

MARQUETTE BOARD OF LIGHT & POWER

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Rules & Regulations for Electrical Service



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A Municipal utility serving the City of Marquette and adjacent townships in Marquette County.

Founded in 1889 and governed by an elected five member Board of Directors.

This document, *Rules and Regulations for Electric Service*, was approved and adopted by the Marquette Board of Light and Power Board of Directors on April 9, 1996.

"Our purpose is to provide economical and reliable utility products and services to our customers in a safe and efficient manner while protecting the environment as well as the investment which our citizen owners hold in the electric facilities."

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Definitions of Technical Terms and Their Abbreviations

AMPERE

Unit of electrical current.

ANNUAL REVENUE

Income received from a customer or a group of customers for a consecutive twelve month period, sales tax excluded.

BILLING MONTH

This term shall refer to the period between two successive, scheduled meter readings. A typical "billing month" consists of approximately thirty consecutive days.

CUSTOMER

A purchaser of electrical service supplied by the MBLP.

DEMAND

The load at the point of service connection of an installation or system, averaged over a specified interval of time. Demand is expressed in kilowatts, kilovolt amperes, or other suitable units.

DISTRIBUTION LINE

That portion of an electric system which delivers electric energy from transformation points on the transmission or bulk power system to the customer.

DWELLING UNIT(S)

A dwelling unit shall be considered as one structure containing single rooms, suites of groups or rooms which have individual cooking and kitchen sink facilities designed or used exclusively for permanent residential purposes.

ELECTRIC POWER

A term used in the electric power industry to mean inclusively power and energy, expressed in kilowatts and kilowatt hours.

ELECTRIC RATE

The unit prices and quantities to which they apply as specified in the rate schedule.

ESTIMATED BILL

A computer calculated billing based on previous months actual readings for similar time periods, used when an actual reading of a meter or other measuring device is not available.

ENERGY

That which does or is capable of doing work. It is measured in terms of the work it is capable of doing; electric energy is usually measured in kilowatt hours.

FACILITIES

A general term which includes devices, associated structures and the like, used as part of or in connection with an electric installation.

GOVERNING BOARD

When used in this document, Governing Board shall mean the members elected to the MBLP by the general voting population of the City of Marquette.

HERTZ (hz)

Defined as cycle per second.

HORSEPOWER (hp)

Unit of mechanical power equivalent to 746 watts of electrical power.

KILO (k)

Prefix meaning one thousand.

KILOVOLT AMPERE (kva)

Unit of apparent electrical power which at 100 percent power factor is equivalent to one kilowatt.

KILOWATT (kw)

Unit of electrical power representing the usage of energy, equivalent to 100 watts or about 1-1/3 horsepower.

KILOWATT HOUR (kwh)

Unit of electrical energy equivalent to the use of one kilowatt for one hour.

LOAD

The amount of power or kilovolt amperes delivered at a given point.

MAIN LINE TRENCH

A trench in which underground primary voltage distribution conductors and conduit are installed.

MBLP

When used in this document, MBLP is an abbreviation meaning the Marquette Board of Light and Power as an entity of the City of Marquette, or its agents or contractors.

POWER FACTOR (pf)

Ratio of kilowatt power to kilovolt ampere apparent power, expressed in percent.

PREMISES

A building and its grounds.

PRIMARY VOLTAGE

Nominal voltage of 7,200/12,470 grounded wye.

RATE SCHEDULE

A statement of electric rates and the terms and conditions governing their application.

REMOTE SERVICE DISCONNECT

Electrical meters that are equipped with internal contact devices which allow the MBLP to connect or disconnect the electrical service remotely.

RESIDENCE

Shall include one family, two family, or three family structures containing no more than three individual dwelling units.

RISER POLE

Pole where the transition takes place between underground and overhead facilities. May be primary or secondary.

SECOND SERVICE

Additional service of substantially the same capacity and characteristics usually supplied from a separate source, but of sufficient capacity to carry the entire load.

SECONDARY VOLTAGE

Nominal voltage of 600 volts or less.

SERVICE ENTRANCE CONDUCTORS

The customer owned conductors between the customer's main service disconnecting device and the termination of the MBLP's service conductors.

