



Est.
1897

Mt. Pleasant Municipal Utilities Service Rules Manual



jhedgecock

Microsoft

2/15/2022 (Initial)

Service Rules Manual Disclaimer

We designed this manual to help Customers understand Mt. Pleasant Municipal Utilities' processes and procedures in order to provide the best service possible. This manual covers topics ranging from service procedures, meter reading, billing, and customer service. Keeping our Customers well-informed is important to MPMU. Should any discrepancies arise between this Services Rules Manual and resolutions passed by the Governing Body, the resolutions will take precedence. If you have any questions pertaining to the Service Rules Manual or other policies of the Mt. Pleasant Municipal Utilities, please feel free to call us at 319-385-2121 or stop by our Business Office at 509 North Adams in Mt. Pleasant.

This Service Rules Manual supersedes all prior Service Rules Manuals.

Table of Contents

Section 1 – Statement of operations	6
1-1 Preliminary Statement	6
1-2 Definitions.....	6
1-3 Location of Records and Communications	8
Section 2 - Utility Service.....	9
2-1 Type of Service.....	9
Extent of Service (Availability).....	9
Electrical Safety for Customers	9
Electricity Characteristics	9
2-2 Engineering Practices	11
2-3 Special Conditions of Service.....	11
Requirements for Electric Motors.....	11
Maximum Single-Phase Loads – Transformer/Service Upgrade	12
Corrective Equipment	13
Arc Welding Installations	13
Standby Generators.....	13
Communication Tower Services	14
Grain Bins	14
House Moves	15
Energy Conservation Certification for New Structures	15
Other Special Conditions of Service	16
2-4 Class of Service - Electric.....	16
Residential	16
Commercial and Industrial	17
Commercial and Industrial Demand.....	17
Security Lighting	18
Street Lights	18
Large Power Contracts.....	18
2-5 Class of Service – Water	18
2-6 Service Extensions	19
General	19

Advance for Construction	19
Overhead Service Line Extensions	20
Underground Service Line Extensions.....	20
Water Service Line Extensions.....	20
Non-residential/Commercial Low-use Extensions.....	21
Temporary Service Line Extensions.....	21
Refunds.....	21
2-7 Underground Service	22
Multi-Occupancy Premises	22
Underground Services to New Residential Subdivisions.....	22
Underground Residential Service in Areas Served by Existing Overhead Lines	23
2-8 Building Demolition	24
2-9 Meters	25
Meter Ownership	25
Meter Locations and Accessibility	25
Individual Metering – Multi-Occupancy Premises.....	25
Special Metering Installations.....	25
Meter Seals, Tampering, and Unauthorized Consumption	26
Meter Register	26
Meter Testing.....	26
2-10 Aesthetics of Utility-Owned Equipment.....	26
2-11 Conservation and Emergencies	26
2-12 Limitation on Utility liability	27
Section 3 - Customer Relations.....	27
3-1 Customer Application for Service.....	27
3-2 Customer Deposits	28
Amount of Deposit	28
Interest on Deposits.....	29
Customer Receipt for Deposit/Deposit Records	29
Unclaimed Deposits and Unclaimed Deposit Records	29
Deposit Refund.....	29
3-3 Billing Information.....	30
Billing System.....	30
Billing Form	30

Deviations in Date of Meter Reading	31
Deviations from Normal Payment of Bills	31
Special Bill Payment Plans	32
Adjustment of Bills After Issuance (Meter Error)	34
Adjustment of Bills (No Meter Error).....	36
3-4 Disconnection, Denials and Reconnections (Not For Nonpayment)	36
Customer Requested.....	36
Discontinuance and Denial of Service for Just Cause Other Than Nonpayment (Involuntary)..	37
3-5 Utility Initiated (Involuntary – Due to Nonpayment)	38
Written Notice.....	38
Personal Contact.....	38
Multi-Occupancy Premises	38
Landlord Notification	38
Avoiding Disconnection – Disputed Bill.....	39
Reconnection	39
Severe Cold Weather	39
Postponement of Discontinuance for Reasons of Customer’s Health.....	39
Winter Energy Assistance (November 1 – April 1)	40
Military Service Deployment	40
Abnormal Electric Consumption	40
3-6 Service Calls	40
Charged Service Calls	40
Non – Charged Service Calls	41
Utility’s Responsibility on Service Calls	41
Underground Facilities Locating.....	41
3-7 Customer Communications	41
Utility Customer Representative.....	41
Customer Complaints – In Writing	41
Customer Complaint Procedures – (Telephone Numbers).....	41
3-8 Customer Obligations	42
Use of Utility’s Facilities by Customers and Others	42
Customer Liability for Damages or Alterations	42
Customer Equipment	43
Customer’s Premises Subject to Access.....	43

Section 4 - Customer Renewable Generation	43
Section 5 - Utility Forms, Policies and Procedures	44
5-1 Utility Forms, Policies and Procedures.....	45
Application for Service	45
Customer Billing Form.....	46
Delinquent Notice	47
Notice Form for Disconnection of Service (First Notice)	Error! Bookmark not defined.
Notice Form for Disconnection of Service (Second Notice)	49
Notice Form for Disconnection of Service (Final Notice)	Error! Bookmark not defined.
Customer Rights and Responsibilities to Avoid Shutoff of Electric service for Nonpayment	Error! Bookmark not defined.
Payment Agreement	Error! Bookmark not defined.
Budget Billing Agreement.....	53
Rate documents.....	54
Electric Vehicle Charging Station Utilization Policy (Utility Operated) – Policy #POL-12.....	55
Interconnection Standards for Parallel Installation and Operation of Customer-Owned Renewable Electric Generating Facilities – Policy #EOP-1.....	58
Street Light Service Policy – Policy #POL-1.....	75
Section 6 - Utility Exhibits.....	77

SECTION 1 – STATEMENT OF OPERATIONS

1-1 PRELIMINARY STATEMENT

The rules of operation set forth in this Service Rules Manual have been promulgated by the Governing Body of the Utility for the City of Mt. Pleasant, Iowa (the “Utility” or “MPMU”) and shall be applicable to all Customers served within the prescribed service territory of the Utility, as defined by the Code of Iowa. These rules are intended to ensure safe installation of facilities, promote system reliability, provide long lifecycle of infrastructure and facilitate the fair treatment of all Customers. By accepting Utility services, Customers agree to be bound by this Service Rules Manual and all applicable Utility policies and procedures. This Services Rules Manual is issued pursuant to Chapter 476, IAC 199 – Chapter 27, Code of Iowa, and governs the distribution of Electric service by the municipality within its exclusive service area as approved by the Iowa Utilities Board (“IUB”). Electric service areas are defined by the boundaries on service area maps found on the IUB’s website. These service area maps are the official Electric service territory maps as required pursuant to Iowa Code section 476.24.

The IUB regulates certain aspects of Utility operations. Regulatory authority of the IUB is limited to those statutes referenced in Section 476.1B of the Iowa Code. All other Utility operations fall under the authority of the Board of Trustees of MPMU.

This Service Rules Manual is periodically reviewed for compliance and is subject to change from time to time to ensure safe and efficient service and current compliance with city, state and federal statute and applicable administrative law.

1-2 DEFINITIONS

The following words and phrases shall have the following meaning, as used in this Service Rules Manual:

1. “Applicant” means a person, partnership, association, firm, public or private corporation or governmental agency or legal entity, applying to the Utility for service provided for in this Service Rules Manual.
2. “Breaker” means an over-current protective device.
3. “Code” means the official code of laws for the State of Iowa.
4. “Complaint” means a statement or question by anyone, whether a Utility Customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or Utility obligation. Complaints are requested in writing and addressed to the General Manager of the Utility.
5. “Contract” means any claim, account or demand against, or in agreement with the Utility, expressed or implied.
6. “Contractor” means any person, firm, or corporation performing work for the Customer.
7. “CT Cabinet” means a current transformer metering cabinet.

8. "Customer" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity responsible by law for payment for a service from the Utility.
9. "Customer Renewable Generation" means regardless of whether the Customer owns, leases or has some other arrangement concerning the development and operation of the system; it is a self-contained electric energy generating system (including but not limited to: Solar / PV Systems, Wind Turbines, Hydro, etc.) comprising of all necessary wiring, Inverter(s), manually operated / lockable load-break disconnect switch, and anti-Islanding protection, such system is located on Customer's property.
10. "Delinquent or Delinquency" means an account for which a service bill or service payment agreement bill has not been paid in full on or before the last day for Timely Payment.
11. "Demand" means the quantity of electrical Energy needed by the Customer at a given point in time, measured in kilowatts (kW). Billing Demand is the sum of the highest integrated kW demand during any 15 consecutive minute period occurring in the billing month.
12. "Electric service" means furnishing electricity to the public for compensation for residential, commercial, or industrial use as heat, light, power or energy.
13. "Energy" means electric energy measured in kilowatt-hours (kWh).
14. "Engineering Standards" means standards adopted by the American National Standards Institute (ANSI) or the Institute of Electrical and Electronics Engineers (IEEE) or similar type of engineering organization or engineering standards.
15. "Governing Body" means the Board of Trustees of MPMU.
16. "Generating Facility" means for the purpose of the Interconnection Standards, the Customer's device for the conversion of solar, wind or hydro Energy to electricity, as identified in the Utility's Interconnection Application.
17. "IAC" means the Iowa Administrative Code, as amended, and is used in designating references within the Code.
18. "Interconnection Application" means the Customer's request to interconnect a new Generating Facility, or to increase the capacity of, or make a material modification to the operating characteristics of, an existing Generating Facility that is interconnected with the Utility's Electrical System.
19. "Interconnection Standard" means all the provisions, forms and related documents described in the collective parts of the Interconnection Standards for Parallel Installation and Operation of Customer-Owned Renewable Electric Generating Facilities, as of the date adopted and printed on the cover page.
20. "Inverter" means equipment that converts direct current (DC) to alternating current (AC) in a Photovoltaic (PV) System.
21. "Islanding" means a condition in which load and distributed resources/generation remains energized while isolated from the Utility.

22. "Iowa Utilities Board" or "IUB" or the "Board" means the Iowa Department of Commerce, Iowa Utilities Board.
23. "Maximum Demand" means the greatest Demand required by a Customer during a specific length of time.
24. "Meter" means, unless otherwise qualified, a device that measures and registers the integral of an electrical quantity or water quantity.
25. "Meter Socket" means the device which the Meter is attached.
26. "MPMU Electric System" means all equipment and facilities used by MPMU to provide electricity to its Customers up to the point of demarcation as outlined in the *Utility Exhibit Section*. Also referred to as the "Electric System".
27. "Utility" means the entity of the city charged with the operation of the electric and water utilities, as shown in Section 1.1 of this Service Rules Manual.
28. "Power" means electric power measured in kilowatts (kW).
29. "Premises" means a tract of land, building, part of a building or facility to which services are provided.
30. "Rate Card" means the document produced by MPMU addressing Customers' water and electric rates in detail.
31. "Service" means furnishing Electric Service and/or water to the public for compensation.
32. "Service Rules Manual" means this Service Rules Manual – a body of rules and regulations adopted by the Board of Trustees of MPMU and filed with the Iowa Utilities Board.
33. "Tampering" means any unauthorized electric or water metering equipment access, connection or usage of service as defined in the appropriate theft of Utility services policies or procedures.
34. "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 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.
35. "Utility" means Mt. Pleasant Municipal Utilities

1-3 LOCATION OF RECORDS AND COMMUNICATIONS

Records of the Utility are located at:

509 North Adams, Mt. Pleasant, Iowa 52641

Written correspondence should be addressed to:

General Manager

Mt. Pleasant Municipal Utilities

PO Box 637, 509 North Adams, Mt. Pleasant, Iowa 52641

SECTION 2 - UTILITY SERVICE

2-1 TYPE OF SERVICE

EXTENT OF SERVICE (AVAILABILITY)

The Utility shall make available, throughout its assigned service area, Service of a character determined by the Utility to meet the needs of the Customer. In providing the Service, the Utility generally constructs, owns and maintains all facilities up to the top of the weatherhead located at the Utility meter loop location on overhead installation and the lineside of the Meter base/Meter pedestal/CT Cabinet on underground installations. (See specific installation rules in the *Utility Exhibit Section*). The Utility shall also own and maintain the Meter.

ELECTRICAL SAFETY FOR CUSTOMERS

Electricity is dangerous if not used properly. Injury and death can result from improper use.

Customers are responsible for installing and maintaining safe appliances and equipment that is compatible with the electrical service provided by the Utility.

Electronic equipment is susceptible to damage due to voltage spikes or surges. Customers should consider installing transient voltage surge suppression (surge protectors) at the main service entrance and point of use. If a momentary dip or outage would cause a loss of data, interruption in operation, or other harm, an uninterruptible power supply (UPS / battery backup) should be considered.

Customers are responsible for keeping their property free of any interference or hazards that could affect the Utility's service or equipment on the Customer's property. Contact MPMU for advice or assistance in handling potential interferences with service lines (e.g., tree limbs, roof features, animal nests, construction, etc.).

ELECTRICITY CHARACTERISTICS

a. Standard

The standard Electric service available is 120/240 60 hertz (cycles per second) alternating current single phase, 320 amperage maximum, overhead conductors.

b. Secondary Voltage Service

Maximum Service Entrance Amperage			
Transformer	Pole-Mount	Pole-Mount	Pad-Mount
Service	OH	UG	UG
120/240V 1-Phase	400	400	600
120/208V 1-Phase	200*	200*	200*
120/208V 3-Phase	800	400	3000
277/480V 3-Phase	200/600**	200/400**	200/3000**

*Available only from an existing 120/208V, 4-wire, network system.

**Requires disconnect ahead of the meter socket on self-contained installations that has a maximum SCCR of 10,000 amps.

All service amperage ratings are “Intermittent Duty” unless stated otherwise.

Service entrance equipment listed as “Continuous Duty” may be operated at its full load rating for (3) hours or more. Those listed as “Intermittent Duty” may only be operated at 80% of its full load rating for long periods, and 100% of full load rating for short periods, depending on its design criteria.

All services shall have a grounded neutral conductor.

Alternate secondary voltages may be made available for special service requirements at the Utility’s option.

The secondary service voltage levels are nominal and may vary within the normal and generally acceptable limits of regulation as set forth in the IAC, Section 199, Chapter 27, *Standards of Quality of Service*.

Primary Voltage Service

Service at primary voltage (7,200/12,500V, 3-Phase) may be available for large loads at MPMU’s discretion. Consideration shall be given to large load installation to allow for 69,000V 3-Phase delivery on a case-by-case basis.

c. Character Restrictions

The character of Service to be made available to each Customer shall be dependent upon:

- a) The existing electric distribution system and service voltage / configuration available at the proposed location.

- b) The size of the load.
- c) The operating characteristics of the Customer's equipment.

However, MPMU shall not be liable for any damages arising from interruptions or fluctuations in Service.

In addition, MPMU shall not be liable for damage to any Customer or third-party equipment resulting from the use of its Service or from the presence of Utility equipment on Customer's premises.

2-2 ENGINEERING PRACTICES

Facilities of the Utility shall be constructed, installed, maintained and operated in accordance with accepted good engineering practices 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.

The Utility shall use and shall require compliance with applicable provisions of the publications listed below as Engineering Standards of accepted good practices unless otherwise ordered by the IUB.

1. Iowa Electrical Safety Code as defined in IAC 199 – Chapter 25.
2. National Electrical Code, ANSI/NFPA-70.
3. American National Standard Requirements for Instrument Transformers, ANSI/IEEE C57.13.
4. American National Standard for Electric Power Systems and Equipment Voltage Ratings (60 Hertz), ANSI C84.
5. IEEE Standard 1159, IEEE Recommended Practices for Monitoring Electric Power Quality, or any successor standard.
6. IEEE Standard 1159, IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems, or its successor standard.
7. 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.
8. City Code of Mt. Pleasant, Iowa.

In any conflict between any standards listed, the most stringent standard shall govern to the extent required.

References to the publications listed in 1 through 8 above shall be deemed to be the latest edition or revision accepted by the IUB in IAC 199 Chapter 27 as a recommendation for good engineering practice.

2-3 SPECIAL CONDITIONS OF SERVICE

REQUIREMENTS FOR ELECTRIC MOTORS

All installations of power loads on the Utility's system shall conform to the safety rules as set forth in the National Electrical Code, and other such codes or specifications as may be applicable.

PROTECTIVE DEVICES

The Customers are required to provide suitable protective devices so that the motors and equipment to which they are connected will be protected from injury and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of polyphase motors, reversal of phase rotation of polyphase motors or the re-establishment of normal service after any of the above. **The Utility is not responsible for motor damage caused by any of the above conditions. These devices should only be installed after contacting MPMU regarding requirements for protective equipment.**

LARGE MOTOR APPLICATIONS

No motor with an inrush current of an amperage which would overload the Utility distribution system shall be installed without application by the Customer and the express approval of the Utility. The Utility reserves the right to limit the number and size of motors installed on single-phase and three-phase services. All motors in excess of **5** horsepower single-phase and **7 ½** horsepower three-phase shall be installed with a reduced current, soft start device.

Single phase motors of up to **5** horsepower may be started at full voltage. Maximum fuse size for 240-volt motors is 40 amps. Single phase motor of over **5** horsepower may be used when installation is approved by MPMU. MPMU will approve motors over **5** horsepower whenever they will not cause poor service or objectionable voltage flicker to any other Customer connected to the Utility's distribution system.

