.
3. Without notice in the event of tampering with equipment furnished and owned by the Municipal Utility.
4. Without notice in the event of unauthorized use or resale of the Municipal Utilities service.
5. For violation of or noncompliance with the Municipal Utilities rules.
6. For failure of the customer or prospective customer to fulfill his or her contractual obligations for service or facilities.



7. For failure of the customer or prospective customer to permit the Municipal Utility reasonable access to its equipment.
8. For failure of the customer or prospective customer to furnish service equipment, permits, certificates or rights of way specified by the Municipal Utility as a condition of receiving service.

Section 3.6 Refusal or Disconnection of Service for Non Payment

The Municipal Utility reserves the authority to discontinue or deny service for nonpayment of the bill or deposit.

Section 3.6 (1) Procedure for Discontinuance for Non Payment

Service shall not be discontinued for nonpayment of a bill or deposit unless the Municipal Utility has:

1. Made a reasonable attempt to collect.
2. Given written notice to the customer that service will be discontinued if the account is not settled within 12 calendar days from the date of notice. The notice will include a telephone number where a representative of the Municipal Utility qualified to provide additional information about the disconnection can be reached. The notice will also include the date rendered, the date action will be taken, and the amount due. Also included shall be a summary of the customer's rights and responsibilities to avoid shutoff of electric service for nonpayment. The notice shall be considered rendered to the customer when deposited in the mail.
3. Made a diligent attempt to contact, by telephone or in person, the customer responsible for payment to inform the customer of the pending disconnection and the customer's rights and responsibilities. During the period from November 1 through April 1, if the attempt at customer contact fails, the premises shall be posted at least one day prior to disconnection with a notice informing the customer of the same information at least one day prior to discontinuance of service.

If an attempt at personal or telephone contact of a customer occupying a rental unit has been unsuccessful, the landlord of the rental unit, if known, shall be contacted to determine if the customer is still in occupancy and, if so, the customer's present location. The landlord shall also be informed of the date when service may be disconnected.

If the disconnection will affect occupants of residential units leased from the customer, the premises of any building known by the Municipal Utility to contain residential units affected by disconnection must be posted, at least two days prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons for disconnection.

4. A discontinuance of residential service may take place only between the hours of 6:00am and 2:00pm on a weekday and not on weekends or holidays. If a

disconnected customer makes payment or other arrangements during normal business hours, all reasonable efforts shall be made to reconnect the customer that day. If a disconnected customer makes payment or other arrangements after business hours, all reasonable efforts shall be made to reconnect the customer no later than 11:00am the next day.

5. The Municipal Utility may disconnect electric service without the written 12-day notice for failure of the customer to comply with the terms of a payment agreement.

Section 3.6 (2) Severe Cold Weather

A disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence on any day when the National Weather Service forecast for the following 24 hours covering the area in which the residence is located includes a forecast that the temperature will be 20 degrees Fahrenheit or colder. In any case where the utility has posted a disconnect notice in compliance with Section 3.6 (1) '3' but is precluded from disconnecting service because of a National Weather Service forecast, the Municipal Utility may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the area where the residence is located rises above 20 degrees Fahrenheit and is forecasted to be above 20 degrees Fahrenheit for at least 24 hours, unless the customer has paid in full the past due amount or is entitled to postponement of disconnection under some other provision.

Section 3.6 (3) Health of a Resident

Disconnection of a residential customer shall be postponed if the disconnection of service would present an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if a person is seriously impaired and may, because of mental or physical problems, be unable to manage the person's own resources, to carry out activities of daily living or to be protected from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include, but are not limited to, age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances which indicate a severe or hazardous health situation.

The Municipal Utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered; a statement that the person is a resident of the premises in question; the name, business address, and telephone number of the certifying party; the nature of the health danger; and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the Municipal Utility within five days.

Verification shall postpone disconnection for thirty days. In the event service is terminated within fourteen days prior to verification of illness by or for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. The customer must enter into a reasonable agreement for the retirement of the unpaid balance of the account within the first 30 days and keep the current account paid during the period the unpaid balance is to be retired.

Section 3.6 (4) Disputed Bill

If the customer has received notice of disconnection and has a dispute concerning a bill for electric service, the Municipal Utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection.

Section 3.6 (5) Winter Energy Assistance (November 1 through April 1)

If the utility is informed that the customer's household may qualify for winter energy assistance or weatherization funds, there shall be no disconnection of service for 30 days from the date the utility is notified to allow the customer time to obtain assistance. Disconnection shall not take place from November 1 through April 1 for a resident who is a head of household and who has been certified to the Municipal Utility by the community action agency as eligible for either the low-income home energy assistance program or weatherization assistance program.