SERVICE LOCATION

That point of attachment on the exterior of a structure or other suitable location where the MBLP has agreed to provide electric service.

SUBMETERING

The practice of metering purchased energy beyond the utility meter, generally for distribution to tenants through privately owned meters.

TRANSFORMER

A device that steps down primary voltage to a distributed secondary voltage for electrical connection to a customer's load. Transformers can be pole type or pad-mount in single-phase and poly-phase configurations.

TRANSFORMER METERED SERVICES

Services requiring voltage and/or current step down transformers for metering purposes.

TRENCH

A cut in the ground which underground cables, conduits, pipes, etc., are installed.

VOLT

Unit of electrical force.

1. Character of Service

- A. Application for original or added service shall be made at the MBLP office at 2200 Wright Street, Marquette. Any customer receiving electric service from the MBLP shall be deemed a customer of the MBLP, and subject to its rates and these Rules and Regulations, and be responsible for the service used whether such service is given under a signed agreement or not. Service will not be supplied to new or remodeled installations until such installations have been inspected and approved by the authority having jurisdiction and are in accordance with these Rules and Regulations. Copies of the MBLP's Rate Schedule (Appendix A), Deposit Policies (Appendix C), Billing Adjustment Policy for Metering and Billing Errors (Appendix D), Service Connection Policy for Electric Service (Appendix F), and Remote Service Disconnect Policy (Appendix H).

The MBLP reserves the right to discontinue service to any customer for any breach of these Rules and Regulations.

- B. The MBLP will endeavor, but does not guarantee, to furnish a continuous supply of electric energy and to maintain voltage and frequency within the industry acceptable standards as adopted by the MBLP.

The MBLP shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the MBLP's reasonable control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following:

1. Acts or omissions of customers or third parties
2. Operation of electrical safety devices except when such operation is caused by the negligence of the MBLP
3. Absence of an alternate supply of service
4. Failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities, or equipment
5. Acts of God, war, action of the elements, storm, flood, fire, or riot
6. Labor dispute or disturbance, or the exercise of authority or regulation by governmental or military authorities

Notwithstanding any other provision of these rules, the MBLP may interrupt, curtail, or suspend electric service to all or some of its customers in accordance with the provisions of the MBLP's emergency "Load Shedding" procedures. The MBLP shall be under no liability with respect to any such interruption, curtailment, or suspension.

- C. The customer should contact the Distribution Engineer at the MBLP to determine the characteristics of the service available at the desired premises as all voltages are not available. The Engineer will inform the customer of the MBLP's requirements which must be fulfilled by the customer in order to receive electric service.
- D. The MBLP supplies 60 hertz alternating current throughout its service area. Only the following voltages are available:

1. Single-phase 120/240 volt, three wire service for lighting and miscellaneous requirements.
2. Transformation is available for combined lighting and/or power service at 120/208, 277/480 volt, three-phase four wire (overhead or pad-mount installations) In all cases, the neutral and ground conductor must be installed.
3. The MBLP will only supply one lateral service to the customer.

Any deviation from this policy must be reviewed in advance with our Engineering Department.

4. Multiple Meters at One Premise: The MBLP shall not allow the assigning of more than one electrical meter to serve a single account. In the case of multiple meters at one address, the owner or occupant must establish separate accounts for each structure, suite, or location served in the name of the occupant.

Multiple tenants at one premise shall each have an individual account and meter serving their distinct and separate load at that address, or one common meter assigned to the landlord's account serving all tenants who are not individually metered by the MBLP.

For a description of multi-occupancy building suitability and requirements, please refer to the Marquette County Resource Management, Building Codes Department.