Three phase motors up to **7 ½** horsepower may be started at full voltage. 240-volt motors of over **7 ½** horsepower must have split winding or reduced voltage starters. MPMU will approve larger motors for full voltage starting wherever transformer sizes permit starting without causing voltage drop of an amount that would cause other Customers to have service-related problems. For 480 volt or high voltage motors, an application to MPMU for sizes permitted to start at full voltage.

ELECTRIC VEHICLE CHARGING STATIONS

Electric vehicle charging stations shall not be installed without application by the Customer and the express approval of the Utility. Electric vehicle charging stations may vary by model/manufacturer requiring MPMU to evaluate the impact on the distribution system prior to installation. (See specific rules in the *Electric Vehicle Charging Station Utilization Policy*).

CUSTOMER RESPONSIBLE FOR COMMUNICATION

The Customer or his or her agent shall contact the Utility regarding requirements for motor starting equipment, protective equipment, wiring and other motor specifications, or electric vehicle charging stations. **New equipment additions shall be communicated in advance to prevent service-related problems.**

MAXIMUM ELECTRIC SERVICE LOADS – TRANSFORMER/SERVICE UPGRADE

In each case where the simultaneous electric service load is expected to exceed the capability of the installed transformer or Utility service, it shall be the responsibility of the Customer to make arrangements with the Utility for the installation of a suitable transformer or Utility service before such simultaneous load exceeds the capability of the presently installed transformer or Utility service.

The Utility reserves the right to limit the capacity of any electric service when, in its judgment, such service will impair the service to other Customers, or such service shall exceed the capacity of the Utility's facilities.

CORRECTIVE EQUIPMENT

Welders, electric motors, hoists, corn dryers and other equipment, where the use of electricity is intermittent, or the load fluctuates rapidly, shall be installed and used in such a manner as to not adversely affect voltage regulation or impair the Utility's service to other Customers. When such equipment creates fluctuating voltage, negative power factor conditions, or any other disturbance that is deemed by the Utility to be detrimental to the service of other Customers, or to the Utility's use of its own equipment, the Customer will be required to install and maintain, at their own expense, suitable corrective equipment to eliminate these detrimental conditions.

For purposes of determining acceptable power factor levels and subsequent billing processes the following policy will be applied. Where power factor (Measured at the Customer's Electric service entrance) is less than 85%, the net monthly Demand charges will be increased by 1% for each whole percent point by which the power factor is below 90%. Power factor measurement shall be determined by suitable Utility owned recording instruments and will be measured by using the average power factor set for the month or as measured during any 15-minute Demand window set during the month.

ARC WELDING INSTALLATIONS

On 100 ampere Meter loops, the Utility shall approve for use on its lines only those welders meeting N.E.M.A. standards, with power factor correction, operating at 240 volts, and a maximum of 180 amperes output current.

On Meter loops with capacity in excess of 100 amperes, higher rated welders may be installed by obtaining special permission from the Utility.

STANDBY GENERATORS

Customers shall not introduce or use in conjunction with MPMU-supplied electrical services any other source of electricity supply without the prior written approval from MPMU. These services include but are not limited to temporary or emergency standby generator or other Energy facilities. Please refer to Section 4.0 for *Customer Renewable Generation* and interconnecting with MPMU's electrical system.

For the safety of MPMU personnel, as well as the protection of the Customer's equipment, there must be a positive means to guarantee the standby generator or other Energy facilities cannot accidentally be connected in parallel to MPMU's electrical system.

A manual or automatic break-before-make transfer must be used and meet the following requirements:

- Must be installed at the Customer's expense.
- Must be designed so under no conditions will the standby generator and the MPMU's electrical system operate in parallel without express written agreement between the Customer and MPMU.
- Shall be installed in compliance with the NEC.
- Should incorporate a visual indication or some means of determining the physical position of the switch.
- Transfer switch must open all conductors from one source before connection is made with the other source.

- Interlocking Breakers with visible means of determining the open are acceptable

Before installing a system, contact MPMU to determine the transfer switch and Meter Socket installation meet MPMU's requirements.

If a standby generator is connected without an approved transfer switch, service will be disconnected until such switch is installed.

COMMUNICATION TOWER SERVICES

All communication towers are considered to be structures. The Utility will provide one service to the tower site regardless of the number of towers. The tower owner will be responsible for providing metering and service entrance facilities to serve all tenants utilizing the tower facilities.

GRAIN BINS

Grain bins loaded or expected to be loaded by permanently installed augers, conveyors or elevator systems shall have at least 18 feet between the top of any grain bin and any overhead electric lines; 15 feet horizontal clearance between grain bins and open supply conductors 0 to 22 kV. This clearance does not apply to a neutral conductor meeting Rule 230 E1. See Fig 234-4(a) from the 2017 Edition National Electrical Safety Code (NESC) below:

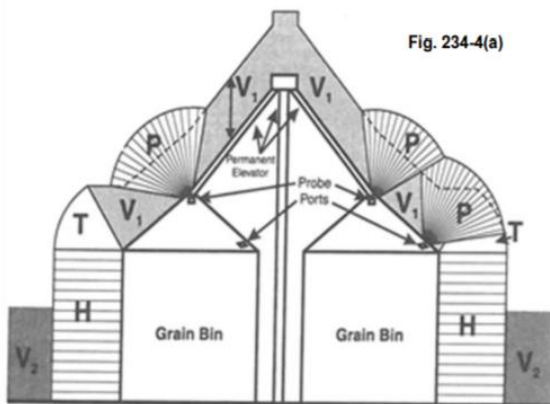
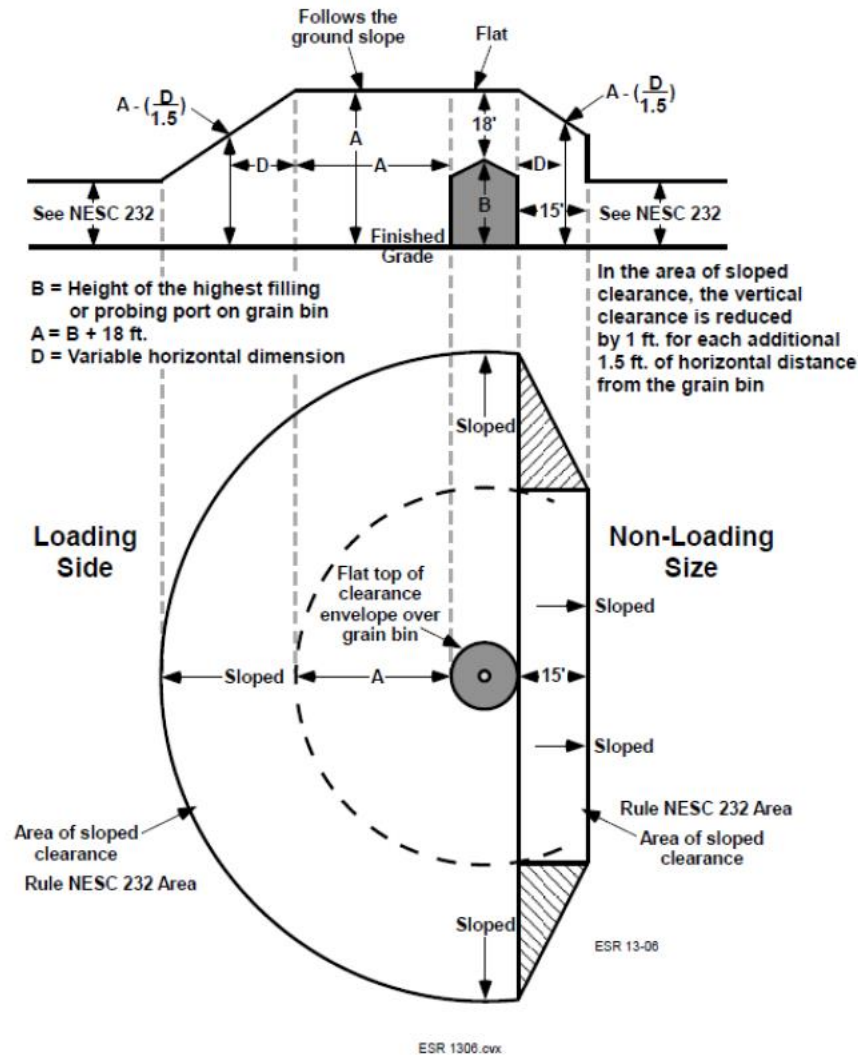


Fig. 234-4(a) -- Clearance Envelope for Grain Bins Filled by Permanently Installed Augers, Conveyors, or Elevators

- P = probe clearance 5.5m (18 ft.)
- H = horizontal clearance 4.6m (15 ft.)
- T = transition clearance
- V₁ = vertical clearance above a building required by Rule 234C (Table 234-1)
- V₂ = vertical clearance above land required by Rule 232B (Table 232-1 or 232-2)

Grain bins loaded or expected to be loaded by portable augers, conveyors or elevators shall follow the below diagrams:



NOTE:
18 feet of clearance must be maintained in all directions from probe port. (NESC Rule 234)

HOUSE MOVES

House moves within the Utility service territory will be allowed for moving heights less than 18 feet but require Utility authorization prior to moving the structure. House moves with a loaded height above 18 feet which cross under Utility power lines will not be allowed unless advanced written authorization by the Utility is provided. A deposit exceeding the estimated moving cost for the Utility is required before the house may be moved. The Utility requires a 14-day advance notice of the date the house is to be moved and a map designating the route. The route must be approved by the Utility before proceeding with the move. The Utility reserves the right to reject any proposed routes. It is the responsibility of the Customer to obtain all necessary permits prior to the house move.

ENERGY CONSERVATION CERTIFICATION FOR NEW STRUCTURES

The Utility shall not extend or provide service to any structure completed after April 1, 1984, unless the owner or the builder of the structure has certified to the Utility that the building conforms to the Energy

conservation requirements adopted under IAC subrule 661-16.801(103A) as amended and updated by subrule 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 upon request.

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 form provided by the Utility upon request. Builder must certify to the Utility if Energy saving is not part of municipal code.

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

OTHER SPECIAL CONDITIONS OF SERVICE

MPMU will determine the size of transformers to be installed that will provide adequate service and voltage regulation for all types and classifications of service, consistent with current MPMU Electric service standards. Transformer size will be determined by load information supplied by the Customer and/or comparison to a similar type of load requirement.

2-4 CLASS OF SERVICE - ELECTRIC

Service classification shall be based on the type of service supplied and similarities in Customer load and Demand characteristics. Service classifications shall be defined as part of the rate schedules adopted by the Governing Body. As nearly as practicable, rate cards adopted by MPMU shall reflect relative differences in the costs of providing service to each Customer class. The Utility shall provide notice of rate card increases to all affected customers at least 30-days in advance of the rate increase taking effect.

Rate cards are available at MPMU's office during normal business hours and on MPMU's website.

RESIDENTIAL

Character of Service: Single-phase, 60 cycle, 120/240 volts or 120/208 volts.

RESIDENTIAL ELECTRIC (RE)

Rate applies to all single-phase domestic uses, in separately metered dwellings, that are intended primarily for occupancy by single family use.

RESIDENTIAL WITH ELECTRIC HEAT (RH)

Rate applies to all single-phase domestic uses, in separately metered dwellings, that are intended primarily for occupancy by single family use with electric primary heat source. Not available to new accounts and grandfathered to existing accounts.

RESIDENTIAL COMBINED (RC)

Rate applies to all single-phase domestic uses, in separately metered dwellings, that are intended primarily for occupancy by single family use with electric only HVAC.

COMMERCIAL AND INDUSTRIAL

Character of Service: Single- or three-phase with Utility furnished transformer for one specified voltage of 120/208, 120/240 or 277/480 as available.

SMALL COMMERCIAL ELECTRIC (CE)

Rate applies to all Non-Residential Customers. Intended for single- and three-phase metered facilities, where metered Demand does not exceed 50 kVa, and whose Energy consumption is below 7500 kWh in any billing period.

LARGE COMMERCIAL ELECTRIC (CE)

Rate applies to all Non-Residential Customers. Intended for three-phase metered facilities, where metered Demand exceeds 50 kVa and is less than 100 kVa, and whose Energy consumption exceeds 7500 kWh in any billing period.

LARGE COMMERCIAL ELECTRIC COMBINED (CC)

Rate applies to three-phase, non-residential general class, non-Demand Customers, secondary metered.

COMMERCIAL AND INDUSTRIAL DEMAND

COMMERCIAL DEMAND (CD)

Character of Service: Three-phase service with Utility furnished transformers at one specified voltage 120/208, 120/240, 277/480 or 7,200/12,500 volts.

Rate applies to three-phase, non-residential, commercial class, Demand Customers, primary or secondary metered, minimum 100 kVa and is less than 1500 kVa monthly Demand, as measured in six (6) out of the preceding 12 months. Excess facility charges and primary metering discounts may apply

Billing Demand will be highest integrated KW load during any 15 consecutive minute period occurring during the billing month.

Minimum monthly billing: See Utility Rate Card.

INDUSTRIAL DEMAND (ID)

Character of Service: 3 phase service with Utility furnished transformers for one voltage only at 120/208, 120/240, 277/480, or 2,400/4,160 voltage.

Rate applies to three-phase, non-residential, large commercial class, Demand Customer, primary metered, minimum 1500 kVa monthly Demand, as measured in six (6) out of the preceding 12 months. Excess facility charges and primary metering discounts may apply.

Billing Demand will be the highest integrated kW load during any 15 consecutive minute period occurring during the billing month.

Minimum monthly billing: See Utility Rate Card.

SECURITY LIGHTING

Area security lighting for residential and commercial Customers shall be available at the security lighting rate schedule. The lights shall be owned and maintained by the Utility and shall be solid-state LED lighting or lighting with equivalent or better energy efficiency. Any additional costs shall be paid by the Customer in accordance with the Utility's Standard Service Application Form.

STREET LIGHTS

Street lighting is available to MPMU Customers and other public bodies for the lighting of public highways, streets, alleys, and other thoroughfares. Requests for all street lighting additions or changes will require MPMU and City approval prior to installation. All street lighting shall be solid-state LED lighting or lighting with equivalent or better energy efficiency. (See specific rules in the *Street Lighting Service Policy*).

LARGE POWER CONTRACTS

The Utility may supply large power service pursuant to provisions of a written Contract.

RENTAL OF UTILITY TRANSFORMERS, EQUIPMENT AND INFRASTRUCTURE

Where the Utility supplies and maintains the Utility-owned equipment beyond the Customer metering point, and the Customer desires to rent the necessary transformers, equipment and infrastructure for their operation, the Customer will be charged an excess facility rate based on the calculation of the total initial capital investment, including labor and overhead expenses, associated with the installation of Utility-owned equipment located beyond the primary metering point multiplied by 1.5%, on a monthly basis. These charges are to be applied to all transformers, equipment and infrastructure furnished to the Customer and billed monthly. (See specific rules in the Utility Excess Facilities Policy).

BILLING FOR TRANSFORMER LOSSES

Any Customer served on primary metering rate having metering transformers on secondary side of transformer, shall have the kWh use per month increased by 3 percent to compensate the Utility for transformer losses. For example, multiply usage by 1.03.

BILLING FOR INVESTMENT CHARGES

A charge of 1 ½ % per month shall be made as per agreement with Customer.

ENERGY ESCALATION

MPMU maintains the right to implement a Power Cost Adjustment ("PCA") clause that will be specified with the current electric rate schedule, as is deemed necessary by the Governing Body. The PCA will include cost of power adjustments due to fuel costs and such increases or decreases shall be applied to kWh usages only.

2-5 CLASS OF SERVICE – WATER

Each Customer shall pay a water bill for the use of and for the water service supplied by the Utility based upon Meter readings which shall determine the amount of water used by each Customer. Except for unmetered fire protection (fire sprinkler systems) which are connected to water mains by direct connection without Meters, all water furnished to Customers shall be measured through Meters furnished and installed by the Utility.

For purposes of applying water basic service charges, each residential dwelling unit, including, but not limited to, houses, mobile homes, or individual residential units contained in a multi-family facility shall be considered an individual consumer and shall be subject to the minimum water meter basic service charges set forth in the Utility's most current resolution, regardless of the number of individual dwelling units located upon or within a parcel of real estate.

The amount of the basic service charge is determined by the size of the water meter serving the Customer premise. The size of water pipe needed to serve the location is determined by Customer needs. (See MPMU's Resolution on water rate structure for more details).

2-6 SERVICE EXTENSIONS

GENERAL

Service extensions shall be extended to Customers located within MPMU's service territory, as defined by the IUB, up to the point of delivery. Services shall be owned and maintained by MPMU unless otherwise provided by written agreement. In accordance with Utility standards, such services shall be adequate and suitable to the capacity, voltage, phase and other characteristics required by the Customer.

MPMU shall finance and make the line extension for a Customer without requiring an advance for construction if the estimated construction costs to provide a line extension are less than or equal to three (3) times the estimated base revenue calculated on the basis of similarly situated Customers. The cost of the line extension shall not cast any burden onto other Customers.

If estimated construction costs to provide a line extension is greater than three (3) times the estimated base revenue calculated on the basis of similarly situated Customers, the Applicant for the line extension shall Contract with the Utility and make, no more than 30 days prior to commencement of construction, a Non-refundable advance for construction equal to the estimated construction cost less three (3) times estimated base revenue to be produced by the Customer. The Utility reserves the right to bill the Customer for the actual cost of construction following the completion of the project.

ADVANCE FOR CONSTRUCTION

In the unusual circumstances where extensive plant additions or overhead electric line extensions are required before the Customer can be served or where the Customer will not attach within the agreed-upon attachment period after completion of the line extension, the Applicant for the line extension shall Contract with the Utility and make, no more than 30 days prior to the commencement of construction, a Refundable advance for construction equal to the estimated construction cost. The Utility reserves the right to bill the Customer for the actual cost of construction following the completion of the project.