Section 3.6 (6) Abnormal Electric Consumption

A customer who is subject to disconnection for non-payment of bill, and who has electric consumption which appears to the customer to be abnormally high, may request the Municipal Utility to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The Municipal Utility will provide such assistance by discussing patterns of electric usage which may be readily identifiable, suggesting that an energy audit can be conducted and identifying sources of energy conservation information and financial assistance which may be available to the customer.

Section 3.6 (7) Deployment

If the Utility is informed that one or more of the the heads of household, as defined in Iowa Code Section 476.20 is a service member deployed for miliarty service, as defined by Iowa Code Section 29A.20, disconnection cannot take place at the residence during deployment or prior to 90 days after the end of the deployment.

Section 3.6 (8) Fees Associated with Disconnection and Reconnection

For any disconnection notice provided in person pursuant to Section 3.6 (1) '3', a cost justified fee as determined by the Board of Trustees will be charged.

In addition, any disconnection or reconnection of service due to non payment, a cost justified fee as determined by the Board of Trustees will be charged. Before service is restored, all bills shall be paid and/or the customer shall make satisfactory credit arrangements at the Municipal Utilities Customer Service Center.

Section 3.7 Insufficient Reasons for Denying Service

The following shall not constitute sufficient cause for refusal of service of a present or prospective customer:

- a. Delinquency in payment for service by a previous occupant of the premises to be served.
- b. Failure to pay for merchandise purchased from the Municipal Utility.
- c. Failure to pay for a different type or class of public utility service.
- d. Failure to pay the bill of another customer as guarantor thereof.

- e. Failure to pay back bills rendered for payment of slow meter adjustments.
- f. Failure to pay bill adjustment resulting from error on the part of the Municipal Utility.
- g. Failure of a residential customer to pay a deposit during the period November 1 through April 1 for the location at which the customer has been receiving service.
- h. Delinquency in payment for service by an occupant if the customer applying for service is creditworthy and able to satisfy any deposit requirements.

Section 3.8 Service Limitation

The Municipal Utility may limit the service of a residential customer for nonpayment of a bill or deposit; or for noncompliance with the terms of a payment agreement, as a measure to be taken prior to disconnection of the customer. Electric-heating residential customer shall not have limited service between November 1 and April 1.

- a. Upon installing a service limiter, the Municipal Utility will post the premises with a notice informing the occupant of the installation of the service limiter, its purpose, how it operates, and how it can be reset by the occupant.
- b. Service may be limited for nonpayment of bill or deposit, except as restricted rules relating to insufficient reasons for denying service.
- c. An installed service limiter shall be removed no later than the next working day after the residential customer has paid the delinquent bill or deposit in full.
- d. Service may be limited without the written 12-day notice for failure of the customer to comply with the terms of a payment agreement.

Section 3.9 Service Calls

The customer shall not be billed for service calls for equipment which are the responsibility of the Municipal Utility. The customer shall be billed for the cost of services not the responsibility of the Municipal Utility as follows:

a. Customer's Equipment

For a service call where the trouble is found to be on the customer's equipment, the customer shall be billed for the related costs.

b. Relocation of Municipal Utilities Facilities

For a service call requesting the relocation of facilities belonging to the Municipal Utility, the customer shall be billed for the related costs. An advance deposit equal to the total estimated cost may be required.

c. Relocation of Customer Facilities

For a service call requesting relocation of facilities belonging to the customer, the customer shall be billed for the related costs. An advance deposit equal to the total estimated cost may be required.

Section 3.10 Customer Communications

Section 3.10 (1) Customer Service Representative

A Municipal Utility representative with customer communication must give his or her name to the customer, whether communication is in person or by telephone. The representative must have immediate access to current detailed information concerning the customer's account and previous contact with the utility and shall be properly qualified and instructed in the screening and prompt handling of complaints.

Section 3.10 (2) Customer Telephone Procedures

Telephone number 712-580-5800 is staffed continuously for the handling of problems or complaints of an emergency nature and is staffed during business hours, Monday through Friday, to handle routine business questions and other communications.

Section 3.10 (3) Customer Complaint Procedures

- a. The Municipal Utility shall keep records of customer complaints sufficient to enable review and analysis of its procedures and actions. Customers shall be required to submit complaints in writing. The complaint shall include the following information:
 1. Name of complainant
 2. Address of complainant
 3. Telephone number of complainant
 4. Nature of the complaint
 5. Relief sought.
- b. Complaints concerning the charges, practices, facilities or service of the Municipal Utility shall be investigated promptly and thoroughly. The Municipal Utility shall respond in writing to all complaints
- c. The customer has the right to appeal the response of the Municipal Utility. The appeal shall be in writing and shall list the reasons for the appeal.