5. If a customer requires a three-phase voltage different from the established or available voltage provided or offered by the MBLP, it may be furnished at the MBLP's option. In such cases, the customer shall pay all extra costs involved (see Rules D1 and D2 above).
 6. Splitting of Single Services: The MBLP does not allow accounts subject to a demand charge the practice of using several meters to split the potential total demand load serving a single account, business, or occupancy among two or more meters.
 7. Primary voltage service is also available for customers whose demand is 200 kw or more. The particular voltage available shall be determined by the MBLP. All equipment necessary for utilization of service shall be MBLP approved and shall be located on the customer's side of the point of delivery and shall be furnished, installed, and maintained by the customer. Point of delivery shall be at the MBLP's electrical service connection to customer owned equipment. MBLP does not take responsibility for maintenance of customer owned equipment after the point of common coupling. Customer owned transformer installations for primary service may, as determined by the MBLP, require protective equipment at the customer's expense.
- E. Security lighting is available from the MBLP. For those customers requesting yard security lighting, an LED security fixture is available. See the Rate Schedule (Appendix A). Marquette city customers or township governmental units requesting street lighting must contact the MBLP Engineering Department. Customers residing outside of the Marquette city limits who request additional street lighting must contact their local government office.
- F. The MBLP reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, amount of deposit and refunds thereon, minimum bills, or other service conditions with respect to the customers or prospective customers whose load requirements exceed the capacity of the available distribution system in the area, or whose load characteristics or special service needs require unusual investments by the MBLP in service facilities or where there is not sufficient assurance of the permanence of the use of the service as determined by the Governing Board.
- G. Where a written contract is required, no promises, agreements, or representations of any agent or employee of the MBLP shall be of binding force upon the MBLP

unless the same shall be incorporated in the written contract for electric service, and approved by the Governing Board.

- H. The MBLP will construct electric distribution facilities and extensions only in the event it is able to obtain right-of-ways, easements, permits, materials, equipment, and supplies. In the case of a customer requested extension, all easements, rights-of-way, and permits shall be the responsibility of the customer. **All easements are to be duly recorded at the appropriate government office prior to submittal to the MBLP.** The MBLP reserves the right to allocate at its discretion the use of such materials, equipment, and supplies it may have on hand from time to time among the various classes of customers and prospective customers of the same class.

- I. The MBLP may be required to shed load or temporarily disconnect customers during an emergency as declared by the MBLP. Insofar as the situation permits, service interruptions shall be in accordance with priority classifications, with interruptions to least essential loads occurring first. Every reasonable effort will be made to provide continuous service to all customers. Interruptions shall be, where practical, for short periods of time. Voluntary load reductions will be requested of large commercial and industrial customers by direct contact and of all other customers through appropriate media appeals as the emergency situation dictates.

2. Definition and Classification of Customers

- A. An electric customer or unit of service shall consist of any contiguous aggregation of space or area occupied for a distinct purpose such as a residence, apartment, flat, store, farm, office, factory, etc., which is equipped with one or more fixtures for rendering service separate and distinct from other users. The public portions of buildings, such as hallways, toilets, etc., may be treated separately depending on the requirements.

Unless otherwise defined, the ultimate use of energy purchased by the customer determines the rate schedule applicable to their installation. Electric customers in general may be classified as follows:

- 1. *Residential Customers*

A residential customer is defined to include each separate house, apartment, flat, or other living quarters occupied by a person or persons

constituting a distinct household and using energy for general household purposes. Electrical energy use may be extended to include the use of energy for lighting the land and building which are adjacent to, connected with, and used exclusively by the residence being served.

2. *General Service Customers*

A commercial customer is defined to include each separate business enterprise, occupation, or institution taking service through a single meter, occupying for its exclusive use any unit or units of space such as an entire building, entire floor, suite of rooms or a single room, and using energy for general purposes as the schedule of rates applicable to the particular installation may permit.

3. *Power Customers 25 kw to 199 kw, and Large Power Customers 200 kw and Above*

A power and large power customer is defined to include each residence, separate business enterprise, complex of buildings, or institution occupying for its exclusive use, any unit or units of space, such as an entire building, entire floor, suite of rooms or a single room, and using energy for driving motors or other electrical loads larger than permitted on the utility's other rate schedules.

4. *Public Street, Highway, and Recreational Area Lighting Customers*

A public street, highway, or recreational area lighting customer is defined to include governmental agencies which take service for the purpose of lighting public streets, highways, parks, or traffic signals.

3. Use of Electrical Service

- A. Electricity is supplied to a customer for exclusive use on the premises to which it is delivered by the MBLP. In situations where power may be sold to a third party, written notice must be forwarded to the MBLP thirty days prior to the date the service is connected. This rule applies only to retail customers of the MBLP.