The Utility may use a feasibility model, rather than three times estimated base revenue, to determine what, if any, advance for construction is required by the Customer. The Utility shall charge the Customer for actual permit fees, which are Non-refundable, regardless of whether an advance for construction is required.

Refundable advances for construction may be paid by cash or equivalent surety and shall be refundable for a period of (10) ten years. The Customer has the option of providing an advance for construction by cash or equivalent surety unless the Utility determines the Customer has failed to comply with the conditions of a surety in the past.

The Governing Body may waive the requirement for an advance for construction, in whole or in part, upon a determine that the waiver is in the public interest (i.e., economic development for the community). Such

waiver, when extended in the minutes of the Governing Body, shall not be considered a discriminatory practice.

OVERHEAD SERVICE LINE EXTENSIONS

The Utility shall finance and construct an overhead service line without requiring a Non-refundable contribution in aid of construction or a payment by the Applicant where the length of the overhead service line to the first point of attachment is up to 50 feet on private property.

Where the length of the overhead service line exceeds 50 feet on private property, the Applicant shall be required to provide a Non-refundable contribution in aid of construction for that portion of the service line extension on the private property, exclusive of the point of attachment, within 30 days after completion. The Non-refundable contribution in aid of construction for the portion of the service line shall be computed on the ratio of excessive service line (over 50 feet) to the total service, times the total estimated service line cost.

UNDERGROUND SERVICE LINE EXTENSIONS – NEW INSTALLATIONS

In any area where the Utility's existing primary and secondary distribution facilities are of underground construction, only underground service lines to the Customer's point of delivery will be permitted. The Customer shall be required to pay the Utility an amount equal to the difference between the estimated cost to construct the underground service line and the estimated cost of a 50-foot overhead service line. Within 30 days of completion of construction, such amount shall be paid by the Customer as a contribution in aid of construction.

In an area where the Utility's existing primary and secondary distribution facilities are of overhead construction, the Utility will install underground service lines upon request of the Customer. Within 30 days of completion of such construction, the Customer shall pay the Utility a contribution in aid of construction equal to the difference between the estimated cost of constructing the underground service line and the estimate cost of an overhead service line of 50-feet.

In the case where the Utility has adequate existing overhead service lines to the Customer's point of delivery, the cost of removal of existing overhead service lines shall be included in the estimated cost of such underground service line installation.

WATER SERVICE LINE EXTENSIONS

The Utility shall finance and construct a water service line without requiring a Non-refundable contribution in aid of construction or a payment by the Applicant where the length of the water service line to the first point of attachment is up to 50 feet on private property. Any costs related to the removal and replacement of existing concrete surfaces shall be billed to the Customer at the Utility's time and material rate.

Where the length of the water service line exceeds 50 feet on private property, the Applicant shall be required to provide a Non-refundable contribution in aid of construction for that portion of the service line extension on the private property, exclusive of the point of attachment, within 30 days after completion. The Non-refundable contribution in aid of construction for the portion of the service line shall be computed on the ratio of excessive service line (over 50 feet) to the total service, times the total estimated service line cost.

NON-RESIDENTIAL/COMMERCIAL LOW-USE EXTENSIONS

The Utility shall supply service where no permanent residence exists for such uses as isolated water pumps, cribs, dryers, feed lots, etc., upon payment of a contribution in aid in construction payment equal to the total cost of installing the service. This shall be considered a Non-refundable contribution in aid and the Customer will be billed for service at the applicable rate.

TEMPORARY SERVICE LINE EXTENSIONS

Where service is likely to be temporary by determination of the Utility, the Utility shall supply temporary Service upon payment of a Non-refundable advance contribution in aid in construction payment equal to the cost of installing and removing the service. Temporary service line extensions will be analyzed by the Utility for justification of possible reclassification to permanent service not less than 12 months and no more than 18 months after being constructed. The Utility reserves the right to bill the Customer for the actual cost of construction following the completion of the project.

When Service facilities are removed, any Non-contribution in aid in construction payment in excess of actual costs will be refunded. The Utility shall also require a Customer deposit. See the Deposits section for more information. The Customer will be billed for service at the applicable rate schedule.

REFUNDS

When the Customer is required to make an advance for construction, the Utility shall refund the depositor for a period of (10) ten years from the date of the original advance a pro-rata share for each active meter attached to the line extension. The pro-rata refund shall be computed in the following manner. If the combined total of three (3) times estimated base revenue at current rates, or the amount allowed by the feasibility model, for the line extension and each service attached to the line extension:

1. exceeds the total estimated construction cost to provide the line extension, the entire amount of the advance for construction provided shall be refunded.
2. is less than the total estimated construction cost to provide the line extension, the amount to be refunded shall equal three (3) times estimated base revenue at current rates, or the amount allowed by the feasibility model, when an active meter is attached to the line extension.

In no event shall the total amount to be refunded exceed the amount of the advance for construction. Any amounts subject to refund shall be paid by the Utility without interest. At the expiration of the above-described (10) ten-year period, the advance for construction record shall be closed and the remaining balance shall be credited to the respective plant account.

The Utility shall keep a record of each work order under which the line extension was installed, to include the estimated revenues, estimated construction costs and amount of any payment received and any refunds paid. Records shall be reviewed annually. Any refunds to be issued shall be reviewed and approved by the Governing Body.

A refund shall be provided only for refundable contribution in aid of construction payments. The final determination of refundable or nonrefundable contributions in aid of construction payments is approved by the Governing Body. In a general sense, a refundable contribution in aid of construction payment is associated with any line extension in an area where future developments may happen within the next (10) ten years. A Non-refundable contribution in aid of construction payment is associated with any line extension in an area where no future development will happen (i.e., private property, no empty lots, etc.) within the next (10) ten years.

2-7 UNDERGROUND SERVICE

All new electrical services will be underground unless an overhead service is approved by the Utility.

MULTI-OCCUPANCY PREMISES

Subject to MPMU's extent of service limitations, the underground secondary service will be installed, owned, and maintained at the Utility's expense. The Customer must consult with the Utility prior to the planning of any underground service installation. The Utility reserves the right to require the Customer to install any necessary underground duct systems at the Customer's expense.

MPMU reserves the right to specify the size and type of underground conductor to be used, the location of the transformer or pole to which the service must be connected, the side of the pole on which the conduit is to be installed, and the height to which it must be extended. (Refer to the *Utility Exhibits* Section).

UNDERGROUND SERVICES TO NEW RESIDENTIAL SUBDIVISIONS

MPMU RESPONSIBILITIES

MPMU will perform the following:

- Design the underground system using load information supplied by the developer.
- Furnish, install and connect primary high voltage and secondary cable systems.
- Furnish, install and connect service cable from transformer or service pedestal to Meter Socket
- Furnish and install transformers for underground services.
- Furnish secondary pedestals and fiberglass transformer pads at developer's expense.
- Determine location(s) of Meter Socket(s).
- Design, furnish and install street lighting in accordance with the *Street Lighting Service Policy #POL-1* located in Section 5.0.

DEVELOPER'S OR CUSTOMER'S RESPONSIBILITIES

The developer or Customer will perform the following:

- As early as practical, submit to MPMU a plat of the development that has been approved by the proper local authorities, including the Mt. Pleasant Building and Zoning Administrator.
- Furnish all easements requested by MPMU. These easements, if applicable, shall be in addition to general Utility easements shown on plat submitted.
- Bring development to final rough grade (within 6" of finished grade) before MPMU begins construction of the underground electric system. The developer or Customer, as applicable, is responsible for any rework required by the Utility for the development not being at final rough grade.
- Furnish and install Meter Socket(s).

- Furnish and install a complete duct system as designed by MPMU. MPMU must approve the duct material, size and depth.
- Obtain any necessary permits and have installation inspected and approved by the Mt. Pleasant Building and Zoning Administrator, County or State Electrical Inspector, as appropriate.
- If a service length is 120' or less, a minimum of a 2" conduit, as specified by the Utility, must be installed. If a service length exceeds 120', the Utility will specify the required conduit size for the installation. The minimum depth of all buried conduit must be 30" or deeper. The conduit must extend from the Meter Socket to the Utility source.
- Restoration of property after trench excavation.

OWNERSHIP AND MAINTENANCE

MPMU will own, operate and maintain the new subdivision underground electric distribution system including street lights, street light poles, street light cable and service conductor (to the Customer's Meter) (Refer to the *Utility Exhibits* Section for more information). If the Customer has installed an obstruction (such as, but not limited to, a deck, porch, patio, shed, fence, etc.) that results in additional cost to the Utility to repair the service or change the Meter location, charges to the Customer may apply.

If an underground service has failed and the Utility has determined the service needs to be replaced, the Customer is responsible for installing the appropriate conduit as per the *Developer's or Customer's Responsibilities* section above. The trench and backfill shall be free of debris or rocks that may damage the service cable. Property restoration after trench excavation is the responsibility of the Customer. MPMU will furnish and install the new underground service cable.

If any underground service requires relocation because of new construction on the property owner's premises or because the property owner desires relocation for any reason, the property owner is responsible for the cost of relocation. If an underground cable or other Utility property is damaged, the party causing the damage is responsible for the cost of repair or replacement.

If a MPMU-owned service conductor needs replacement because of increased load, the Utility is responsible for the cost of replacement of the service conductor. Additional facility upgrade costs (transformers, duct systems, etc.) shall be determined by the amount of added revenue generated by the addition of the new customer load.

UNDERGROUND RESIDENTIAL SERVICE IN AREAS SERVED BY EXISTING OVERHEAD LINES

The Utility shall, upon request of a Customer, provide underground service in Customer areas where overhead service is standard. The cost of changing from overhead to underground service shall be billed to the Customer. In the case of a new service extension, the Customer shall be billed for the cost of installing underground service less the estimated cost of compatible overhead service.

MPMU'S RESPONSIBILITIES

MPMU will perform the following:

- Upon receipt of the request, a Utility representative will discuss the installation with the Customer.
- Furnish and install the new service cable in Customer's conduit from the existing secondaries to the Meter Socket.

CUSTOMER'S RESPONSIBILITIES

The Customer will perform the following in accordance with the Mt. Pleasant Building and Zoning Administrator or State Electric Code and Utility standards:

- Formally request underground service with the Utility.
- Obtain any necessary permits and have installation inspected and approved by the Mt. Pleasant Building and Zoning Administrator, County or State Electrical Inspector, as appropriate.
- Install a minimum of a 200-ampere service entrance, with proper branch circuits, that complies with National Electric Code specifications and the Mt. Pleasant Building and Zoning Administrator or State Electric Code, as applicable.
- Furnish and install the required Meter Socket(s).
- If a service length is 120' or less, a minimum of a 2" conduit, as specified by Utility, must be installed. If a service length exceeds 120', the Utility will specify the required conduit size for the installation. The conduit must extend from the Meter Socket to the Utility source. The minimum depth of all buried conduit must be 30" or deeper.
- Restoration of property after trench excavation.

OWNERSHIP AND MAINTENANCE

MPMU will own, operate, and maintain the new underground service. (Refer to the *Utility Exhibits* Section for more information). If the Customer has installed an obstruction (such as, but not limited to, a deck, porch, patio, shed, fence, etc.) that results in additional cost to the Utility to repair the service or change the Meter location, charges to the Customer may apply.

If an underground service has failed and the Utility has determined the service needs to be replaced, the Customer is responsible for installing the appropriate conduit as per the *Developer's or Customer's Responsibilities* section above. The trench and backfill shall be free of debris or rocks that may damage the service cable. Property restoration after trench excavation is the responsibility of the Customer. MPMU will furnish and install the new underground service cable.

If any underground service requires relocation because of new construction on the property owner's premises or because the property owner desires relocation for any reason, the property owner is responsible for the cost of relocation. If an underground cable or other Utility property is damaged, the party causing the damage is responsible for the cost of repair or replacement.

If a MPMU-owned service conductor needs replacement because of increased load, the Utility is responsible for the cost of replacement. Additional facility upgrade costs (transformers, duct systems, etc.) shall be determined by the amount of added revenue generated by the addition of the new customer load.

2-8 BUILDING DEMOLITION

When a building served or previously served by the Utility is demolished, it is the property owner's responsibility to notify the Utility in advance and request the water and electric services and related equipment are disconnected, prior to any site demolition work being initiated. The only exception to this policy is if the property owner enters into a written agreement with MPMU identifying that the current service lines will be utilized within one year.

2-9 METERS

METER OWNERSHIP

All meters will be selected, furnished, owned, installed and removed by MPMU. Submetering and sales to retail Customers for the purpose of resale are not permitted.

The Customer is responsible for providing and installing all Meter Sockets. The Customer shall own all Meter Sockets and shall be responsible for maintaining Meter Sockets in a serviceable condition so the Meter can be installed and removed as needed. Customers with Meter Sockets found to be in non-compliance with the mounting and location requirements set forth in the *Utility Exhibits* Section will be notified in writing of the violation and will have a predetermined period of time to correct the violation. If a Customer fails to make the necessary corrections within the time allowed, the Utility will disconnect the Electric service until such time that the necessary corrections have been completed and inspected by the Mt. Pleasant Building and Zoning Administrator.

METER LOCATIONS AND ACCESSIBILITY

MPMU will designate the locations of meters and metering equipment. All new residential, commercial and industrial meters shall be installed outdoors. All upgraded services shall have the Meter installed outdoors if currently indoors. No wiring dependent on the Meter location shall be started until the location has been definitively assigned. Meter Sockets and enclosures shall be plumb and securely mounted. In all cases, the Meter will not be set until the service has been inspected and approved by the Mt. Pleasant Building and Zoning Administrator.

MPMU authorized representatives must have access to meters at all reasonable hours for the purpose of inspecting, testing, removing or setting and reading meters. If access is not possible due to an obstruction on the Customer's property surrounding the Meter, it will be the Customer's responsibility to provide access in a timely manner. Any Customer-installed obstruction that encloses an outdoor metering location (i.e., carport, garage three-season room, deck, etc.), will require the Customer to relocate the Meter Socket to an outdoor location specified by the Utility at the Customer's expense.

Refer to the *Utility Exhibits* Section for specifications on Meter installation.

INDIVIDUAL METERING – MULTI-OCCUPANCY PREMISES

Individual metering shall be required on multi-occupancy premises, in which units are separately rented, or owned, except the Utility may provide single meters for central heating, cooling, water heating or ventilation systems on a case-by-case basis.

For multiple metering installations, each meter position shall be marked with the address or unit number of the location served on the outside of the Meter socket or by the breaker. This marking shall also be placed on the corresponding distribution panel(s). The external marking shall be a permanent self-sticking metal or engraved rigid plastic label with minimum ½ inch block letters or numbers. A permanent marking shall also be inside the Meter socket base in a visible location when the cover is removed.

SPECIAL METERING INSTALLATIONS

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

METER SEALS, TAMPERING, AND UNAUTHORIZED CONSUMPTION

The Utility shall place visible seals on meters, Meter Sockets, instrument transformers and instrument transformer enclosures and such seals shall not be broken or disturbed by anyone other than authorized representatives of the Utility. Breaking of these seals or tampering with meters, their associated equipment, or interconnecting wiring is prohibited to maintain the safety and integrity of the system.

Evidence of tampering will result in an investigation by the Utility and a formal report will be filed with local law enforcement. Installations that are found to be tampered with or altered will be rectified immediately by the Utility and service may be discontinued until any needed corrective action is taken by the Customer. If service is discontinued, inspection by the Mt. Pleasant Building and Zoning Administrator is required prior to service being reconnected. Responsible parties will be subject to the associated fees for the investigation and remediation.

If a Customer is found consuming Utility services in such a way that the service is not registered through a MPMU-provided Meter, service shall be disconnected without notice. The incident will be investigated, and the responsible parties will be subject to the associated fees for the investigation. The Customer will also be required to install, at their expense, the necessary wiring to direct all consumption through the MPMU-provided Meter. The parties involved will be subject to all costs, fees and penalties from the theft of Utility services and may be prosecuted under the laws of the State of Iowa. Non-metered consumption costs shall be determined based upon previous billing history and will be charged to the Customer.

METER REGISTER

CONVENTIONAL METERS

Where it is necessary to apply a multiplier to the 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. Customers shall have continuous visual access to Meter registers at the Meter except where the Utility has experienced vandalism to windows in the protective enclosures or where access to tenant metering installations is restricted by a building owner. Where magnetic tape or other delayed processing means is used, a visible kWh register shall be accessible.

DEMAND METERS

When a Demand Meter is used for billing (100 kW minimum), the Meter installation should be designed so the highest expected annual Demand reading can be accommodated by the Metering equipment tolerance specifications.

METER TESTING

Initial and subsequent period testing will be in accordance with industry standards similar to ANSI C12.1.

2-10 AESTHETICS OF UTILITY-OWNED EQUIPMENT

All modification to aesthetics of Utility-owned equipment must receive prior written approval from MPMU and will be considered on a case-by-case basis. The Utility will determine whether the request can be accommodated without negatively impacting the system or service to other Customers. The Customer shall be responsible for all costs associated with the modification.

2-11 CONSERVATION AND EMERGENCIES

In order to ensure the general welfare of the people of Mt. Pleasant, electric and water resources should be used in such a way as to prevent waste and unreasonable use. Should an emergency arise, and

electricity or water availability becomes limited, electricity or water shall be curtailed in accordance with directives contained within the Utility's current Business Continuity Plan and Water Risk and Resilience/ER Response Plan.