The Municipal Utility shall set a date for the hearing of the appeal within 15 business days of the filing of the appeal. The appeal shall be heard by representatives of the Board of Trustees (minimum of two). The results of the hearing shall be in writing within 15 business days after the hearing. The Municipal Utility shall take reasonable steps to ensure that customers unable to travel shall not be denied the right to be heard.

- d. The final step for the resolution of the issues shall be a filing by the customer to the Iowa Utilities Board.



DIVISION IV – Rates and Charges

This policy supersedes and replaces any previous adopted rates and charges

Return Check, ACH	\$50.00
Doortag Delivery Fee	\$45.00
Labor – Regular 1 hour min.charge	\$45.00/Hour
Labor -- Overtime – 2 hour minimum charge	\$60.00/Hour
Labor rates include, but are not limited to: Disconnect Charge, Reconnect Charge, Service Call	
Equipment – Heavy	\$45.00/Hour
Equipment – Light	\$25.00/Hour
Materials	Cost plus 20 percent
Trenching/Plowing – Customer installs cable/conduit\$	1.65/foot (Includes labor and equipment)
Boring up to and including 2"	\$13.20/foot (Includes labor and equipment)
Boring greater than 2" up to and including 6"	\$15.40/foot (Includes labor and equipment)
When multiple entities utilize the same bore, charges will be split and billed equally. Customer furnishes material.	
Isolated pole attachments (If not covered by any other agreement)	\$5.00/pole/year
Meter Test by SMU	\$45.00/meter
Meter Test by Commission Referee	\$120.00/meter
Cable in tunnel or conduit	\$ 2.09/foot/year
New single phase electric service installation	\$2,500.00

Rate Code RE: Residential

Meter Charge	@	\$ 14.00/month
All KWH's	@	\$.0585

Rate Code GS: General Service Commercial

Meter Charge	@	\$18.75/month
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All KWH's @ \$.0675

Rate Code SCI: Small Commercial/Industrial

Meter Charge	@	\$28.75/month
All KW of demand	@	\$ 8.60
All KWH of Energy	@	\$ 0.04

Minimum demand billing shall not be less than 50% of the maximum demand charge during the previous 12 months.

Rate Code LCI: Large Commercial Industrial

Meter Charge	@	\$33.60/month
All KW of demand	@	\$ 9.55
All KWH of energy	@	\$ 0.036

Minimum demand billing shall not be less than 50% of the maximum demand charge during the previous 12 months.

Rate Code IR:

Interruptible Rate

As approved by contract between SMU and customer.

Transitional Rates

Customers that would see an increase of greater than 20% when moving to the correct rate will be placed on a transition rate. The transition rate is:

Meter charge	@	\$31.00/month
All KW of demand	@	\$9.00
All KWH of energy	@	\$ 0.0265

Energy Cost Adjustment

The power supply cost for power and energy shall include, but is not limited to, purchased power costs, generated power costs, transmission expense, and other ancillary services in a given month from the income/expense statement for the electric utility.