The MBLP shall have the right to construct its overhead or underground lines, poles, and associated equipment on the property, and to place its transformers and other apparatus on the property or within the building of the customer at a

point or points convenient for such purposes as required to service such customer. The customer shall provide suitable space for the installation of necessary measuring instruments so that the latter may be protected from injury by the elements or through the negligence of deliberate acts of the customer or of any employee of the same.

The MBLP shall have the right to perform maintenance, including brushing, to all lines and equipment and shall have access to all equipment owned and maintained by the MBLP on the customer's property including access to electrical compartments where equipment of the MBLP may be installed.

- B. The MBLP reserves the right to deny or terminate service to any customer whose wiring or equipment shall be deemed a safety hazard or code violation as determined by MBLP personnel or the county electrical inspector; however, it disclaims any responsibility to inspect the customer's wiring or equipment and shall not be held liable for any injury or damage resulting from the condition thereof.

It is in the interest of the customer to properly install and maintain the wiring and electrical equipment. The customer shall at all times be responsible for the character and condition thereof. Inspection of electrical wiring and equipment in commercial, industrial, apartment, residential, resort, and public building will be performed by the appropriate Electrical Inspector for compliance with electrical laws, rules, and regulations by authority of Act 217, Public Acts 1956 as amended thereafter by the State of Michigan.

- C. The customer shall so use the service as not to disturb the MBLP's service to other customers. When such interference does occur, the customer shall be required to correct the condition; and upon the customer's failure to do so the MBLP may discontinue service.

The MBLP shall not be obligated to furnish service to any customer having a low power factor or excessive harmonic distortion, whether newly installed, reconnected, or moved to another location, unless the customer provides, at no expense to the MBLP, suitable equipment for improving the power factor and distortion to within State and industrial accepted standards as determined by the MBLP.

- D. The MBLP reserves the right to refuse electric service to any applicant indebted for electric service theretofore rendered at any location served by the MBLP. In the event of such a denial, the MBLP shall advise the applicant of the reason thereof.

- E. The MBLP reserves the right to refuse reconnect to any electrical service that has been physically disconnected from the MBLP distribution system in excess of one year, pending re-inspection and approval by the local Code Authority having jurisdiction.

- F. If the customer wishes to have electric service disconnected, the customer should notify the MBLP at least three working days in advance of the date of the desired disconnection. Disconnections other than emergency situations will be handled only during normal business hours. Requests for weekend, after hour, or holiday disconnections will be accommodated but additional charges may be rendered to the customer.

4. Metering

- A. All energy and characteristics thereof sold to customers shall be measured by commercially acceptable measuring devices owned and maintained by the MBLP. The MBLP utilizes Automated Metering Infrastructure as a basis of data retrieval. The MBLP does not intend to, nor is it obligated to consider using any alternative device for revenue recording and engineering purposes. Where it is impractical to meter loads, such as street lighting or special installations, consumption may be estimated.

- B. The MBLP's authorized personnel or agents of the MBLP shall have access to the customer's premises at all reasonable hours to install, inspect, read, repair, test, or remove its meter and to install, operate, and maintain other MBLP property relative to service; and to inspect and determine the connected electrical load. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be the responsibility of the customer.

In cases where the MBLP is physically unable to access a meter for any reason beyond the reasonable control of the MBLP, such as premises being locked or the meter being inaccessible, and said condition persists continuously for a period of three consecutive months or longer, then after due written notice to the customer and at the MBLP's discretion, the electric service will be turned off until

such time as arrangements have been made to permit access to the meter and the appropriate reconnection fee has been paid. The MBLP will make a reasonable attempt to contact the customer to resolve the situation. If, in the event this condition continues at the same address and the MBLP disconnects the service, the customer shall be required to relocate the meter to a suitable outside location before electrical service will be restored.

- C. In the instance of both single- and poly-phase non-transformer rated installations, the customer shall install a metering enclosure approved by the MBLP as per the MBLP's Service Connection Policy (Appendix F). The customer shall furnish, install, own, and maintain all secondary service equipment and all wiring and conduits from the weather head of an overhead service and/or from a pole mounted meter socket or secondary termination enclosure of an underground service.