2-12 LIMITATION ON UTILITY LIABILITY

MPMU cannot guarantee a Utility service will be free from interruptions or fluctuations in service. The Utility will not be liable for any injury, loss, or damage resulting from interruption, shortage or insufficiency of service, or irregularities of service (i.e., overload, loss of voltage, high or low voltage, loss of phase, phase reversal, etc.) unless caused by willful acts or gross negligence on the part of the Utility. In no event shall MPMU be liable for consequential or punitive damages.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MPMU DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

MPMU is not liable for damage to persons or equipment, whether owned by a Customer or third party, resulting from the use of an MPMU service or from the presence of MPMU equipment on or near premises.

SECTION 3 - CUSTOMER RELATIONS

3-1 CUSTOMER APPLICATION FOR SERVICE

Customer application for Service shall be filed at the Utility business office on a form provided by the Utility. All locations receiving Service must also comply with Customer equipment provisions of this Service Rules Manual. Services are available to any Applicant meeting the definition of Customer within these Service Rules. The benefits of and/or rights conferred upon the Customer by MPMU are non-transferrable, except when approved in writing by MPMU.

In order for the application to be complete, the Applicant must provide:

- Full name of account holder, first and last name of other occupants 18 years of age or older
- Personal identifying information, including a photo I.D.
- Phone number(s)
- Previous address(es)
- Collection of other Customer information, as required

The application process shall include:

- Payment of past due bills from all previous Service locations of record owed to the Utility
- Determination and collection of deposit, if applicable
- Applicant's voluntary designation of a person or agency to receive a copy of any notice or disconnect service due to the Applicant's nonpayment of a bill or deposit
- An opportunity to sign up for Automatic Payment. This application may require other needed information.

- Information about online account access, to include the Customer's e-mail address.

In the case of a Customer who has been disconnected or for whom credit action is pending, Service will not be reconnected or continued in the name of another occupant or user of the Service location if the previous Customer or any other person liable for payment of the Delinquent bill(s) continues to occupy or receive benefit of the Electric Service provided at the Service location, unless arrangements are made to pay for the unpaid Service at the Service location.

As soon as practical after the approval of an application, the Utility shall supply Service to the Applicant in accordance with this Service Rules Manual and the rules of the Iowa Utilities Board and at a rate established by resolution of the governing body for the Applicant's appropriate class of service.

3-2 CUSTOMER DEPOSITS

A deposit intended to guarantee partial payment of bills for service shall be required for each service connection as determined by the Utility. A person other than the Customer may pay the deposit. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon 12 days written notice of the need for such a requirement.

No deposit shall be required as a condition of service other than as determined by application of either credit rating, deposit calculation criteria, or both. A deposit may be required of an Applicant if the following criteria exists:

- Past payment history with MPMU is unsatisfactory as defined in Section 3.2(1)
- Applicant has no credit or unsatisfactory credit with another Utility provider
- New service is for a different rate classification than that for which the payment history was established

AMOUNT OF DEPOSIT

a. Residential or Commercial At a Place Which Has Previously Received Service

The total deposit for any residential or commercial Customer at a place which has previously received service shall not be greater than the highest billing of service for one month for the place in the previous twelve (12) month period.

b. Places Which Have not Previously Received Service Residential or Commercial

The deposit for residential or commercial places which have not previously received service shall be the projected one-month usage for the place as determined by the Utility.

c. Industrial Customers

The deposit for industrial Customers shall be the projected one month's usage for the place to be served, as determined by the Utility.

d. Service Hookups for Short Periods or Special Occasions

The deposit for service for short periods and special occasions shall be determined on a case-by-case basis by the Utility based upon what deposit is reasonably required to secure the bill. However, if the Customer can reasonably be categorized as residential, industrial, or commercial, in no case shall the deposit be greater than the projected one-month usage for the place.

e. Replacement, Or Additional Deposit

A Customer whose deposit has been refunded or whose deposit is not currently at the maximum deposit, and whose payment history includes two (2) or more late payments (not including one automatic forgiveness of late payment), or received two (2) Non-Sufficient Funds (NSF) check or Automated Clearing House (ACH) reject notices, or a combination of any two (2), in any 12 month period, shall be required to bring his or her deposit to the maximum allowable limit pursuant to this Service Rules Manual. If Customer has had service less than 12 months, the number of NSF or ACH reject notices will be prorated.

INTEREST ON DEPOSITS

There is no interest paid on deposits.

CUSTOMER RECEIPT FOR DEPOSIT/DEPOSIT RECORDS

Each person making a deposit, replacing a deposit, or supplementing a deposit already given will be given a receipt. A depositor whose receipt has been lost may obtain a duplicate receipt by filing a written claim at the business office, and by providing the Utility with adequate personal identification.

The Utility shall keep the following records concerning the deposit:

- a. The name and address of each depositor.
- b. The amount and date of the deposit.
- c. Each transaction concerning the deposit.

UNCLAIMED DEPOSITS AND UNCLAIMED DEPOSIT RECORDS

A record of each unclaimed deposit will be maintained for at least two years, during which time the Utility shall make a reasonable effort to return the deposit to its rightful owner.

If a deposit, overpayment, or refund of any kind is unclaimed for two years from termination of service, the deposit, overpayment or refund (together with accumulated interest, if any), shall be considered abandoned, and sent, less any lawful deductions, to the State of Iowa in accordance with Chapter 556, Code of Iowa.

DEPOSIT REFUND

a. Refund for Prompt Payment

A deposit shall be refunded after 12 consecutive months of prompt payment (which includes eleven Timely Payments and one automatic forgiveness of late payment). The records of a Customer not eligible for a deposit refund on the first deposit anniversary date, will be reviewed on subsequent anniversary dates to determine refund eligibility.

b. Refund for Termination of Service

Upon termination of service, the deposit, plus accumulated interest (if any), less any unpaid Utility bill or other lawful charge against the Customer shall be reimbursed to the person who made the deposit.

3-3 BILLING INFORMATION

Monthly Meter readings are taken on dates designated by the Utility. If a Meter cannot be read, the Utility will estimate the reading. Estimated Meter reads may be used for consecutive months as determined by the Utility on a case-by-case situation.

BILLING SYSTEM

a. Billing Period

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 Utility's established rates, and applicable charges, terms, and conditions of this Service Rules Manual.

b. When Payable

A bill shall be due and payable when rendered and shall be considered Delinquent after 20 days from the time it is rendered. A bill shall be considered rendered by the Utility when deposited in the U.S. mail with postage prepaid or when sent electronically to an email address provided to the Utility by the Customer or when delivered by the Utility to the last known address of the party responsible for payment. A late payment charge of 1.5% of the unpaid balance will be assessed on past-due accounts. Each account will be granted one (1) forgiveness of a late payment in each calendar year. The Customer will be informed of the use of this one-time forgiveness in one of the following ways: 1) By phone or in person; 2) By posting to the next bill; or 3) by separate mailing.

Failure to receive a properly rendered bill shall not entitle the Customer to relief from penalties for late payment. In addition to this late payment charge, disconnection and reconnection charges may still apply.

c. Where Payable

Customers can pay bills by mail, telephone, direct payment at the MPMU Business Office, ACH from Customer's bank account, bill pay service through Customer's financial institution

Mt Pleasant Municipal Utilities

509 North Adams

PO Box 637

Mt. Pleasant, IA 52641-0637

BILLING FORM

The Utility, at its option, shall either place the following information on the billing form, or shall advise the Customer on the bill form, that the following information can be obtained by contacting the Utility's business office:

- a. The actual or estimated Meter readings at the beginning and end of the billing period.
- b. The dates of the Meter readings 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 not be less than 20 days after the bill is rendered.
- g. A distinct marking to identify an estimated bill or Meter reading.
- h. A distinct marking to identify a minimum bill, and/or base fee, which may be provided for in the rate schedule for each service class and will apply to any billing period during which service remains connected and the minimum quantity of service is not used.
- i. Any conversions from Meter reading units to billing units, or any other calculations to determine billing units from recording or other devices or any other factors such as sliding scale or automatic adjustments and amount of sales tax adjustments used in determining the bill.

DEVIATIONS IN DATE OF METER READING

When the Meter reading date causes a given billing period to deviate by more than ten percent (counting only business days) from the normal Meter reading period, such bills shall be pro-rated on a daily basis.

DEVIATIONS FROM NORMAL PAYMENT OF BILLS

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 pro rata between the bill for Utility services and related taxes. The late payment charge shall apply only to the Utility service bill outstanding on the date of Delinquency.

DATE OF DELINQUENCY

The date of Delinquency for all residential Customers or other Customers whose consumption is less than 3,000 kWh per month shall be changeable for cause; such as, but not limited to, 15 days from the approximate date each month upon which income is received by the person responsible for payment. In no case, however, shall the Utility be required to delay the date of Delinquency more than 30 days beyond the date of preparation of the previous bill (Per IAC 199 Chapter 27.3(3)a.).

RETURNED CHECKS

A service charge is assessed to any Customer whose check is returned unpaid or ACH payment is rejected by the financial institution on which it is drawn. The service charge shall be in addition to the late payment charge if the check or ACH is not made good prior to the Delinquent date of the bill. If one or more checks are dishonored or ACH payments rejected within a 6-month period, MPMU may require future payments by check, cashier's check, or money order.

SPECIAL BILL PAYMENT PLANS

BUDGET BILLING

All residential Customers (or other Customers whose consumption is less than (3000) three thousand kWh per month) may select Budget Billing. The plan is designed to limit the volatility of a Customer's bill and maintain reasonable account balances. The plan shall:

- a. Be offered following one (1) year anniversary of service
- b. Be available to existing eligible Customers upon request anytime during the calendar year
- c. Be able to be cancelled at any time upon request of the Customer

The Budget Billing amount is calculated at the time of entry into the plan. It will be recalculated at least annually, but can also be recalculated monthly, quarterly, when requested by the Customer, or whenever price, consumption, or a combination of factors results in a new estimate differing by 10 percent or more from that in use. When the amount is recalculated, the account balance is divided by 12 and the resulting Budget Billing amount is adjusted.

Irrespective of the account balance, a Delinquency in payment shall be subject to the same collection and disconnection procedures as other accounts, with the late payment charge applied to the Budget Billing amount. MPMU may terminate Budget Billing after 30 days of Delinquency. Balances are addressed as follows:

- Any balance due shall be paid at the time of termination
- If there is a credit balance, the Customer shall be allowed the option of obtaining a refund (if over \$25) or applying the credit to future charges.

The Utility is not required to offer a new Budget Billing plan to a Customer for six (6) months after the Customer has discontinued Budget Billing.

PAYMENT AGREEMENTS – RESIDENTIAL CUSTOMERS

Availability of a First Payment Agreement

A reasonable payment agreement may be offered to a Customer in the following situations:

- Customer cannot pay a Delinquent MPMU bill in full, or
- Customer has an outstanding debt to MPMU, and
- Customer is not in default of a payment agreement with MPMU
- Prior to disconnection of Services

Reasonableness

A payment agreement is determined to be reasonable by considering the following:

- Current household income
- Ability to pay

- Payment history (including prior defaults or similar agreements)
- Size of the bill
- Amount of time and reason why the bill is outstanding
- Any special circumstances creating extreme financial hardship

The Utility may require the Customer to confirm financial difficulty with an acknowledgement from the Iowa Department of Human Services or another agency.

Types and Terms of Payment Agreements

First Payment Agreement may be offered as follows:

Disconnection Length	Additional Conditions	Payment Agreement Terms
Received disconnection notice, or have been disconnected for 120 days or less.	Not currently in default of a payment agreement.	Payments may be spread evenly over at least 12 months. Payments are set for specific amounts to be paid at specific times.
Have been disconnected for more than 120 days.	Not currently in default of a payment agreement.	Payments may be spread evenly over at least 6 months. Payments are set for specific amounts to be paid at specific times.

Payment Agreement Contents

The agreement will include the following:

- Terms and agreement of the payment agreement
- Provisions for paying the current amount due
- The address and a toll-free or collect telephone number where a qualified representative can be reached

The document will be considered rendered to the Customer when addressed to the Customer's last-known address and deposited in the US mail with postage prepaid. If delivery is not by US mail, the document shall be considered rendered to the Customer when delivered to the last-known physical or email address of the person responsible for payment for the service.

Each Customer entering into a first payment agreement will be granted at least one (1) late payment that is made four (4) days or less beyond the due date for payment and the first payment agreement shall remain in effect. The initial payment is due on the due date for the next regular bill.

Entering into a Payment Agreement

Agreements may be made over the phone or in person. In either instance, MPMU will provide to the Customer (within three (3) days of the agreement date) a written document reflecting the terms and conditions of the payment agreement.

- For agreements made in person, the Customer will receive a signed copy of the agreement
- For agreements made over the phone, the Customer will receive a copy in the mail (or other delivery method)

Unless the Customer notifies MPMU within ten (10) days from the date the document is rendered, the Customer confirms acceptance of the terms of the agreement by making the first agreed-to payment.

Refusal of Payment Agreement by MPMU

A Customer may propose a payment agreement to MPMU. If an agreement is not reached between MPMU and the Customer, MPMU may refuse the offer orally, but the Utility must provide a written refusal to the Customer (including the reason for the refusal) within three (3) 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 postage prepaid. If delivery is by other than US mail, the written refusal shall be considered rendered to the Customer when handed to the Customer or when delivered to the last-known address of the person responsible for the payment of the service.

A Customer may ask the IUB for assistance in working out a reasonable payment agreement. The request for assistance must be made to the IUB within ten (10) days after the rendering of the written refusal. During the review of this request, the Utility may not disconnect the service.

Second Payment Agreement

MPMU shall offer a second payment agreement to a Customer who is in default of a first payment agreement if the Customer has made at least two (2) consecutive full payments under the first payment agreement. The second payment agreement will be for a term at least as long as the term of the first payment agreement. The Customer is required to pay for current service in addition to the monthly payments under the second payment agreement and may be required to make the first payment in advance as a condition of entering into the second payment agreement. The Utility may offer additional payment agreements to the Customer but is not required to do so.

ADJUSTMENT OF BILLS AFTER ISSUANCE (METER ERROR)

CUSTOMER REQUESTED METER TESTS

In addition to regular Meter testing, at least once every five (5) years, the Customer may request a Meter test, providing that such tests shall not be made more frequently than once each 18 months. The Customer or the Customer's representatives may be present when the Meter is testing and the results 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 cost of the test, or \$30 dollars, whichever is less. The Utility shall have the discretion to waive the cost of the test on a case-by-case basis.

METER ERROR AND DETERMINATION OF ADJUSTMENT

Whenever a Meter creeps or whenever a metering installation is found upon any test to have an average error of more than 2.0 percent for watt hour metering; or a Demand metering error of more than 1.5 percent, in addition to the errors allowed under accuracy of Demand metering, any adjustment of bills for service shall be made pursuant to paragraphs c. and d. below.

AMOUNT OF ADJUSTMENT

The amount of the adjustment shall be calculated on the basis that the metering equipment should be one hundred percent accurate with respect to the testing equipment used to make the test. For watt hour metering, the average accuracy shall be the arithmetic average of the percent registration at ten percent of rated test current and at one hundred percent of rated test current, with giving the one hundred percent of rated test current registration a weight of four and the ten percent of rated test current registration a weight of one.

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 thirty-six 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 on the basis of available data. The Customer shall 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 sub-paragraphs (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 adjustment. If the date when over-registration began cannot be determined, it shall be assumed that the error has existed half the time since the Meter was installed, or one-half time elapsed since the last Meter test; whichever is shortest.

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 twenty-five percent of the time since the most recent of either metering installation or the last previous test. The adjustment period shall not exceed five (5) years without the approval of the Governing Body.

- (2) Under-Registration. If the date when under-registration began can be determined, such date shall be the starting point for determination of the amount of adjustment except that billing adjustment shall be limited to the preceding shall not exceed five (5) years unless approved by the Governing Body. If the date when under-registration began cannot be determined, it shall be assumed that the error has existed for one-half the time since the Meter was installed, or one-half the time elapsed since the last previous Meter installation test, whichever was more recent. The adjustment shall be limited to the previous 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 twenty five percent of the time since the more recent of either metering installation or the last previous test, except that the billing adjustment shall be limited to the preceding six months unless approved by the Governing Body.

REFUNDS FOR METER ERROR

If bills recalculated due to Meter error indicate that \$1 dollars or more is due an existing Customer or \$2 dollars or more is due a person no longer a Customer of the Utility, a refund will be given for the full amount of the calculated difference between the amount paid and the amount re-calculated. 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 Utility, a notice of the amount subject to refund shall be mailed to that previous Customer at the last known address. Upon notification by the previous Customer, the Utility shall make the refunds within three months. Refunds will be complete within six months following the date of the Meter installation test.

BACKBILLING FOR METER ERROR

If bills recalculated due to Meter error indicate that minimum amounts as determined by resolution of the Governing Body (not to be less than \$1.00) are due from an existing Customer, the Customer (if applicable) 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.

ADJUSTMENT OF BILLS (NO METER ERROR)

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 reason, the amount of the overcharge shall be adjusted, refunded, or credited to the Customer.

UNDERCHARGES NOT DUE TO METER ERROR

When a Customer has been undercharged as a result of incorrect reading of Meter, incorrect application of the rate schedule, incorrect connection of the metering installation, or other similar reasons the bill(s) shall be re-calculated back to a period not to exceed 2 years. If the recalculated bill exceeds an amount as determined by resolution of the Governing Body, the Customer shall be back billed for the amount due. Back billing will be completed within six months of the discovery of the error. If the back billing creates Customer hardship, a reasonable agreement to pay shall be offered.