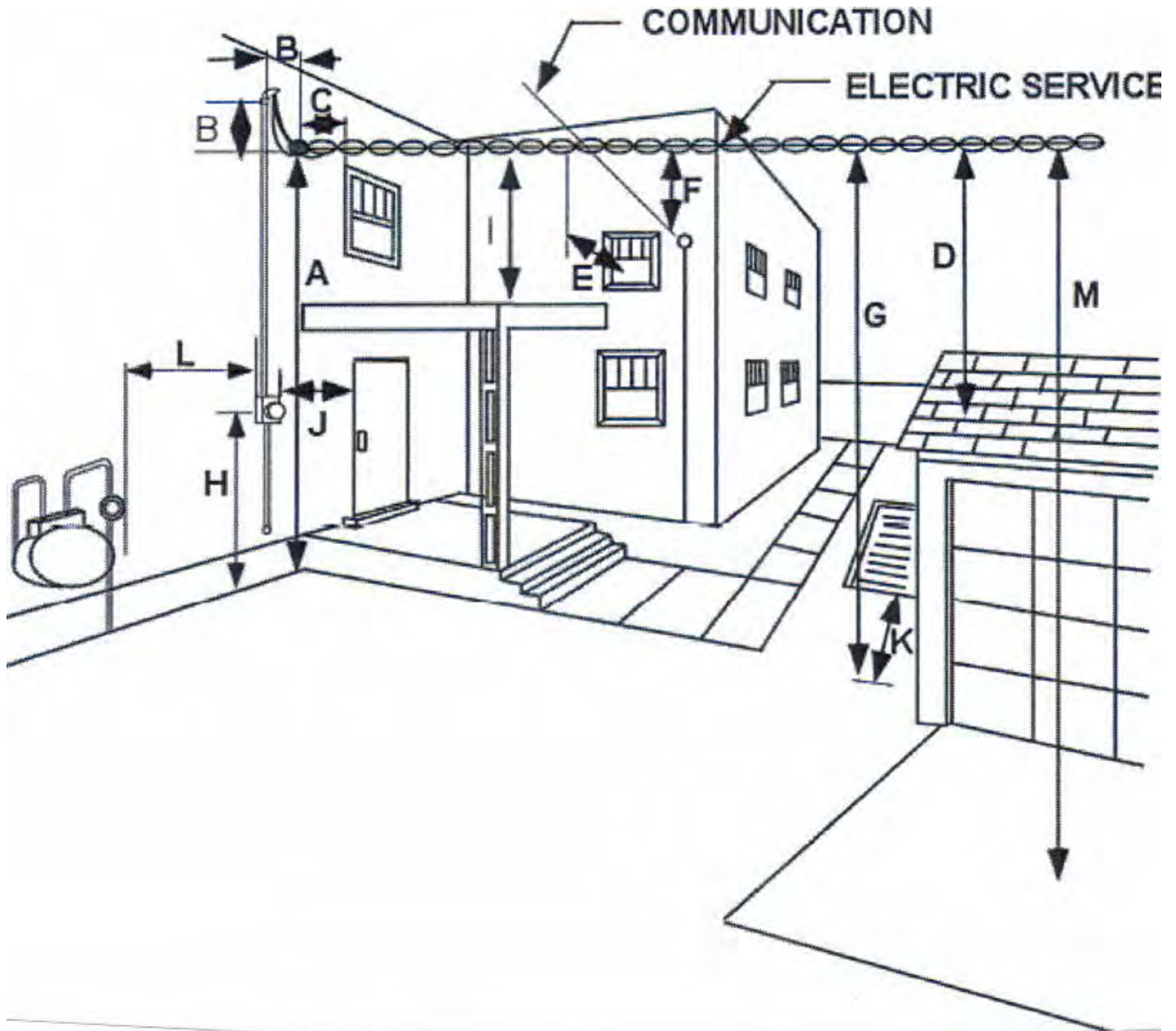
The KWH shall be the total system KWH required in the same month.

The power cost divided by the KWH will be the cost per KWH for the month.

The base power supply cost will be the cost as calculated for 2004 and is 25.96 mills per kwh.

The base cost will be subtracted from the twelve-month average cost per kwh to determine the ECA to be billed.