All sockets rated from 100 to 200 amps shall require a "Horn By Pass" feature. Those sockets rated from 200 to 400 amps shall require an approved manual by pass switch. Consult "Service Connection Index" for details.

- D. The MBLP requires that the metering equipment for all residential, and where applicable commercial and small industrial customers, be located outdoors on the customer's building or structure. Meters in existing indoor installations that are to be rearranged so as to affect the service entrance conductors or service equipment shall be changed to outdoor installations where suitable locations are available.

MBLP approval must be obtained prior to mounting metering equipment indoors in those cases where there is no suitable outdoor location. Indoor locations must be as near as practicable to the point where the service entrance conductors enter the building. Interior walls, panels, or meter boards on which meters are mounted shall be rigid and free from vibration and shall be located in a clean and dry part of the building. The customer shall provide at no expense to the MBLP a space suitable to the MBLP for the installation of the necessary metering equipment. This space must be made accessible for maintenance and servicing, and the customer shall provide the MBLP with the necessary keys to gain access to the MBLP equipment on a 24 hour basis.

- E. Meter sockets, meter connection boxes, and instrument transformer enclosures shall not be used as junction boxes for supplying customer branch circuits or grounding conductor termination, and no wiring other than service entrance and grounding conductors shall be run through this equipment. Metered conductors from different meters shall not be placed in the same raceway between the meter and the main disconnect device.

- F. When using vertical stacked multiple meter panels, the top of the highest meter shall be installed no greater than 72 inches from the floor or final grade for indoor or outdoor locations, and shall be limited to a maximum four meter stack. Multiple horizontal meter panels shall be installed at a height of 60 inches from the floor or final grade for indoor or outdoor locations.

- G. The metering and customer's service equipment for multiple occupancy buildings where several floors, apartments, stores, etc., are rented separately, should be grouped in a common meter room, or some other MBLP-approved location where they will be accessible at all times to MBLP authorized personnel or agents of the MBLP. Metering equipment in multiple occupancy buildings shall be plainly marked with metal tags or neatly painted stencil identifying the portion of the building served. Such identification shall be placed by the owner at the time the equipment is installed. In no case shall service to any unit be connected without proper identification at the meter.

- H. For transformer metered services, whether primary or secondary, the customer shall furnish the space and the provisions for mounting current and potential transformers to meet MBLP requirements.

- I. Inquiries regarding service entrances, installation requirements, meter locations, and equipment approval should be directed to the MBLP Meter Department.

5. Application of Rates

A. General

Rates are predicated upon the delivery of not more than one service to a building or structure for the total power requirements of each separate building or structure of the customer unless otherwise provided for in this document. Service at different points or at different buildings or structures shall be separately metered and separately billed. In no case shall a customer with multiple meters be billed conjunctively.

In some cases the customer may be eligible to take service under more than one rate. Upon request for service, the MBLP will assign a schedule rate for the customer based on the customer class, type of service requested, and any other pertinent information at hand.

After the customer has been assigned the appropriate rate or rates, the customer will neither be permitted to change from that rate to another rate until at least twelve consecutive months have elapsed, nor will the customer be permitted to evade this rule by temporarily terminating service. The MBLP may, however, at its option, waive the provisions of this paragraph when the assigned rate was permitted for a temporary service, and a service change is requested for permanent rather than temporary advantage. Likewise, if a customer requests a review of their rate due to modifications in their operation that would affect their service, the MBLP may, at their discretion, waive the provisions of this rule. The intent of this rule is to prohibit frequent shifts from rate to rate.

B. Apartment Buildings and Multiple Dwelling Structures

A dwelling unit shall be considered as one containing single rooms, suites, or groups of rooms which have individual cooking and kitchen sink facilities designed for or used exclusively for residential purposes.

1. An apartment building or multiple dwelling structure containing four or more dwelling units metered by a single meter shall be billed at the appropriate General Service or Power rate.
2. Apartment buildings or multiple dwelling structures newly constructed or those that have improvements where electric service is affected may have each dwelling unit separately metered.
3. An apartment building or multiple dwelling designed for group care and congregate food preparation and consumption may be metered on a single meter and billed at the appropriate General Service or Power rate.