ACCIDENTAL WASTAGE – CUSTOMER SIDE

When an accidental ground is found on the Customer's equipment, the Utility shall estimate the Customer's normal usage for each billing period during which the ground is reasonably believed to have existed, not to exceed 3 months. The bill for each such period shall be recomputed, treating the amount of above-normal Energy consumption as "lost energy". Lost energy shall be billed at the lowest rate on the Customer's rate schedule and the total difference will be credited to the Customer's account.

3-4 DISCONNECTION, DENIALS AND RECONNECTIONS (NOT FOR NONPAYMENT)

CUSTOMER REQUESTED

a. Temporary Disconnections and Reconnections (Voluntary)

Upon reasonable notice by a Customer, MPMU may make temporary disconnections for the Customer's convenience. The Customer may be required to pay a charge for disconnection and for reconnection. The Customer will be advised of the charges at the time of the request.

Charges and Rules

If a Customer requests service disconnected temporarily the following charges and rules will apply:

1. The temporary disconnection shall not be for a period longer than 12 months. If longer than 12 months, the Customer shall have considered to have terminated service, and any reconnection shall be considered as a new service.
2. The Customer must pay for after-hours disconnections and reconnections at the current Utility applicable rates for labor, equipment and materials.
3. All amounts, due or past due, which the Customer owes the Utility shall have been paid in full.
4. No bills for Service shall be rendered to the Customer during the period of the temporary disconnection.
5. These charges are in addition to any charges which may be made for installation of service equipment for temporary service governed by this Service Rules Manual.

b. Permanent Disconnections (Voluntary)

A Customer requesting permanent disconnection shall provide a minimum one (1) business days' notice to MPMU. A Customer requesting permanent disconnection must pay for after-hours disconnections at the current Utility applicable rates for labor, equipment and materials.

DISCONTINUANCE AND DENIAL OF SERVICE FOR JUST CAUSE OTHER THAN
NONPAYMENT (INVOLUNTARY)

JUST CAUSE FOR DISCONTINUANCE OR DENIAL (INVOLUNTARY)

MPMU reserves the right to refuse or disconnect service for any of the reasons listed below, subject to the provisions of this section and other provisions of this Service Rules Manual. If a Customer fails to comply with a rule of the Utility, a 12-day written notice will be given, allowing the Customer time to comply with this Service Rules Manual. Except for reasons given in the first four (4) items below or disconnection at the Customer's request, no service will be disconnected unless the Utility is prepared to reconnect the service within 24 hours. A reconnection charge is posted to the account when the disconnection results from an act or omission on the part of the Customer.

One written notice, including all reasons for the notice, will be given where more than one cause exists for disconnection of service. In determining the final date by which the account is to be settled or other specific action taken, the days for the causes shall be concurrent.

- (a) Without notice in the event of a condition determined by the Utility to be hazardous.
- (b) Without notice in the event of Customer use of equipment in such a manner as to adversely affect the Utility equipment or the Utility's service to others.
- (c) Without notice in the event of tampering with the equipment furnished and owned by the Utility.
- (d) Without notice in the event of unauthorized use or resale of the Utility's service.
- (e) For violation of or noncompliance with this Service Rules Manual.
- (f) For failure of the Customer or prospective Customer to furnish service equipment, permits, certifications or rights-of-way specified by the Utility as a condition of receiving service.

- (g) For failure of the Customer or prospective Customer to fulfill his or her contractual obligations for service or facilities.
- (h) For failure of the Customer or prospective Customer to permit the Utility safe and reasonable access to its equipment (As define within Chapter 27 of the Iowa Code).

DISCONNECTION AND RECONNECTION FEE (INVOLUNTARY-OTHER THAN NONPAYMENT)

For any disconnection or reconnection pursuant to this Service Rules Manual, the Customer shall pay the current Utility applicable rates for labor, equipment and materials.

3-5 UTILITY INITIATED (INVOLUNTARY – DUE TO NONPAYMENT)

MPMU reserves the right to refuse or disconnect service for nonpayment of a bill or deposit, subject to the provisions of this Service Rules Manual.

MPMU may disconnect Electric service after 24-hour notice (and without a 12-day written notice) for failure of the Customer to comply with the terms of a payment agreement. Water Service is an unregulated utility and MPMU reserves the right to refuse or disconnect service at its discretion.

WRITTEN NOTICE

MPMU shall give a 12-day written notice to the Customer (and, where applicable, the person or agency designated by the Customer to receive such notice) that service will be discontinued if the account is not settled. The notice will include a toll-free or collect telephone number where a representative of the Utility qualified to provide additional information about the disconnection can be reached. Each Utility representative shall provide their first name to the caller and have immediate access to current, detailed information concerning the Customer's account and previous contacts with MPMU. The notice will also include the "Customer Rights and Responsibilities to Avoid Shutoff of Electric service for Nonpayment".

PERSONAL CONTACT

In the case of a residential Customer, disconnection will take place between the hours of 6 AM and 2PM on a weekday and not on weekends or holidays. When disconnecting service to a residence, MPMU shall make a diligent attempt to contact, by telephone or in person, the Customer responsible for payment for service to the residence to inform the Customer of the pending disconnection and the Customer's rights and responsibilities. Between November 1 and April 1, if the attempt at Customer contact fails, the premises shall be posted at least one (1) day prior to disconnection with a notice informing the Customer of the pending disconnection and a copy of the "Customer Rights and Responsibilities to Avoid Shutoff of Electric service for Nonpayment". A posting charge may be assessed to all accounts requiring a posting notice. The posting charge is periodically reviewed by the Governing Body and adjusted as needed.

MULTI-OCCUPANCY PREMISES

During the period November 1 to April 1, if contact attempts are unsuccessful, and if the Utility knows that the disconnection will affect occupants of residential units leased from the Customer (either commercial, industrial or residential), the premises of any building known by the Utility to contain residential units must be posted, at least two (2) days prior to the disconnection, with notice informing any occupants of the date when service will be disconnected and the reasons therefore.

LANDLORD NOTIFICATION

In the cases of a residential Customer, if attempted contact is unsuccessful, and the Utility has reason to believe that the residential Customer is a renter, the landlord, if known, shall be contacted to determine if the Customer is still in occupancy, and if not, his or her present location. The landlord shall also be informed of the date when service may be disconnected. The Utility shall make a diligent attempt to inform the landlord at least 48 hours prior to disconnection of service to the tenant.

AVOIDING DISCONNECTION – DISPUTED BILL

If the Customer has received notice of disconnection and has a dispute concerning a bill for Electric service, the 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 of service. The Utility shall delay disconnection for nonpayment of the disputed bill for up to 45 days after providing the bill if the Customer pays the undisputed amount. The 45 days shall be extended by up to 60 days if requested of the Utility by the Board in the event the Customer files a written Complaint with the Board in compliance with 199-Chapter 6.

RECONNECTION

If a disconnected Customer makes payment or other arrangements during normal business hours or by 7 PM if Utility permits such payment or other arrangements after 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 7 PM, all reasonable efforts shall be made to reconnect the Customer not later than 11 AM the next day.

For any reconnection of service pursuant to this Service Rules Manual, there may be a reconnection charge during normal business hours. Additional charges shall apply for reconnection of service outside normal business hours. Reconnection charges are reviewed periodically by the Governing Body and adjusted as needed.

SEVERE COLD WEATHER

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 a residence when the actual temperature or the 24-hour forecast of the National Weather Service for the residence's area is predicted to be 20 degrees Fahrenheit or colder. If the Utility has posted a disconnect notice but is precluded from disconnecting service because of severe cold weather, the Utility may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the residence's area rises above 20 degrees Fahrenheit and is forecasted to remain above 20 degrees Fahrenheit for at least 24 hours, unless the Customer has paid in full the past due amount or is otherwise entitled to postponement or disconnection under another provision of this Service Rules Manual.

POSTPONEMENT OF DISCONTINUANCE FOR REASONS OF CUSTOMER'S HEALTH

Discontinuance of service to a residential Customer shall be postponed if the discontinuance presents an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if a person appears to be seriously impaired and may, because of mental or physical problems, be unable to manage his or her, own resources, to carry out activities of daily living or protect oneself 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.

At the request of the Utility, the Customer shall provide a verification of the especial danger to health by a physician or a public health official. The verification shall include the name of the person endangered, a statement that he or she 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 municipality within five (5) days.

Verification shall postpone disconnection for 30 days. In the event service is terminated within 14 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. If the Customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first 30 days and does not keep the current account paid during the period of the unpaid balance is to be retired, the Customer is subject to disconnection. This provision shall only be allowed on one occasion for the delinquent balance of the account at the time of consideration.

WINTER ENERGY ASSISTANCE (NOVEMBER 1 – APRIL 1)

If MPMU is informed 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 of notification 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 Utility by the community action agency as eligible for either the low-income home energy assistance program or the weatherization assistance program.

Prior to November 1, the Utility shall provide Customers a notice describing the availability of winter energy assistance funds and the application process.

MILITARY SERVICE DEPLOYMENT

If MPMU is informed that one of the heads of household as defined in Iowa Code section 476.20 is a service member deployed for military services, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to 90 days after the end of the deployment.

ABNORMAL ELECTRIC CONSUMPTION

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

3-6 SERVICE CALLS

CHARGED SERVICE CALLS

The Customer may be billed for the cost of services not the responsibility of the 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 Utility's Facilities. For a service call requesting the relocation of facilities belonging to the Utility, the Customer shall be billed for the related costs. An advance deposit equal to the total estimated cost may be required. The Utility requires a signed estimate from the Customer prior to the relocation. Upon completion of the relocation, the Utility shall issue a final invoice for actual costs incurred, not to exceed the original estimate unless a change of scope was realized.

NON – CHARGED SERVICE CALLS

The Customer shall not be billed for service calls or equipment which is the responsibility of the Utility.

UTILITY'S RESPONSIBILITY ON SERVICE CALLS

The Utility will make every possible effort to provide continuity of Service, but the Utility does not guarantee continuity of Service and shall not be held liable for interruption of Service.

UNDERGROUND FACILITIES LOCATING

The Utility will locate underground service facilities without charge. Customer should call Iowa One Call (811 or 1-800-292-8989) no less than 48 hours in advance of beginning work. Every effort to locate the underground facilities correctly will be made by MPMU, but the Utility cannot guarantee its location nor be held liable. MPMU will not locate private services.

3-7 CUSTOMER COMMUNICATIONS

UTILITY CUSTOMER REPRESENTATIVE

A Utility representative charged with Customer communication must give their first 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.

CUSTOMER COMPLAINTS – IN WRITING

The Utility shall keep records of Customer Complaints sufficient to enable review and analysis of its procedures and actions. Customers shall be asked to submit Complaints in writing, specifying the nature of the Complaint, and the relief sought.

CUSTOMER COMPLAINT PROCEDURES – (TELEPHONE NUMBERS)

Customer Complaints received by mail, telephone or in person shall be acted upon promptly.

Telephone number (319) 385-2121 is manned continuously for the handling of problems or Complaints of an emergency nature.

Telephone number (319) 385-2121 and (319) 385-4313 is manned during business hours, Monday through Friday, to handle routine business Complaints and other communications.

Upon receipt of a Complaint, it shall be promptly transmitted to the department assigned to handle Complaints of such nature and shall be investigated promptly and thoroughly. Such action as necessary to resolve the problem shall be made promptly by mail, telephone or personal contact.

Customers unable to travel will not be denied the right to be heard. Provision is made for Utility personnel to contact Utility Customers at their residence in the assigned service area during regular working hours.

Complaints concerning the charges, practices, facilities or service of the Utility shall be investigated promptly and thoroughly. A Customer may appeal the findings of the investigation and shall be given reasonable opportunity for a full hearing of the matter before the Governing Body or hearing officer(s) appointed by the Governing Body. The final step in the Complaint review procedure, if the Utility and Customer are unable to agree on a resolution of the Complaint, shall be a filing for Board resolution of the issue only if the Board has jurisdiction.

3-8 CUSTOMER OBLIGATIONS

Acceptance of service shall obligate a Customer to all conditions of service imposed by this Service Rules Manual and the rules of the Iowa Utilities Board. Customers may request a copy of this Service Rules Manual by contacting MPMU's Business Office at 509 N Adams St, Mt. Pleasant, IA or by calling 319-385-2121. The Utility reserves the right to revise this Service Rules Manual and conditions of service at any time.

USE OF UTILITY'S FACILITIES BY CUSTOMERS AND OTHERS

UTILITY FACILITIES

The Customer or an agent shall not, without written consent of the Utility, use any of the poles, structures or other facilities of the Utility for fastening thereto, support or for any other purpose whatsoever, nor shall the Customer or an agent locate anything in such proximity to the aforesaid facilities of the Utility so as to cause, or be likely to cause, interference with service, or a dangerous condition in connection therewith.

NON-LIABILITY OF UTILITY

The Utility assumes no liability for unauthorized attachments, equipment or appurtenances whether attached by individuals or companies and upon becoming aware of such attachments will remove same after sixty (60) days notification. In case Utility personnel become aware of illegally attached lines, equipment or appurtenances which are of a hazardous nature to life, limb or property, such attachments can be removed immediately by the Utility without notification.

CUSTOMER LIABILITY FOR DAMAGES OR ALTERATIONS

CUSTOMER LIABILITY

The Customer shall be held responsible for any loss of, or all damage to the facilities of the Utility caused by the Customer, unless occasioned by causes beyond the Customer's control or by the negligence of the Utility or by any act or omission on the part of the Utility or its authorized representative.

PROTECTION OF UTILITY'S FACILITIES ON CUSTOMER'S PREMISES

All meters, transformers, wires and other equipment installed by the Utility at its own expense are the facilities of the Utility and the Customer shall protect said facilities of the Utility on the Customer's premises and shall not interfere with or alter, or permit interference with or alteration of the Utility facilities except by duly authorized representatives of the Utility.

Under no circumstances or conditions shall any person not a representative of the Utility connect or disconnect any Meter, connect to a Meter, or disturb any wiring between the Meter and service wires from the Utility distribution system after the Meter has been installed. Any infraction of this rule shall be considered sufficient cause for immediate discontinuance of Service without further notice.

The Service shall be connected only by an authorized representative of the Utility.

CUSTOMER EQUIPMENT

CUSTOMER ELECTRICAL EQUIPMENT STANDARDS

Except for facilities defined in Section 2.1(1) of this Service Rules Manual as a responsibility of the 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 applicable standards imposed by those divisions of this Service Rules Manual dealing with alternate Energy production, special conditions of service, applicable engineering, practices and any other applicable statutory or administrative law. Location of the service and Meter Socket shall be at the discretion of the Utility, consistent with the Customer's reasonable convenience. All service locations shall be given by Utility personnel upon request to the Utility office.

All new services or changes to existing service must be approved by the Mt. Pleasant Building and Zoning Administrator before being connected or reconnected by Utility personnel.

UTILITY NOT LIABLE

No inspection or approval by the Utility of a Customer's compliance with this Service Rules Manual shall be construed to impose any duty or liability on the Utility, but shall be considered solely for the purpose of ensuring protection of the Utility's property and for ensuring the continuity of service to Customers of the Utility.

CUSTOMER'S PREMISES SUBJECT TO ACCESS

The Customer and owner shall grant the Utility, without charge, right of way over and on the premises on which equipment and structures of the Utility are located. Access to the equipment structures shall be granted to the Utility at reasonable times for installation, inspection, testing, repair and other functions necessary for the maintenance of satisfactory service.

Customer acknowledges that emergencies and after hours call outs may necessitate access to premises beyond normal business hours.

SECTION 4 - CUSTOMER RENEWABLE GENERATION

MPMU allows interconnection of renewable Energy systems with its Utility infrastructure following prior approval and coordination. All interconnection requests must be in accordance with the Interconnection Standard and IAC 199 15.10(476). Interconnection to the electric system shall be granted only to new or existing Customers, in good standing, under this Service Rules Manual. The Interconnection Agreement shall be between the Customer and the Utility and will not include third parties.

The Interconnection Standards apply to a Customer-owned Generating Facility with a rated output of 60 kilowatts (kW) or fewer. Proposal to interconnect a Customer-owned generator with output rated at more than 60 kW or Qualifying Facility not covered by the Interconnection Standard will be subject to a formal review process that may take into account the impact of the interconnection on reliability, rates, power supply agreements and local and regional system planning.

For the application and additional information about interconnecting Customer-owned Generating Facilities, refer to the *Interconnection Standards for Parallel Installation and Operation of Customer-Owned Renewable Electric Generating Facilities – Policy #EOP-1* in Section 5.0.

SECTION 5 - UTILITY FORMS, POLICIES AND PROCEDURES

5-1 UTILITY FORMS, POLICIES AND PROCEDURES

APPLICATION FOR SERVICE

Mt. Pleasant Utilities

SSN or Tax ID No. _____

Birth Date _____

Phone No. _____

Service: Permanent ☐ Temporary ☐ Electric ☐ Water ☐ Deposit Yes ☐ No ☐

Date Applied _____ Date to be Completed _____ Deposit Amount \$ _____

Customer Name _____ Account No. _____

New Service Address _____ Apt. No. _____

Own property ☐ Rent Property ☐ Property Owner's Name _____

Mailing Address (if different) _____

Previous Address _____

The Utilities reserves the right to read, change, replace, maintain any and all meters during regular working hours or during any emergencies. By signing this form, the customer agrees to give the Utilities access to all meters and associated equipment used to deliver utility service to the above listed service address.

WATER: The Utilities maintains the service to the curb shut off box, the meter and remote reading devices.

ELECTRIC: The Utilities maintains the line to the meter box or where the Utilities tap on to the customer's mast.