Overhead Line Clearances

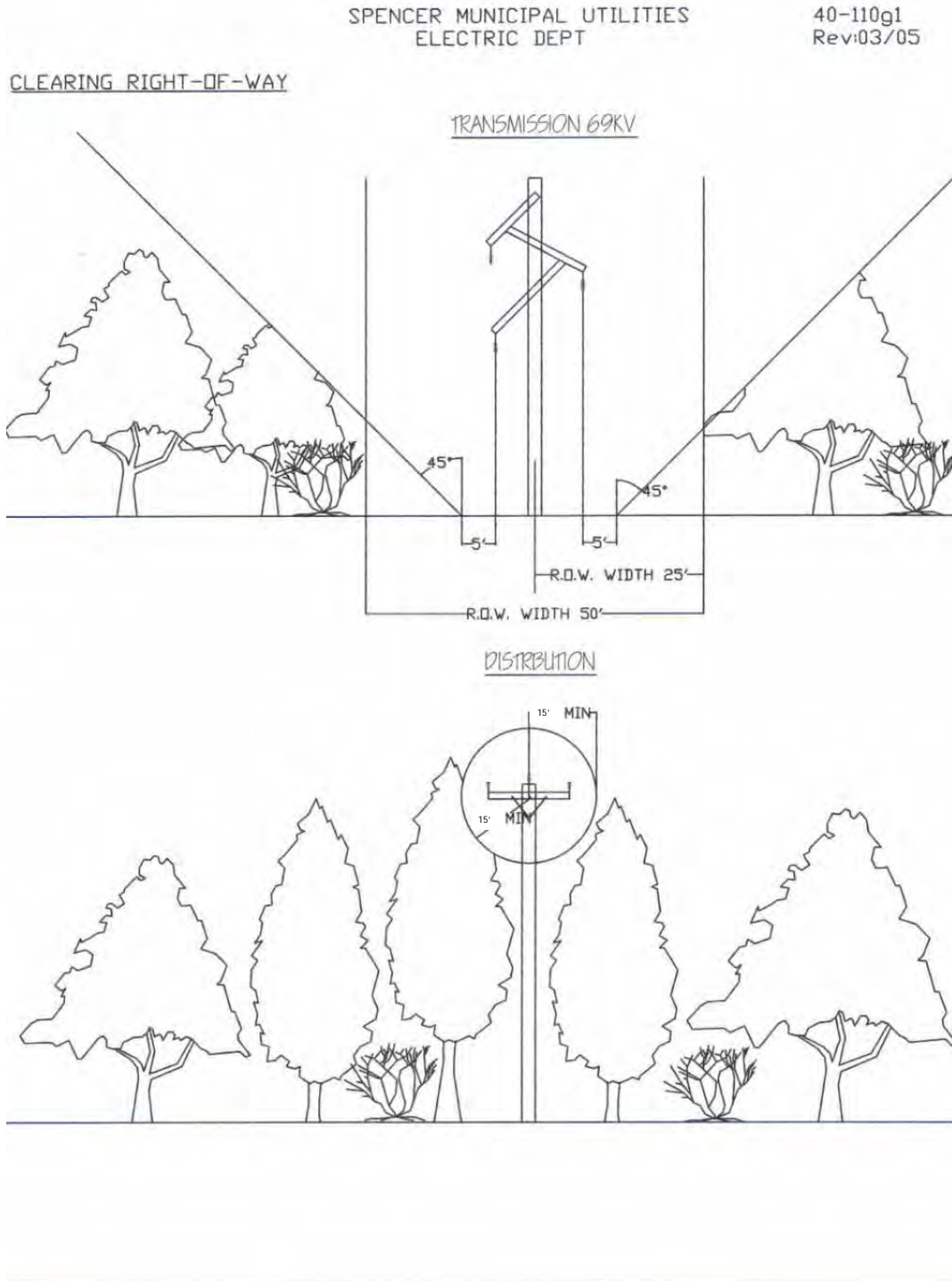


Overhead Line Clearances
(Continued)

The NEC and NESC prescribed minimum clearances for service wires

- A. 10 ft. minimum to drip loops of triplex, if voltage to ground is less than 150 volts.
- B. 1 ft. minimum and 2 ft. maximum horizontal, 6 to 12 inch vertical above or below service head and attachment.
- C. Exposed conductors shall be no less than 3 ft. from window, door, porches, fire escapes, awnings, signs, and similar construction, when service is attached to building. The service must be 3 ft. from all sides except top of window. When the service conductors are attached above a window the drip loop shall not sag below the top of the window.
- D. Where service passes over, but does not attach, the vertical clearance must be 11.0 ft. if accessible or 3.5 ft. if inaccessible.
- E. 5 ft. when wires pass opposite a window where the service is attached.
- F. 2 ft. from communication wires.
- G. 12ft. if height of building does not permit 12 ft., it can be reduced to 10.5 ft. If the voltage to ground is less than 150 volts it can be reduced to 10 ft.
- H. Top of the meter 6 ft. maximum and 5 ft. minimum above finished grade.
- I. On buildings where service attached, the vertical clearance shall be 8 ft.
- J. When a door opens outward, the mount the meter socket a door's width plus 6" on the hinged side away from the door opening. Don't mount the meter along high traffic passageways.
- K. The clearances in the pool clearance section apply except for triplex cables meeting 230C3 (NESC), which are 10 ft., or more horizontally from the edge of the pool, diving platform, or diving tower.
- L. A minimum horizontal separation of 3 ft. shall be maintained between natural gas service equipment (vented regulators) and electric metering or termination equipment. Transformers shall have a minimum of 5 ft. from natural gas service equipment. A minimum of 5 ft. shall be maintained between electric metering or termination equipment and liquid petroleum facilities on site but not filled on site. IF the liquid petroleum facilities are filled on site the minimum separation is 10 ft.
- M. 16 ft. over a driveway, may be reduced to 12.5 ft. for isolated drops limited to 300 volts to ground or 12 ft. for triplex service drops limited to 150 volts. 12ft. over sidewalks and other spaces accessible to pedestrians. 18ft. over roads and streets. 20ft over state and federal highways.