C. MBLP Co-Gen/Interconnect Policy

Customers who employ cogeneration or small power production equipment as an energy source may receive partial or standby service. A customer requesting electric service under this rule shall abide by the MBLP's Co-Gen/Interconnect Policy (Appendix G).

D. Billing Demand (Rate Schedules U5, U6, R5, R6)

Rates for power and large power service provide for a monthly billing demand of the kilowatts supplied during the 15 minute period of maximum use during the month, but not less than the minimum billed demand applicable to the assigned

demand rate. (Minimum 25 kw for the Power Service rate, and 200 kw for the Large Power Service rate.)

If a customer has experienced a permanent, irrevocable and identifiable decrease in electric load due to a documented change in the utilization of electric power, or the closing and/or sale of a substantial portion of a plant, building, or facility, the Marquette Board of Light & Power may waive the demand history of the preceding eleven months. The customer's new demand history would begin as of the date of the waiver. Under no circumstances will the minimum monthly billing demand be less than that specified under the applicable rate schedule.

If, for any reason, electric demand resumes its former level at any time within twelve months from the date of the waiver, the waiver is null and void and the minimum demand charge will be recalculated and rebilled for those months that the waiver was in effect.

A customer is not eligible for this waiver if the decline in demand is due solely to reorganization, bankruptcy, change of corporate name, or any other operational restructuring which does not result in a change of use of the premises. Any exception to or interpretations of unusual circumstances under this rule shall be submitted to the MBLP for a determination.

E. Minimum Service Charges

A fixed charge, as defined by the rate in effect, shall be applied to all services and billed to the customer of record. Where the customer requests that a service be discontinued, the MBLP shall normally deactivate the service by removing the meter and/or by disconnecting the service from the MBLP's distribution system.

6. Deposit Policy

The MBLP may require a deposit of each new account and/or meter installation. See the MBLP Deposit Policy (Appendix C) for a complete explanation.

7. Responsibility for Payment of Bills

- A. All bills are rendered on approximately a monthly basis and each MBLP customer is expected to pay all utility bills as rendered on or before the due date shown thereon. The customer is responsible for the payment of all bills for electric service including all usage rendered until service is discontinued and the MBLP has had reasonable time to secure a final meter reading.
1. All customers will be afforded the opportunity to make payment arrangements. Service to any customer shall not be disconnected for nonpayment of bills without the customer being afforded the opportunity to make these financial arrangements in a timely manner.
 2. Electrical energy consumption may be estimated from time to time in lieu of an actual meter reading when conditions warrant. Bills rendered on a calculated reading have the same force and effect as bills rendered on actual meter readings.
 3. In the event a customer has been scheduled for disconnection of service due to nonpayment, certain fees may be added to the arrears balance of the customer's bill. These fees must be paid along with the arrears balance to avoid a disconnection. For a complete explanation, refer to the MBLP's Collection Policy and Procedures (Appendix E).
 4. If it is determined that the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered energy to be used, the customer shall be required to make restitution and may be required to bear all cost and make other changes as requested by the MBLP, including but not limited to County or State inspection at the customer's expense by the authority having jurisdiction.
 - a. Following a shut off, if a customer has reconnected service or caused it to be reconnected by anyone other than authorized MBLP personnel or agents of the MBLP, the meter will be removed and the reconnection fee shall be the actual cost for both removing the and reinstalling the meter, plus any overtime that

may be involved. This fee must be paid before service will be reconnected.

- b. If an unauthorized reconnection occurs a second time and it becomes necessary to remove the service conductors, the reconnection fee will amount to the actual cost of removing and reinstalling the service. The reconnection fee, calculated costs for energy consumed, crew overtime and cost of damage to MBLP property shall be paid in advance – before the service is reconnected. The customer may also be subject to civil and criminal prosecution. The MBLP reserves the right to refuse reconnection to the premise without satisfaction of all debt and the establishment of a new account by a responsible party.