\$27.00 Charge on all Returned Checks

2M - 8/08

Customer's Signature

CUSTOMER BILLING FORM

MT. PLEASANT UTILITIES P.O. BOX 637 • MT. PLEASANT, IA 52641-0637				
From	To	BILLING DATE	DUE DATE	
Readings		Usage	Code	Amount
Previous	Present			
SALES TAX		PRIOR MONTH LATE CHARGES	PREVIOUS BALANCE	
ACCOUNT NUMBER		1.5% PENALTY PER MONTH ON UNPAID BALANCE	AMOUNT DUE NOW	
LOCATION:				

RETURN SERVICE REQUESTED

Presorted
First Class Mail
US Postage Paid
Mt. Pleasant, IA
Permit No. 86

ACCOUNT NUMBER	DUE DATE
	1.5% PENALTY PER MONTH ON UNPAID BALANCE
	AMOUNT DUE NOW

PLEASE RETURN THIS STUB WITH PAYMENT

PAST DUE NOTICE

MOUNT PLEASANT MUNICIPAL UTILITIES PO BOX 637 - MOUNT PLEASANT IA 52641-0637 BILLING INQUIRIES - 319-385-3516 COLLECTION OFFICE - 509 N ADAMS ST	YOUR ACCOUNT IS NOW PAST DUE REMIT YOUR PAYMENT TO AVOID INTERRUPTION OF SERVICE
Our records indicate that your account is past due. To avoid possible disconnection of service, remit payment as soon as possible. To make payment arrangements, or if you feel this bill is in error, please contact our Collection Office.	<div>REMIT TO: MOUNT PLEASANT UTILITIES</div> <div></div>
	<div>ACCOUNT NUMBER</div> <div></div>
	<div>ACCOUNT TYPE</div> <div></div>
	<div>DATE DUE</div> <div></div>
<div></div>	

DELINQUENT NOTICE



Mount Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS
MOUNT PLEASANT, IOWA 52641

COLLECTION OFFICE
PHONE (319) 385-3516

GENERAL OFFICE & PLANT
PHONE (319) 385-2121

ACCOUNTING OFFICE
PHONE (319) 385-4313

FAX
PHONE (319) 385-3010

LAST NAME, FIRST NAME
ADDRESS

MT PLEASANT, IA 52641

Tuesday, February 1, 2022

<p>DELINQUENT NOTICE \$0.00</p>
--

Acct No:
Amt. Due: \$0.00

Last Date Allowed: 2/16/2022

Dear Customer,

Our records indicate that your account is delinquent. To avoid disconnection of your utility service(s), you must immediately remit payment in full. To make payment arrangements, please contact our Collection Office at 319-385-3516.

Per Section 3.4(2)c of the Mount Pleasant Municipal Utilities' Service Tariff, there will be a \$XX.XX reconnection fee during regular business hours and a \$XXX.XX reconnection fee during evening, weekend, and holiday hours to restore your utility service(s) following disconnection.

Your immediate attention to this matter is required.

Sincerely,

Accounting Supervisor

Enclosure

NOTICE FORM FOR DISCONNECTION OF SERVICE



Mount Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS
MOUNT PLEASANT, IOWA 52641

COLLECTION OFFICE
PHONE (319) 385-3516

GENERAL OFFICE & PLANT
PHONE (319) 385-2121

ACCOUNTING OFFICE
PHONE (319) 385-4313

FAX
PHONE (319) 385-3010

First & Last Name
Address
Mt. Pleasant, Iowa 52641

Account #

Consumer #

DISCONNECT NOTICE

A delinquent notice was mailed to you and according to our records you have not responded. Since we have been unable to contact you concerning delinquent account balance, this notice is to remind you that your bill of \$0.00 must be paid at our office on North Adams Street before 9:00 a.m. FEBUARY 09, 2022 to avoid disconnection of service and a reconnection charge (\$30.00 during regular hours or \$130.00 after hours) when service is reestablished. This is in addition to the \$20.00 24-Hour Post Notice charge you have already incurred and is reflected in the amount above. We cannot accept post-dated checks.

You are hereby duly notified that Mount Pleasant Utilities plans to disconnect your utility service on FEBUARY 09, 2022 between the hours of 9:00 a.m. and 1:00 p.m. This notice was posted at the premises at INSERT ADDRESS, Mount Pleasant, Iowa on FEBUARY 07, 2022 at _____.

If you have any questions or desire additional information, please contact the Mount Pleasant Utilities offices.

Thank you,

Mount Pleasant Utilities

CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID SHUTOFF OF ELECTRIC SERVICE FOR NONPAYMENT

CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID SHUTOFF OF ELECTRIC SERVICE FOR NONPAYMENT

- 1. What can I do if I receive a notice from the utility that says my service will be shut off because I have a past due bill?**
 - a. Pay the bill in full; or
 - b. Enter into a reasonable payment plan with the utility (see #2 below); or
 - c. Apply for and become eligible for low-income energy assistance (see #3 below); or
 - d. Give the electric cooperative or municipal electric utility a written statement from a doctor or public health official stating that shutting off your electric service would pose an especial health danger for a person living at the residence (see #4 below); or
 - e. Tell the utility if you think part of the amount shown on the bill is wrong. However, you must still pay the part of the bill you agree you owe the utility (see #5 below).
- 2. How do I go about making a reasonable payment plan? (Residential customers only)**
 - a. Contact the electric cooperative or municipal electric utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, the utility shall offer you a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation.
 - b. If you have not made the payments you promised in a previous payment plan with the utility and still owe money, you may qualify for a second payment agreement under certain conditions.
 - c. If you do not make the payments you promise, the utility may shut off your electric service on one day's notice unless all the money you owe the utility is paid or you enter into another payment agreement.
- 3. How do I apply for low-income energy assistance? (Residential customers only)**
 - a. Applications are taken at your local community action agency. If you are unsure where to apply, dial 2-1-1 or 1-800-244-7431, or visit humanrights.iowa.gov/dcaa. To prevent disconnection, you must contact the utility prior to disconnection of your service.
 - b. To avoid disconnection, you must apply for energy assistance or weatherization before your service is shut off. Notify your utility that you may be eligible and have applied for energy assistance. Once your service has been disconnected, it will not be reconnected based on approval for energy assistance.
 - c. Being certified eligible for energy assistance will prevent your service from being disconnected from November 1 through April 1.
- 4. What if someone living at the residence has a serious health condition? (Residential customers only)**

Contact the electric cooperative or municipal electric utility if you believe this is the case. Contact your doctor or a public health official and ask the doctor or health official to contact the utility and state that shutting off your electric service would pose an especial health danger for a person living at your residence. The doctor or public health official must provide a written statement to the electric cooperative's or municipal electric utility's office within five days of when your doctor or public health official notifies the utility of the health condition; otherwise, your electric service may be shut off. If the utility receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your utility bill or find other living arrangements. After 30 days, your service may be shut off if payment arrangements have not been made.
- 5. What should I do if I believe my bill is not correct?**

You may dispute your bill. You must tell the electric cooperative or municipal electric utility that you dispute the bill. You must pay the part of the bill you think is correct. If you do this, the utility will not shut off your service for 45 days from the date the bill was mailed while you and the electric cooperative or municipal electric utility work out the dispute over the part of the bill you think is incorrect. You may ask the Iowa Utilities Board for assistance in resolving the dispute (see #9 below).
- 6. When can the electric cooperative or municipal electric utility shut off my electric service because I have not paid my bill?**
 - a. Your electric cooperative or municipal electric utility can shut off service between the hours of 6 a.m. and 2 p.m. Monday through Friday.
 - b. The electric cooperative or municipal electric utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.
 - c. The electric cooperative or municipal electric utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see #2 above).
 - d. The electric cooperative or municipal electric utility will not shut off your service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the following 24-hour period, including the day your service is scheduled to be shut off.
 - e. If you have qualified for low-income energy assistance, the electric cooperative or municipal electric utility cannot shut off your service from November 1 through April 1. However, you will still owe the electric cooperative or municipal electric utility for the service used during this time.
 - f. The electric cooperative or municipal electric utility will not shut off your service if you have notified the electric cooperative or municipal electric utility that you dispute a portion of your bill and you pay the part of the bill that you agree is correct.
 - g. If one of the heads of household is a service member deployed for military service, electric service cannot be shut off during the deployment or within 90 days after the end of deployment. In order for this exception to disconnection to apply, the electric cooperative or municipal electric utility must be informed of the deployment prior to disconnection. However, you will still owe the electric cooperative or municipal electric utility for service used during this time.
- 7. How will I be told the electric cooperative or municipal electric utility is going to shut off my service?**
 - a. You must be given a written notice at least 12 days before the electric service can be shut off for nonpayment. This notice will include the reason for shutting off your service.
 - b. If you have not made payments required by an agreed-upon payment plan, your service may be disconnected with only one day's notice.
 - c. The electric cooperative or municipal electric utility must also try to reach you by telephone or in person before it shuts off your service. From November 1 through April 1, if the electric cooperative or municipal electric utility cannot reach you by telephone or in person, the electric cooperative or municipal electric utility will put a written notice on the door of or another conspicuous place at your residence to tell you that your electric service will be shut off.
- 8. If service is shut off, when will it be turned back on?**
 - a. The electric cooperative or municipal electric utility will turn your service back on if you pay the whole amount you owe.
 - b. If you make your payment during regular business hours, or by 7 p.m. for electric cooperatives or municipal electric utilities permitting such payment or other arrangements after regular business hours, the electric cooperative or municipal electric utility must make a reasonable effort to turn your service back on that day. If service cannot reasonably be turned on that same day, the utility must do it by 11 a.m. the next day.
 - c. The electric cooperative or municipal electric utility may charge you a fee to turn your service back on. Those fees may be higher in the evening or on weekends, so you may ask that your service be turned on during normal utility business hours.
- 9. Is there any other help available besides my electric cooperative or municipal electric utility?**

If the electric cooperative or municipal electric utility has not been able to help you with your problem, you may contact the Iowa Utilities Board toll-free at 1-877-565-4450. You may also write the Iowa Utilities Board at 1375 E. Court Avenue, Des Moines, Iowa 50319-0069, or by email at customer@iub.iowa.gov. Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid and may contact Iowa Legal Aid at 1-800-532-1275.

Rev. 9/29/2021

PAYMENT AGREEMENT



Mt. Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS
MT. PLEASANT, IOWA 52641

COLLECTION OFFICE
PHONE (319) 385-3516

GENERAL OFFICE & PLANT
PHONE (319) 385-2121

ACCOUNTING OFFICE
PHONE (319) 385-4313

FAX
PHONE (319) 385-3010

REASONABLE AGREEMENT TO PAY

Customer Name:	Name
Account Number:	Account Number
Address:	Address
Telephone Number:	Telephone Number
Date of Agreement:	Date of Agreement

WHEREAS, the Customer named above is in default on bills for electric service and the delinquent amount, as of the date of this agreement is \$ Enter Amount

WHEREAS, the Customer's account shows the current amount owed the utility for service is \$Enter Amount

WHEREAS, the Customer is unable to pay all charges owed Mt. Pleasant Municipal Utilities but has agreed to pay the amount owed in regular installments over a period 12 months.

WHEREAS, Mt. Pleasant Municipal Utilities has agreed to continue utility service so long as the Customer makes payments as provided for by this agreement in the monthly amount of; \$ Enter Agreement Amount

THEREFORE, Mt. Pleasant Utilities and Enter customers name agree the amount shown above will be paid on the dates and in the installment amounts shown below, plus the current amount when due:

DUE DATE	CURRENT BILL	ADD	AGREEMENT	EQUALS	TOTAL DUE
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	
		+		=	

FIRST REASONABLE AGREEMENT TO PAY ONLY

The Customer is aware that she/he has the option of making payments on the delinquent amount in equal installments spread evenly over at least a 12 month period, if the Customer has not defaulted on a previous reasonable agreement to pay, and

☐ Chooses to take advantage of this option

SIGNATURE

DATE

☐ Agrees to waive this right
because

SIGNATURE

DATE

SECOND AGREEMENT ONLY (if offered, at the discretion of Mt. Pleasant Municipal Utilities)

The Customer is aware that she/he has the option of making payments on the delinquent amount in equal installments spread evenly over at least a 12 month period and

☐ Chooses to take advantage of this option

SIGNATURE

DATE

☐ Agrees to waive this right
because

SIGNATURE

DATE

BUDGET BILLING AGREEMENT



Mt. Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS
MT. PLEASANT IOWA 52641

COLLECTION OFFICE
PHONE (319) 385-3516

GENERAL OFFICE & PLANT
PHONE (319) 385-2121

FAX
PHONE (319) 385-3010

ACCOUNTING OFFICE
PHONE (319) 385-4313

DATE

NAME
ADDRESS
Mt Pleasant, IA 52641

Budget Payment Request
Account:
Renewal Month:

Dear Customer,

Upon your request we have calculated your budget payment plan amount to be \$00.00. To begin the budget billing plan, you must sign and return this form to our office. Payment is effective with your next bill following the date we receive the returned letter and will remain the same until revised or changed.

Since your budget payment amount is based on estimates of monthly bills, we review your account on the anniversary month of your agreement and under some circumstances, at other times. This will avoid building a large balance on your account.

If you have any questions concerning this change, please call our office at 319-385-2121.

PLEASE SIGN, DATE AND RETURN ONE COPY TO START THE BUDGET BILLING PLAN

SIGNATURE _____ DATE _____

BUDGET BILLING RENEWAL



Mt. Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS
MT. PLEASANT IOWA 52641

COLLECTION OFFICE
PHONE (319) 385-3516

GENERAL OFFICE & PLANT
PHONE (319) 385-2121

FAX
PHONE (319) 385-3010

ACCOUNTING OFFICE
PHONE (319) 385-4313

DATE

NAME
ADDRESS
Mt Pleasant, IA 52641

Budget Payment Renewal
Account:
Renewal Month:

Dear Customer,

We have reviewed your budget payment plan amount and have recalculated your equalized monthly payment to be \$00.00. Payment is effective with your next bill and will remain the same until revised or changed.

Since your budget payment amount is based on estimates of monthly bills, we review your account on the anniversary month of your agreement and under some circumstances, at other times. This will avoid building a large balance on your account.

If you have any questions concerning this change, please call our office at 319-385-2121.

Sincerely,

Mt Pleasant Municipal Utilities

RATE DOCUMENTS

MOUNT PLEASANT MUNICIPAL UTILITIES

Phone: 319-385-3516 - Fax: 319-385-3010

PO Box 637 - 509 N Adams Street - Mount Pleasant IA 52641

MPMU ELECTRIC RATES

Effective for billings after 1-1-2016

Residential Base Fee - All residential meters are assessed \$1.00 per day accumulating to a maximum of \$13.00 per month.

Residential Electric (RE) - 020 (7% tax) -and- 021 (1% tax)
 First 500 kWh \$0.1200 per kWh
 All Over 500 kWh \$0.0950 per kWh

Residential Electric Heat

Two Meter Service (RH) - 019 (1% tax) Not avail. to new accounts
 Heat Meter only - All energy \$0.0850 per kWh
 Household Meter - Same rate as Residential Electric (RE) - 021

One Meter Service (RC) - 022 (7% tax) -and- 023 (1% tax)
 First 500 kWh \$0.1200 per kWh
 Next 700 kWh \$0.0950 per kWh
 All Over 1200 kWh \$0.0850 per kWh

Commercial Base Fee - Non-demand small commercial meters are assessed \$1.00 per day accumulating to a maximum of \$25.00 per month. Non-demand large commercial meters are assessed \$2.00 per day accumulating to a maximum of \$50.00 per month.

Small Commercial Electric (CE) - 024 (7% tax)
 First 2000 kWh \$0.1475 per kWh
 All Over 2000 kWh \$0.1350 per kWh

Large Commercial Electric (CE) - 025 (7% tax)
 First 1000 kWh \$0.1475 per kWh
 Next 5000 kWh \$0.1350 per kWh
 All Over 6000 kWh \$0.0950 per kWh

Small Commercial Electric Combined (CC) - 026 (7% tax)
 First 1000 kWh \$0.1475 per kWh
 Next 1000 kWh \$0.1050 per kWh
 All Over 2000 kWh \$0.0850 per kWh

Large Commercial Electric Combined (CC) - 027 (7% tax)
 First 1000 kWh \$0.1475 per kWh
 Next 5000 kWh \$0.0950 per kWh
 All Over 6000 kWh \$0.0850 per kWh

Commercial Demand (7% tax) - Effective after 5-1-2021

Commercial Demand Base Fee - Minimum of \$150.00
 For 3-phase service with >= 100 kVa and < 1,500 kVa monthly demand
*** Demand (DM) - 031** \$14.10907 per kW
Energy (DM) - 032 \$0.0650 per kWh

Industrial Demand (7% tax) - Effective after 5-1-2021

Industrial Demand Base Fee - Minimum of \$1,500.00 or \$1.00 per kVa of transformation requirement, whichever is greater
 For 3-phase service with > 1,500 kVa monthly demand

*** Demand (ID) - 033** \$14.10907 per kW
Energy (ID) - 034 \$0.0484 per kWh

Security Lights (SL) (7% tax)

With New Pole - \$19.00 With Existing Pole - \$14.50

MPMU WATER RATES

Effective for billings after 7-1-2021

Monthly Water Billing equals Water Usage Charge plus Basic Service Charge. Minimum Billing equals Basic Service Charge.