Clearing of the Right of Way



Grain Bin Notification

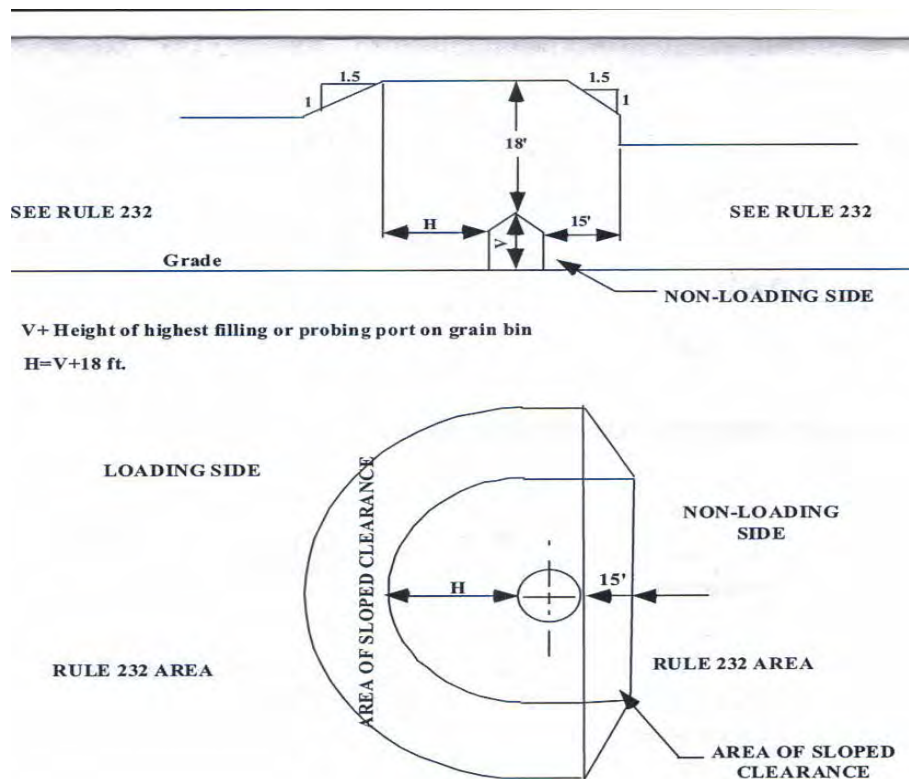
The municipal utilities is required by the Iowa Utilities Board to provide this annual notice to farmers, farm lenders, grain bin merchants, and city and county zoning officials.

The municipal utilities may refuse to provide electric service to any grain bin built near an existing electric line which does not provide the clearances required by the current American National Standards Institute (ANSI) and the "National Electric Safety Code: Rule 234f as adopted by the Iowa Utilities Board. The drawing shows the specific clearances required.

CHAPTER 25 IOWA ELECTRICAL SAFETY CODE (Prior to 10/8/86, Commerce Commission [250])

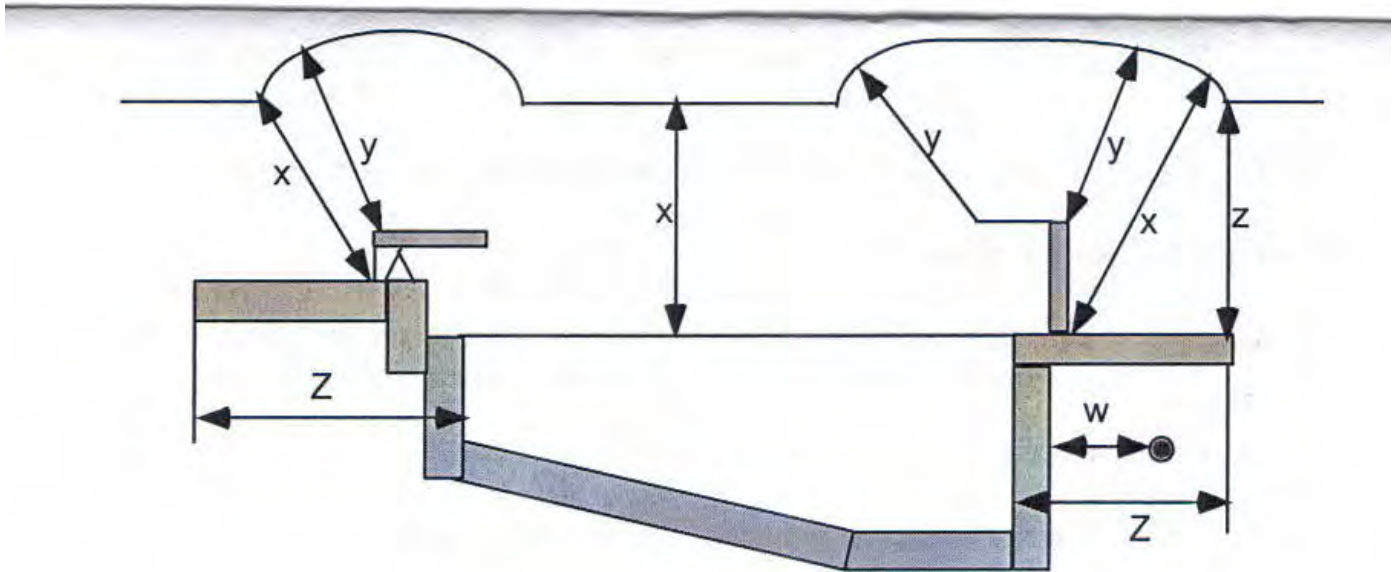
25.2(3) Grain Bins

- a. Utilities shall conduct annual public information campaigns to inform farmers, farm lenders, grain bin merchants, and city and county zoning officials of the hazards of and standards for construction of grain bins near power line.
- b. An electric utility may refuse to provide electric service to any grain bin built near an existing electric line which does not provide the clearances required by The American National Standards Institute (ANSIC2-1997) and "National Electrical Safety Code, Rule 234F. This paragraph "b" shall apply only to grain bins built after September 9, 1992.