Water Usage Charge (based on monthly meter readings)

First	10,000 gallons	\$5.08 per 1,000 gallons
Next	990,000 gallons	\$3.71 per 1,000 gallons
All Over	1,000,000 gallons	\$3.23 per 1,000 gallons

Basic Service Charge (based on meter size)

041	5/8" meter	\$13.00 per month
042	3/4" meter	\$14.00 per month
043	1" meter	\$17.00 per month
044	1 1/2" meter	\$50.00 per month
045	2" meter	\$60.00 per month
046	3" meter	\$80.00 per month
047	4" meter	\$120.00 per month
048	6" meter	\$230.00 per month
049	8" meter	\$315.00 per month
051	10" meter	\$405.00 per month

Water and Sewer Rates Outside of Town - Charges for services located outside of the corporate limits of Mount Pleasant shall be two times the city rate for water plus its basic service charge listed above and two times the city rate for both sewer and its base fee.

Unmetered Fire Protection - The monthly charge for unmetered fire protection shall be the Basic Service Charge listed above that is appropriate for the size of the fire protection service in place.

Water Main Tap - A main tap for a service sized 1" or smaller is \$1,450.00; and for a service sized greater than 1" is actual cost. Any concrete removal/replacement shall be billed to the customer at actual cost.

Hydrant Meter Deposit - A hydrant meter deposit shall be \$500.00. Upon return of the meter, the deposit will be refunded minus the amount of the final bill and any necessary meter repair charges.

CITY OF MOUNT PLEASANT

Phone: 319-385-1470 Fax: 319-385-1466

Monthly Sanitary Sewer Billing is Base Fee plus Usage Charge
 Sanitary Sewer Usage Charge is based on Water Usage

Sewer Rates (SR)/(SC) - Effective as of 8-20-2021 billing

Base Fee	\$7.50 per month
Usage Charge	\$6.00 per 1,000 gallons

Solid Waste Fees - Effective as of 8-20-2021 billing

Base Fee (SW)	\$3.00 per month
Recycling Fee (SW)	\$4.05 per month
Landfill Closure Fee (LF)	\$1.00 per month
Usage Charge	\$1.50 per garbage sticker
One garbage sticker required for each 30 gallon bag or container	

* The term "demand" shall mean the following: Billing demand is the sum of the highest integrated kW demand during any 15 consecutive minute period occurring in the billing month, but not less than 50% of the highest 15 consecutive minute integrated kW demand which has occurred in the preceding 11 months, whichever is greater. Demand Rates for Commercial Demand (DM - 031) and Industrial Demand (ID - 033) are subject to annual review and adjustment by the MPMU Board of Trustees. The last such adjustment, a 3.0639% increase, was approved at the April 2021 Board of Trustees meeting with rates effective for billings after 5-1-2021. See MPMU "Service Rules Manual" for more information on character of service and application of rates.



Mount Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS
MOUNT PLEASANT, IOWA 52641

Electric Vehicle Charging Station Utilization Policy – (Utility Operated). (Policy # POL-12)

Content included:

1. Summary
2. Application
3. Policy Overview and Guidelines
4. Administration

1. Summary:

Mt. Pleasant Municipal Utilities recognizes the business need to establish and maintain appropriate standards associated with the installation and safe utilization of Utility Operated Electric Vehicle Charging Stations located within our community. Additionally, it is necessary to set the appropriate electric rates that will be utilized for the various electric vehicle charging station equipment types - (Level 1,2 and 3).

2. Applicability:

Policy applies to all Utility Operated Electric Vehicle Charge Stations located within the electric service territory of Mt. Pleasant Municipal Utilities.

3. Policy Overview and Guidelines:

In an effort to establish utility business standards and create internal accounting controls, the following guidelines will be applied to all Utility Operated Electric Vehicle Charging Station Installations.

a. Codes and permits;

- When charging station equipment is located on private property, the customer shall be responsible for procuring all building, operating and environmental permits that are required by any governmental authority having jurisdiction for the type of charging station facility and for the necessary ancillary structures to be installed.
- Charging Station Facilities shall meet all applicable requirements established by the National Electrical Code (NEC), National Electrical Safety Code (NESC), Institute of Electrical and Electronics Engineers (IEEE), Underwriters Laboratories (UL), and Occupational Safety and Health Administration (OSHA).
- The installation of Charging Station Facilities shall meet all applicable Building and Zoning Codes and City Ordinances established by the City of Mount Pleasant.

b. Character of Service;

- The electrical service supplied by the Utility shall be 60 cycle per second alternating current (AC), at supply voltages and number of phases that apply under the Utility's rate schedules and service policies.

c. Electric Energy / Utilization Rates;

- **Level 1 Station Equipment.**

Electric energy consumed by customers utilizing a "Level 1" rated charging station, shall be billed at a rate equal to the Utility's published Residential Electric Rate (020). The billing rate shall consist of the Energy Charge in effect at the time of utilization and a per session Equipment Fee designed to cover charging station operating costs. All applicable State and Federal Taxes shall be assessed as required by the respective government agencies.

- **Level 2 Station Equipment.**

Electric energy consumed by customers utilizing a "Level 2" rated charging station, shall be billed at a rate equal to the Utility's published Small Commercial Electric Rate (024). The billing rate shall consist of the Energy Charge in effect at the time of utilization and a per session Equipment Fee designed to cover charging station operating costs. All applicable State and Federal Taxes shall be assessed as required by the respective government agencies.

- **Level 3 Station Equipment.**

Electric energy consumed by customers utilizing a "Level 3" rated charging station, shall be billed at a rate that is equal to the Utility's published Commercial Demand Electric Rates (031 and 032). The billing rate shall consist of the Energy Charge and Demand Rate in effect at the time of utilization and a per session Equipment Fee designed to cover charging station operating costs. All applicable State and Federal Taxes shall be assessed as required by the respective government agencies.

- **Equipment Fee Detail.**

Equipment Fees are assessed to cover annual operating costs incurred by the Utility that are associated with the specific Electric Vehicle Charging Station Equipment. The Equipment Fee is a singular, per session charge, for 1 or more hours of charge time. The Equipment Fee shall be calculated as follows:

Equipment Fee = Charging Station's Annual Operating Costs / 8760 hours.
(8760 operating hours available in each calendar year).

d. Access to Premises;

- When charging station equipment is located on private property, the Utility shall have access to the Customer's premises or property as permitted in the Utility Service Policies. The Utility shall also have the right to periodically inspect the site and to require repairs and maintenance as needed. The Utility reserves the right to disconnect the charging station equipment if the Customer fails to correct any identified deficiencies within a reasonable amount of time. All costs associated with needed repairs and maintenance shall be at the Customer's expense.

- e. Insurance;**
- When charging station equipment is located on private property, the customer shall, at its own expense, maintain in force general liability insurance without any exclusion for liabilities related to the equipment installation. The amount of such insurance shall be not less than \$1,000,000 combined single limit. The Customer shall provide the Utility with a copy of said active insurance policy prior to the approval of the installation.
- f. Liabilities;**
- When charging station equipment is located on private property, the Customer shall assume full responsibility for any and all damages, claims, expenses, liabilities, judgments and costs of any kind, including reasonable attorney fees related to or caused by the erection, location, use, or removal of the equipment installation, and shall hold the Utility harmless, indemnify and defend it from all such damages, claims, expenses, liabilities, judgments and costs entered against it as a result of the erection, location, use, or removal of the equipment.
- g. Governing Law;**
- This Policy shall be interpreted and governed under the laws of the State of Iowa. Venue of any action arising hereunder or related to this Agreement shall lie in Henry County, Iowa.
- h. City Ordinance;**
- This policy does not eliminate or supersede City Ordinance Rules or Language established by the City of Mount Pleasant.
- 4. Administration;**
- The Electric Vehicle Charging Station Utilization Policy will be reviewed by internal management and / or the Utility Board on a periodic / as-needed basis to ensure compliance with regulatory and legal standards.

Approval: _____ Title: _____

Effective Date: __ January 21st, 2020 _____ Revision number: __ Initial _____

**Interconnection Standards for
Parallel Installation and Operation of
Customer-Owned
Renewable Electric Generating Facilities**
(Policy # EOP-1)



**Mount Pleasant Municipal
Utilities**

Effective Date: 10-20-2015
Revision Number: #1

Applicant Name: _____
Application Number: _____

Contents

Part 1. OVERVIEW	3
1. PURPOSE:	3
2. DEFINITIONS:	3
3. ELIGIBILITY:	5
4. REQUEST:	5
5. SYSTEM EFFECTS:	5
6. SYSTEM UPGRADES:	5
7. AGREEMENT:	6
8. CODES AND PERMITS:	6
9. BI-DIRECTIONAL METERING:	6
10. CERTIFICATE OF COMPLETION:	6
11. NORMAL OPERATION:	6
Part 2. TECHNICAL REQUIREMENTS	7
1. CHARACTER OF SERVICE:	7
2. CODE REQUIREMENTS:	7
3. GENERATING FACILITY CONTROL AND OPERATION:	7
4. FAULT CURRENT CONTRIBUTION	7
5. RECLOSING COORDINATION	7
6. DISCONNECT DEVICE:	8
7. STANDARDS FOR INTERCONNECTION, SAFETY, AND OPERATING RELIABILITY	8
Part 3. BI-DIRECTIONAL METERING FOR CUSTOMERS' RENEWABLE GENERATION	9
Part 4. INTERCONNECTION APPLICATION	11
Part 5. INTERCONNECTION AND BI-DIRECTIONAL METERING AGREEMENT	13
Part 6. CERTIFICATE OF COMPLETION	16
Part 7. APPROVAL TO ENERGIZE GENERATING FACILITY	17

Part 1. OVERVIEW

1. PURPOSE:

The purpose of this document is to establish standards for the Utility to interconnect and operate in parallel with customer-owned renewable electric generators.

2. DEFINITIONS:

- a. **Applicable Laws and Regulations** – All duly promulgated applicable federal, state and local laws, regulations, rules, ordinances, codes, decrees, judgments, directives, or judicial or administrative orders, permits and other duly authorized actions of any Governmental Authority.
- b. **Avoided Costs** – The average incremental cost to the Utility for electric energy (kWh's) or capacity or both which, but for the purchase from the Customer's Generating Facility, the Utility would generate itself or purchase from another source.
- c. **Customer** – Any entity interconnected to the Utility's distribution system for the purpose of receiving retail electric power service from the Utility's distribution system.
- d. **Customer Generator** – The owner or operator of a Generating Facility which:
 - i. is powered by a renewable energy resource;
 - ii. is located on a premises owned, operated, leased or otherwise controlled by the Customer Generator;
 - iii. is interconnected and operates in parallel phase and synchronization with an affected utility and is in compliance with the standards established by the affected utility;
 - iv. is intended primarily to offset part or all of the Customer Generator's own electrical energy requirements;
 - v. contains a mechanism, approved by the utility, that automatically disables the unit and interrupts the flow of electricity back onto the supplier's electricity lines in the event that service to the Customer Generator is interrupted.
- e. **Distribution System** – The Utility's facilities and equipment used to transmit electricity to ultimate usage points such as homes and industries directly from nearby generators or from interchanges with higher voltage transmission networks which transport bulk power over longer distances.
- f. **Facilities Study** - An engineering / interconnect feasibility study conducted by the Utility or its representatives to determine the required modifications to the Utility's electric distribution system, including the cost and the time required to build and install the modifications, as necessary to accommodate an interconnection request.
- g. **Force Majeure** – A Force Majeure event shall mean "any act of God, labor disturbance, act of the public enemy, war, insurrection, riot, fire, storm or flood, explosion, breakage or accident to machinery or equipment, any order, regulation or restriction imposed by governmental, military or lawfully established civilian authorities, or any other cause beyond a Party's control". A Force Majeure event does not include an act of negligence or intentional wrongdoing.

- h. **Generating Facility** – For purposes of this Standard, the Customer’s device for the conversion of wind or solar energy to electricity, as identified in the Interconnection Application.
- i. **Good Utility Practice** – Any of the practices, methods and acts engaged in or approved by a significant portion of the electric industry during the relevant time period, or any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good business practices, reliability, safety and expedition. Good Utility Practice is not intended to be limited to the optimum practice, method, or act to the exclusion of all others, but rather to be acceptable practices, methods, or acts generally accepted in the region.
- j. **Governmental Authority** – Any federal, state, local or other governmental regulatory or administrative agency, court, commission, department, board, or other governmental subdivision, legislature, rulemaking board, tribunal, or other governmental authority having jurisdiction over the Parties, their respective facilities, or the respective services they provide, and exercising or entitled to exercise any administrative, executive, police, or taxing authority or power; provided, however, that such term does not include the Customer or any Affiliate thereof.
- k. **Interconnection Application** – The Customer’s request to interconnect a new Generating Facility, or to increase the capacity of, or make a material modification to the operating characteristics of, an existing Generating Facility that is interconnected with the Utility’s electrical system.
- l. **Interconnection Standard** – Any reference to Interconnection Standard shall mean all the provisions, forms and related documents described in the collective parts of this document, the Interconnection Standards for Parallel Installation and Operation of Customer-Owned Renewable Electric Generating Facilities, as of the date adopted and printed on the cover page.
- m. **Bi-directional Metering** - A bi-directional metering process using equipment sufficient to measure both the electrical energy supplied by a Customer Generator to the Utility’s Distribution System and the electrical energy supplied by the Electric Utility to the Customer over an applicable billing period.
- n. **Qualifying Facility** – A cogeneration facility or a small power production facility that is a qualifying facility under 18 CFR Part 292, Subpart B, used by an interconnection customer to generate electricity that operates in parallel with the electric distribution system or local electric power system. Qualifying Facilities that are not Generating Facilities under subparagraphs “g” above may qualify for interconnection with the Utility under provisions of the Public Utilities Regulatory Policies Act (PURPA), but the terms and conditions of interconnection shall be determined on a case-by-case basis.

7. AGREEMENT:

Once the Customer and the Utility have identified and mutually agreed on the scope of the overall project including the generating facility, system upgrades and estimated costs, the Customer and the Utility shall execute the attached document entitled "Interconnection and Bi-Directional Metering Agreement"-(Part 5).

8. CODES AND PERMITS:

- a. The Customer shall be responsible for procuring all building, operating and environmental permits that are required by any Governmental Authority having jurisdiction for the type of generating facility and for the necessary ancillary structures to be installed.
- b. The equipment shall meet the standards listed in the attached document entitled "National Certification Codes and Standards".
- c. The construction and facilities shall meet all applicable building and electrical codes.

9. BI-DIRECTONAL METERING:

The Customer shall complete the necessary Interconnection and Bi-Directional Metering Agreement document to permit the bi-directional flow of electricity and the financial treatment of the Bi-Directional deliveries.

10. CERTIFICATE OF COMPLETION:

Upon completion of the generating facility and prior to normal operation, the Customer shall provide a signed copy of the attached document entitled "Certificate of Completion"-(Part 6).

11. NORMAL OPERATION:

The Customer may begin normal operation of the generating facility only upon completion of the required "Certificate of Completion"-(Part 6), facility electrical inspection documentation and receipt of the executed "Approval to Energize Generating Facility"-(Part 7) document from the Utility.

Part 2. TECHNICAL REQUIREMENTS

1. CHARACTER OF SERVICE:

The electrical service shall be 60 cycle per second alternating current (AC) at supply voltages and number of phases that apply under the Utility's rate schedules.

2. CODE REQUIREMENTS:

The Generating Facility shall meet all requirements established by the National Electrical Code (NEC), National Electrical Safety Code (NESC), Institute of Electrical and Electronics Engineers (IEEE), Underwriters Laboratories (UL), and Occupational Safety and Health Administration (OSHA). Specific codes are listed in Section 7 of this Part 2, below as "National Certification Codes and Standards". In addition, Manufacturer's Ownership, Operating and Maintenance Manuals shall be reviewed and accepted by both parties prior to beginning operation.

3. GENERATING FACILITY CONTROL AND OPERATION:

The control system of the Generating Facility shall comply with the IEEE specifications and standards for parallel operation with the Utility and in particular as follows:

- a. Power output control system shall automatically disconnect from Utility source upon loss of Utility voltage and not reconnect until Utility voltage has been restored by the Utility.
- b. Power output control system shall automatically disconnect from Utility source if the Utility or Generating Facility voltage fluctuates beyond plus or minus 10% (ten percent).
- c. Power output control system shall automatically disconnect from Utility if frequency fluctuates plus or minus 2 cycles (Hertz).
- d. Inverter output distortion shall meet IEEE requirements.
- e. The Generating Facility shall meet the applicable IEEE standards concerning impacts to the Distribution System with regard to harmonic distortion, voltage level, voltage flicker, power factor, direct current injection and electromagnetic interference.

4. FAULT CURRENT CONTRIBUTION

The Generating Facility shall be equipped with protective equipment designed to automatically disconnect during fault current conditions and remain disconnected until the voltage and frequency have stabilized.

5. RECLOSING COORDINATION

The Generating Facility shall be coordinated with the Distribution System reclosing devices by disconnecting from the system during the initial de-energized operation and shall remain disconnected until the voltage and frequency have stabilized.

6. **DISCONNECT DEVICE:**

A safety disconnect switch shall be installed that is visible to and readily accessible by Utility personnel. The switch shall be capable of being locked in the open position and shall prevent the generator from supplying power to the distribution system.