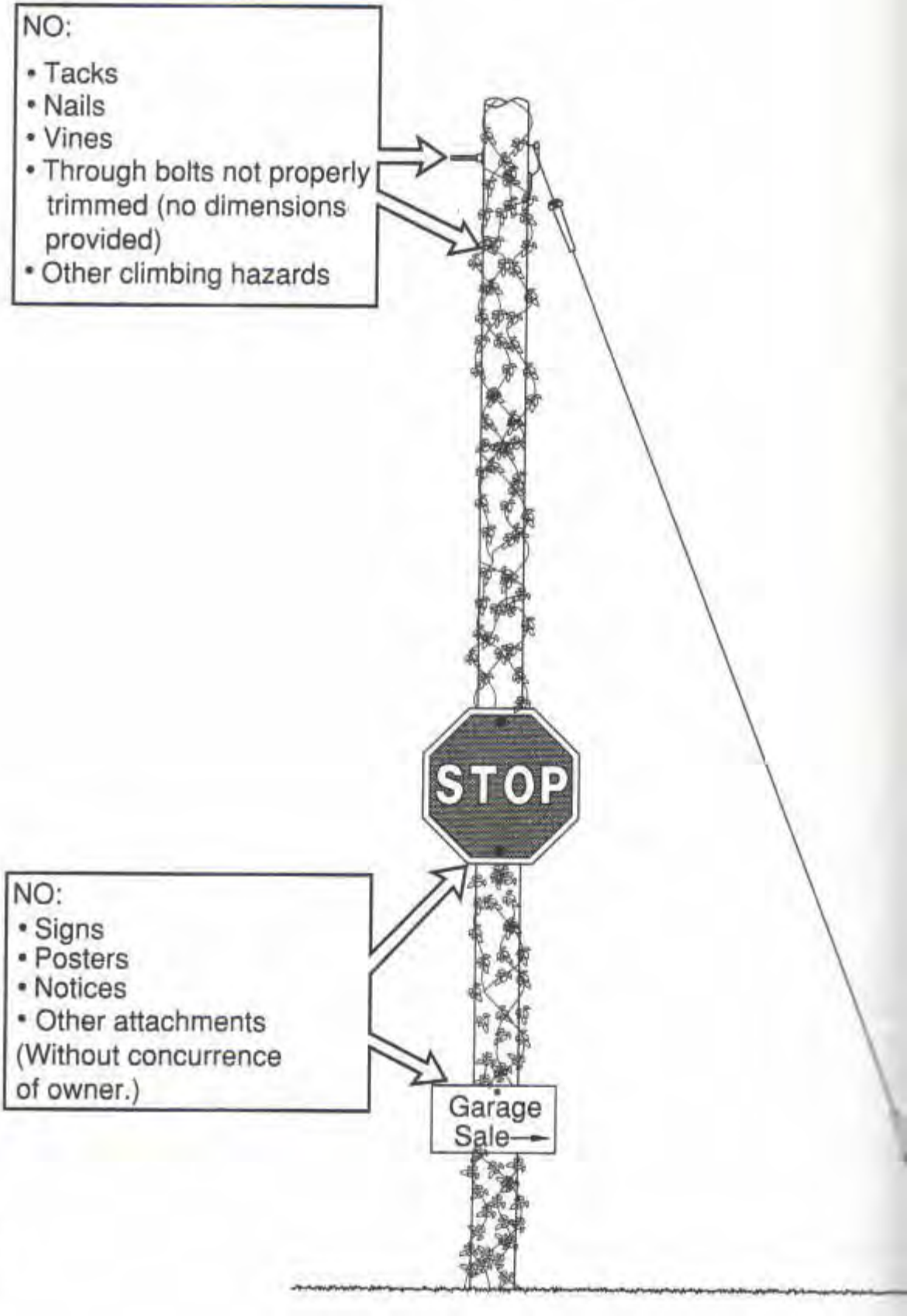
**Note: 18' Clearance Must Be Maintained in All Directions From A Probe Port
Rule 232 – See NESC**

Pool Clearances



	Insulated supply or service cables, 0 to 750V to ground supported on and cabled together with an effective grounded bare messenger or effectively grounded neutral conductor	All other supply or service drop conductors	Underground conductors
X- Clearances in any direction to the water level, edge or water surface, base of diving platform or permanently-anchored raft	22.5 FT.	25 ft	----
Y-Clearance in any direction to the diving platform or tower	14.5 ft.	17 ft.	----
Z-Horizontal limit of clearance measured from the inside wall of the pool	This limit shall extend to the outer edge of the structures and not less than 10 ft.	This limit shall extend to the outer edge of the structures and not less than 10 ft.	----
W-Clearance from all underground conductors from the outside edge of the pool	----	----	5 ft.