7. **STANDARDS FOR INTERCONNECTION, SAFETY, AND OPERATING RELIABILITY**

The interconnection of a Customer-Owned Generating Facility and associated interconnection equipment to the Utility's Distribution Facilities shall meet the applicable provisions of the following publications:

- a. ANSI/IEEE1547-2003 Standard for Interconnecting Distributed Resources with Electric Power Systems (including use of IEEE 1547.1 testing protocols to establish conformity). The following standards shall be used as guidance in applying IEEE 1574:
 - i. IEEE Std 519-1992, IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems
 - ii. IEC/TR3 61000-3-7 Assessment of emission limits for fluctuating loads in MV and HV power systems
- b. Iowa Electric Safety Code, as defined in 199 IAC Chapter 25
- c. ANSI/NFPA 70 (2008), National Electrical Code
- d. OSHA (29 CFR § 1910.269)

Part 3. BI-DIRECTIONAL METERING FOR CUSTOMERS' RENEWABLE GENERATION

Application No. _____

1. PURPOSE:
The provisions of this policy set forth the terms and conditions under which a customer may be compensated for deliveries of energy and/or capacity to the Utility from Customer Generators with Renewable Energy Resources approved by the Utility.
2. DEFINITIONS:
The definitions used in this Part are those found in Part 1, Section 2 of this Interconnection Standard.
3. BI-DIRECTIONAL METERING GENERAL PROVISIONS:
 - a. The Utility shall offer Bi-Directional Metering to its Customers that wish to generate electricity on the Customer's side of the meter using only renewable resources for energy sources.
 - b. Bi-Directional Metering is intended for Customer Generators with a rated output of 60 kilowatts (KW) or fewer produced through conversion of wind or solar energy.
 - c. Customer Generators shall be equipped with properly approved Utility Bi-directional metering equipment that can measure the flow of electricity in both directions at the same rate. The necessary metering will be supplied and installed by the Utility. The installed cost of the metering equipment shall be the responsibility of the Customer.
 - d. The Customer Generator will be billed in accordance with the billing practices described in this policy.
 - e. If a Customer Generator formally terminates the Interconnection Agreement, the Utility shall treat the end of the service period as if it were the end of the billing period and, if applicable, settle with the Customer Generator according to the appropriate billing practices.
 - f. The Utility shall provide Bi-Directional Metering at non-discriminatory rates that are identical with respect to the applicable customer rate class, retail rate components, and any monthly charges, to the rates that a customer would be charged if not a Customer Generator.
 - g. The Utility shall not charge a Customer Generator any fee or charge, or require additional equipment or any other requirement, unless the fee, charge, or other requirement is specifically authorized under the terms of the Interconnection Agreement, this Policy or if the fee, charge or other requirement would apply to other customers that are not Customer Generators. Any insurance coverage that may be required is specifically exempted from this paragraph.
 - h. Nothing in this Policy shall abrogate any Customer's obligation to comply with all applicable Federal, State, or local laws, codes, or ordinances; nor with the Service Rules and Policies of the Utility.

4. INTERCONNECTION STANDARDS

To qualify for Bi-Directional Metering, Customer Generators must comply with the Utility's Interconnections Standards for Parallel Installation and Operation of Customer-Owned Electric Generating Facilities.

5. REQUEST

The Customer Generator shall make a request for Bi-Directional Metering by completing the Utility's "Interconnection Application"-(Part 4). The Utility may require additional details or clarifications as needed to properly evaluate the application.

6. BILLING PRACTICES

The following Bi-Directional billing provisions shall apply to Bi-Directional consumption of energy by a Customer whose Generating Facility is eligible for Interconnection under Part 1, Section 3 of this Standard and has received Approval to Energize under Part 7 of this Standard.

Bi-Directional Metering Credit – Financial Credit

- a. **Energy Supplied to the Customer by Utility.** Electrical energy supplied by the Utility to the customer will be billed in accordance with the rate schedule applicable to the Customer's assigned rate class and all applicable riders.
- b. **Excess Energy Delivered to the Utility from the Customer.** All excess electrical energy delivered to the Utility by the Customer will be credited to the Customer Generator's account on a monetary basis at the Utility's Average Annual "Avoided Cost" Rate. This credit will be applied to the Customer's account on a monthly basis.
- c. **Obligation for Other Charges.** Regardless of whether the Customer Generator is entitled to receive financial credit for excess electrical energy from a prior billing period, Customer Generators remain responsible for all charges incurred during each billing period including, but not limited to: customer charges, facilities charges, demand charges, environmental charges, transmission charges, applicable sales taxes, any late payment charges, and any requirements for deposits or special charges or fees that may be applied.
- d. **Annual Financial Settlement.** Any Bi-Directional excess generation credit remaining in a Customer Generator's account at the end of each Calendar Year, shall be paid to the customer at the Average Annual "Avoided Cost" Rate.

Part 4. INTERCONNECTION APPLICATION

Application No. _____

Mt. Pleasant Municipal Utilities.

This Application for Interconnection and Bi-Directional metering of customer-owned renewable generation is considered complete when it provides all applicable and correct information required below. Additional information or clarification to evaluate the Application may be requested by the Utility.

Processing Fee

- ☐ For systems with a rated output of 10 kW or fewer, a non-refundable processing fee of \$100 must accompany this Application.
- ☐ For systems with a rated output greater than 10 kW and up to 25 kW, a non-refundable fee of \$250 must accompany this Application.
- ☐ For systems with a rated output greater than 25 kW and up to 60 kW, a non-refundable base fee of \$250 must accompany this Application. An additional non-refundable fee of \$5 per kW will be assessed for installations requiring complex electric distribution system analysis by the Utility.

Customer

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone (Day): _____ (Evening): _____

Fax: _____ E-Mail Address: _____

Contact (if different from Customer)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone (Day): _____ (Evening): _____

Fax: _____ E-Mail Address: _____

Generating Facility Information

Location (if different from above): _____

Inverter Manufacturer: _____

Model: _____

Nameplate Rating: (kW) _____ (kVA) _____

System Design Capacity: _____ (kW) _____ (kVA)

Energy Source: Solar ☐ Wind ☐ Other (describe) _____

Is the equipment UL1741 Listed? ☐ Yes ☐ No

If Yes, attach manufacturer's cut-sheet showing UL1741 listing

Estimated Installation Date: _____ Estimated In-Service Date: _____

List components of the Small Generating Facility equipment package that are currently certified:

Equipment Type	Certifying Entity
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

Provide a one line diagram of the Small Generating Facility. The one line diagram is a basic drawing of an electric circuit in which one or more conductors are represented by a single line and each electrical device and major component of the installation, from the generator to the point of interconnection, are noted by symbols

Customer Signature

I hereby certify that, to the best of my knowledge, the information provided in this Application is true. I agree to abide by the terms and conditions of the Utility's Interconnection Standard and will return the Certificate of Completion when the Generating Facility has been installed.

Signature: _____ Date: _____

----- Utility Use -----

Contingent Approval to Interconnect the Generating Facility

Interconnection of the Generating Facility is approved contingent upon the terms and conditions of the Utility's Interconnection Standard and upon return of the Certificate of Completion.

Authorized Utility Signature: _____

Title: _____ Date: _____

Application Number: _____

Utility waives inspection/witness test? ☐ Yes ☐ No Initial _____

Part 5. INTERCONNECTION AND BI-DIRECTIONAL METERING AGREEMENT

Application No. _____

Mt. Pleasant Municipal Utilities.

This Agreement, ("Agreement") is entered into by and between Mt. Pleasant Municipal Utilities ("Utility") and _____, ("Customer"). Customer and Utility are referenced in this Agreement collectively as "Parties" and individually as "Party."

Recitals

WHEREAS, Utility is a municipal electric utility engaged in the retail sale of electricity in the State of Iowa;

WHEREAS, Customer owns or desires to install, own and operate an electric Generating Facility;

Agreement

NOW, THEREFORE, in consideration of the covenants and promises herein, the Parties mutually agree as follows:

1. SCOPE OF AGREEMENT

This Agreement governs the terms and conditions under which the Customer's Generating Facility will interconnect with and operate in parallel with the Utility's electrical system.

2. DEFINITIONS:

The definitions used in this Part are those found in Part 1, Section 2 of this Interconnection Standard and are incorporated herein as if set out in full.

3. PARALLEL OPERATION

Customer shall not commence parallel operation of the generating facility until written approval of the interconnection facilities has been given by Utility. Such approval shall not be unreasonably withheld. Utility shall have the right to have representatives present at the initial testing of Customer's protective apparatus.

4. INTERCONNECTION COSTS

The Utility has estimated the costs, including overheads, for the purchase and construction of necessary System Upgrades to its Distribution System and has provided a detailed itemization of such costs in the attached description of the estimated System Upgrade costs. The Customer agrees to pay an advance contribution-in-aid of construction based on 50% of the estimated System Upgrade costs. Upon completion of the project, the Customer also agrees to pay the balance of the actual System Upgrade costs upon receipt of the Utility's invoice within the timeframe indicated on the invoice.

5. INTERRUPTION OR REDUCTION OF DELIVERIES

Utility may require Customer to interrupt or reduce deliveries when the Utility determines, at its sole discretion, that curtailment, interruption or reduction is necessary because of personnel safety, emergencies, Force Majeure or compliance with Good Utility Practices.

6. ADVERSE OPERATING EFFECTS

The interconnection of the customer-owned generation shall not reduce the reliability and quality of the Distribution System. This includes, but is not limited to high levels of harmonics, abnormal voltage fluctuations and excessive frequency deviations. The Utility shall notify the Customer as soon as practicable if, based on Good Utility Practice, operation of the Generating Facility may cause disruption or deterioration of service to other customers served from the same electric system, or if operating the Generating Facility could cause damage to the Utility's distribution system. If, after notice, the Customer fails to remedy the adverse operating effect within a reasonable time, the Utility may disconnect the Generating Facility. The Utility shall provide the Customer with notice of such disconnection as provided in the Utility's Service Policies.

7. ACCESS TO PREMISES

The Utility shall have access to the Customer's premises or property as permitted in the Utility Service Tariff. The Utility shall also have the right to periodically inspect the Generating Facility and to require repairs and maintenance as needed. As stated in Section 6 of this agreement, the Utility reserves the right to disconnect the Generating Facility if the Customer fails to correct any identified deficiencies within a reasonable amount of time. All costs associated with needed repairs and maintenance shall be at the Customer's expense.

8. INSURANCE

For Generating Facilities with a nameplate capacity of 60 kW or less, the Customer shall, at its own expense, maintain in force general liability insurance without any exclusion for liabilities related to the interconnection undertaken pursuant to this Agreement. The amount of such insurance shall be not less than \$1,000,000 combined single limit. The Customer shall provide the Utility with a copy of said active insurance policy prior to the approval of the interconnection request.

9. LIABILITIES

The Customer shall assume full responsibility for any and all damages, claims, expenses, liabilities, judgments and costs of any kind, including reasonable attorney fees related to or caused by the erection, location, use, or removal of the facility, whether on public or private property, and shall hold the Utility harmless, indemnify and defend it from all such damages, claims, expenses, liabilities, judgments and costs entered against it as a result of the erection, location, use, or removal of the facility.

10. GOVERNING LAW

This Agreement shall be interpreted and governed under the laws of the State of Iowa. Venue of any action arising hereunder or related to this Agreement shall lie in Henry County, Iowa.

11. DOCUMENTS

This Agreement incorporates all other provisions and related documents of this Interconnection Standard. A fully executed / approved copy of the project application secured from the governmental agency having jurisdiction over the physical location of the project site (City of Mt. Pleasant or Henry County) shall be attached to this Agreement.

12. NOTICES

All written notices shall be directed as follows:

CUSTOMER:

Name: _____

Address: _____

City/State/Zip _____

UTILITY:

Mt. Pleasant Municipal Utilities

509 North Adams

Mt. Pleasant, Iowa 52641

12. TERM OF AGREEMENT

This Agreement shall be in effect when signed by the Customer and Utility and shall remain in effect thereafter month to month unless terminated by either Party on thirty (30) days prior written notice and in accordance with the Service Policies.

IN WITNESS WHEREOF, the Parties hereto have caused two originals of this Agreement to be executed by their duly authorized representatives.

This Agreement is effective as of the last date set forth below.

CUSTOMER:

Signature

Print Name

Date

AUTHORIZED UTILITY SIGNATURE:

Signature

Print Name and Title

Date

Part 6. CERTIFICATE OF COMPLETION

Application No. _____

Mt. Pleasant Municipal Utilities.

Is the Generating Facility installed, tested and ready for operation? Yes _____ No _____

Customer: _____

Address: _____

Telephone (Day): _____ (Evening): _____

Fax: _____ E-Mail Address: _____

Location of the Generating Facility (if different from above):

Electrician/Service Company:

Name: _____

Address: _____

City/State/ZIP: _____

Telephone (Day): _____ (Evening): _____

Fax: _____ E-Mail Address: _____

License number: _____

Date Utility approved installation facility: _____

Application number: _____

Inspection:

The Generating Facility has been installed and inspected in compliance with applicable electrical codes.

A copy of the signed electrical inspection form is attached. ☐ Yes ☐ No

(If inspection form is not attached)

Signature of Inspector:

Date:

Printed Name of Inspector:

Part 7. APPROVAL TO ENERGIZE GENERATING FACILITY

Application No. _____

Mt. Pleasant Municipal Utilities.

The Utility, having entered into an Interconnection Agreement for the facility described in the Application noted by number above and having received a Certificate of Completion with proper documentation of the electrical inspection hereby authorizes the Generating Facility to be energized:

Authorized Utility Signature: _____

Title: _____ Date: _____



Mount Pleasant Municipal Utilities

P.O. BOX 637 509 NORTH ADAMS MOUNT PLEASANT, IOWA 52641

Street Lighting Service Policy (Policy # POL-1)

Availability:

Available to Mt. Pleasant Municipal Utility Customers and other public bodies for the lighting of public highways, streets, alleys, and other thoroughfares. Requests for all street lighting additions or changes will require Mt. Pleasant Utility approval prior to installation. Service hereunder is also subject to applicable Mt. Pleasant Municipal Utility Service Rules and Regulations. This policy does not address standard security lighting installations.

Definitions:

- Company - Mt. Pleasant Municipal Utilities.
- Customer - Any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity responsible by law for payment for the electric service from the Municipal Utility.
- Customer Owned Equipment - All wiring, appliances and apparatus of every kind and nature located on the Customer's side of the point of delivery (with the exception of the Company's meter installation) utilized by the Customer in connection with the receipt and utilization of electric service.

Character of Service:

All street lighting service of specified streets and thoroughfares will be provided by a standard overhead light emitting diode (LED) fixture of appropriate luminaire at proper height on an existing wood distribution pole with one span of secondary voltage conductor of 150 feet or less. Service includes installation, operation and maintenance of poles, light fixtures, refractors and controls, in addition to the supply of required electricity. Installations requiring permits, extraordinary travel or additional personnel, will be rendered at direct cost-plus applicable overheads. All new facilities will be owned and maintained by Mt. Pleasant Municipal Utilities. All maintenance shall be done during regularly schedule working hours with a reasonable period of elapsed time allowed for such work.

New Subdivision / Development Lighting Installations:

- All new street lighting systems will be installed per Company specifications / standards and all costs associated with the initial installation will be at the Customer's / Developer's expense.
- Upon approval of the final system installation, the Company will assume ownership of the new lighting system to include ongoing maintenance and utility service needs.

Special or Non-Standard Facilities:

There shall be no new installations of special or non-standard facilities. Existing customers who have previously elected to install non-standard facilities outside of the normal process will be required to maintain those facilities at their own expense.

Mount Pleasant Municipal Utilities – "Your Hometown Choice"

Customer-Owned Facilities:

All new customer owned installations shall be metered. The responsibility for taxes, insurance, pole replacement, lamp replacement and cleaning of refractors, and other associated equipment resides with the Customer. The monthly rates where Company service is limited to the supply of metered electricity will be subject to the current Company electric rate pricing schedule.

Customer-Owned Facility Removal:

Customers may elect to eliminate existing Customer-Owned facilities as a result of inactivity, outside damage, poor condition, etc. All cost associated with the removal of Customer-Owned facilities will be at the Customer's expense.

Customer-Owned Facility Ownership Transfer:

- Customers may request that the Company consider replacing existing non-standard facilities with a standard Company owned lighting system.
- The Company will review each request "case by case" to determine if the request can be accommodated utilizing current lighting standards.
- Upon approval, the Company will provide a standard overhead light emitting diode (LED) fixture of appropriate luminaire at proper height on an existing / new wood distribution pole with one span of overhead secondary voltage conductor of 150 feet or less. Under normal circumstances, costs associated with the installation of a standard lighting system will be at the Company's expense.
- The Customer may also request that the Company provide a decorative / non-standard lighting system to replace existing non-standard Customer owned facilities. Upon approval, the Company will provide an approved standard decorative lighting system of appropriate luminaire. All costs associated with the installation of decorative lighting systems will be at the Customer's expense.
- Standard wood pole and fixture credits can be applied on a "case by case" basis.
- The Company maintains the right to deny all Customer-Owned Facility Transfers.

Customer Contributions:

- Installations requiring a customer contribution will be billed and paid for by the Customer at the time of installation / replacement and shall be grossed up for all applicable fees, permits and taxes. These payments shall not be subject to refund.
- All overhead electric street light service feeds in excess of one hundred fifty (150) feet shall have the excess footage billed as a contribution in aid of construction. The contributions shall be based upon actual installation costs and as such they shall be grossed up for applicable fees, permits and taxes. These payments shall not be subject to refund.
- All underground electric street light service feeds will be considered non-standard and will be billed as a contribution in aid of construction. The contributions shall be based upon actual installation costs and as such they shall be grossed up for applicable fees, permits and taxes. These payments shall not be subject to refund.

Approval: _____ Title: _____

Effective Date: November 16th, 2021 Revision number: 1

Mount Pleasant Municipal Utilities – "Your Hometown Choice"

SECTION 6 - UTILITY EXHIBITS