Attachments to Utility Poles



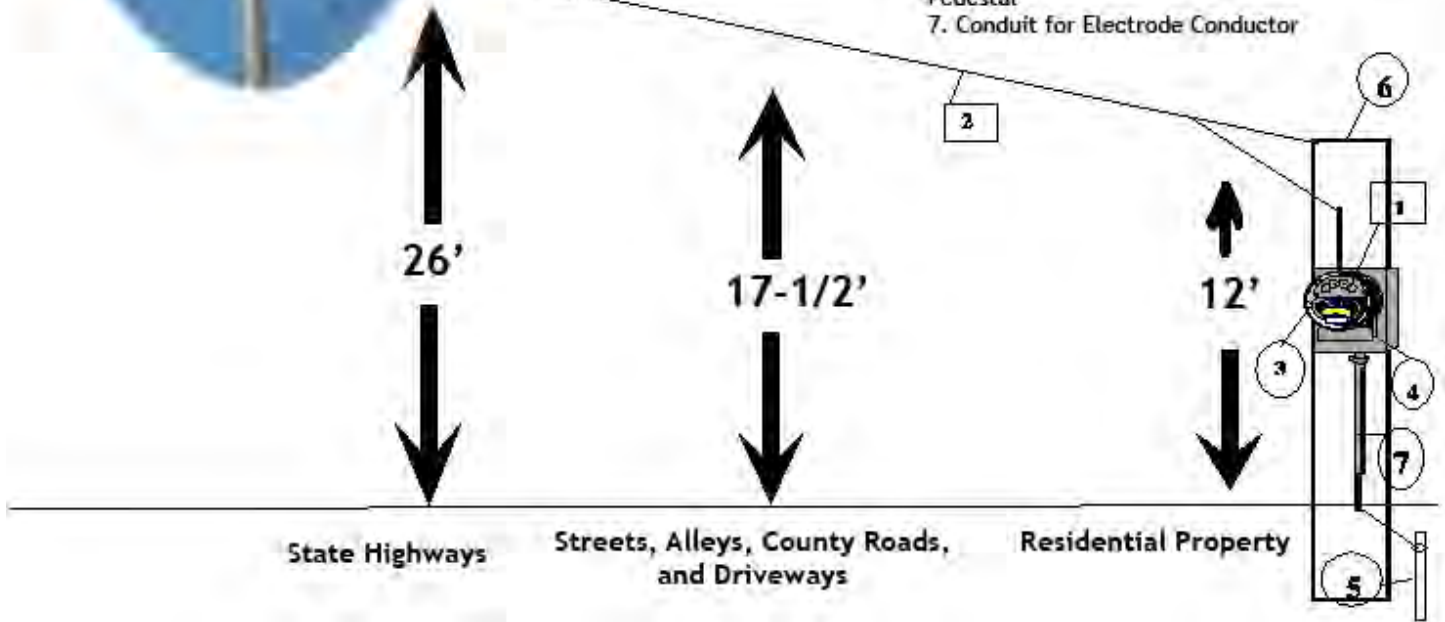
Overhead Temporary Service

Your temporary meter post must be set on customers property. The path that the service takes to the nearest transformer may not cross property belonging to others. If the service line will pass through tree or brush, a path for it must be cleared to allow SMU personnel to run the line and to allow the line to hang without contacting trees or limbs. Maintain a clear path is the customers responsibility. Service line length not to exceed 100 feet. Proper guying to support pole supplied by customer.



- Spencer Municipal Utility furnishes and installs
 - 1. Meter
 - 2. Conductor

- Customer furnishes and installs
 - 3. UL approved meter socket
 - 4. Fused Disconnect or Circuit Breaker With Weatherproof GFI Receptacles
 - 5. Electrode Grounding System
 - 6. 4" x 4" Treated Wood Post or Approved Pedestal
 - 7. Conduit for Electrode Conductor



Underground Temporary Service



Customer furnishes and installs



Spencer Municipal Utility furnishes and installs

- 1. "UL" Approved Metering Socket
- 2. Sealtight Conduit with Connectors (Aboveground)
- 2a. May use 2" sealtight flex conduit with bushings above ground if the transformer has a 2" knock out.
- 3. Electrode Grounding System
- 4. Fused Disconnect Switch or Circuit Breaker With Weatherproof GFI Receptacles
- 5. 4" x 4" Treated Wood Post or Approved Pedestal
- 6. Conduit for Electrode Conductor
- 8. Meter