B. Billing Adjustment Policy

All metering and billing errors will be administered in accordance with the MBLP's Billing Adjustment Policy for Metering and Billing Errors (Appendix D). A copy of the policy is available upon request.

8. Payment Dispute Procedure

- A. The MBLP has established procedures which insured the prompt, efficient, and thorough investigation of all customer inquiries, service requests, and complaints regarding electric service and charges thereof.
- B. A customer may file a complaint at any time with the MBLP concerning any matter in regards to their electric service, bill, or any other matter relating to the service. In addition to filing the complaint, the customer may also request a personal conference with the Customer Service Representative who has been designated and authorized to handle such complaints.
- C. The MBLP will investigate each complaint promptly and thoroughly and, if requested, confer with the customer. Following such investigation, the MBLP will notify the customer of its determination(s) of the matter. Listed below is the general procedure for a customer complaint.

1. When a bill or service is disputed by any customer and the Customer Service Representative is so advised, the date of the notice of dispute will be recorded.
2. The disputed bill or service will be investigated promptly and completely.
3. The customer will be advised of the results of the investigation.
4. An attempt will be made to resolve the dispute in a manner satisfactory to both parties.
5. If a settlement is not reached, the customer shall be afforded an opportunity to speak to the Executive Director in order to resolve the dispute of claim.
6. During the dispute, the customer shall pay all bills rendered. Upon resolution of this dispute the customer will be issued a refund if appropriate.

9. Distribution System Extensions

A. General

Subject to the conditions herein provided, the MBLP will, upon application for electric service, make an overhead, underground, or combination overhead and underground extension of the MBLP's existing electric distribution system.

The MBLP will own, maintain, and after conferring with the customer (if appropriate), specify the location of all of its distribution facilities, except as otherwise expressly provided herein. No ownership rights therein shall pass to any owner, developer, or customer by reason of any contribution in aid of construction required hereunder.

When application is made for electric service which requires the extension of the MBLP's existing distribution system, the MBLP will make such extensions when the estimated annual revenue, probable stability of the load, and prospective load growth reasonably warrant the capital expenditure required. If it is determined by the MBLP that a portion of the proposed extension located within public streets and/or easements can be used to provide electric service to other existing or future customers, or for system reinforcement, the MBLP may elect to construct that portion of the extension in the public streets and/or easements at its own expense. Where, in the judgment of the MBLP, it is found that the probable demand for service will not be sufficient to offset the MBLP's investment in providing this extension as outlined in the provisions of the Rule, the applicant

may have the required distribution line extension constructed by making a contribution in aid of construction in advance with the MBLP as prescribed herein.

Prior to the installation of any distribution system, the owner, developer, or customer who is to make a contribution required hereunder may be required to enter into a written agreement with the MBLP generally describing the proposed distribution system and setting forth the respective conditions of the parties in regard thereto. Such agreements shall be subject in all respects to the provisions of this Rule. Each proposed system shall be a separate and distinct unit and any extension thereof shall, if desired by the MBLP, be made the subject of a separate written agreement.

Prior to the installation of any distribution system, the owner, developer, or customer shall be required to furnish, at no expense to the MBLP, rights-of-way, properly recorded easements, and tree trimming and removal permits in a form and manner satisfactory to the MBLP, granting rights-of-way suitable for the installation, operation and maintenance, and periodic brushing of the distribution system including any street lighting cables and transformers as designed by the MBLP for present and future service.

In the event the required easements and permits are not provided by the applicant for such an extension, and the MBLP on that account elects to construct all or any part thereof along public highways or other private property, then the MBLP shall require the applicant to pay the added construction expense occasioned by the use of such highways or other private property plus any expense encountered in acquiring permits and easements on other private property when necessary to provide service to the applicant.

All overhead distribution line extensions constructed on private property shall be routinely brushed by the MBLP or a contractor of the MBLP in order to maintain reliable electric service to the customer. Routine brushing is scheduled typically on a six year interval for rural primary lines and the cost of the brushing for that portion of the extension beyond the normal line extension allowances on private property shall be separately charged to the owner of the property.

The MBLP will, unless prevented by incomplete easements, permits, or other causes beyond its control, proceed with the construction of each extension qualifying hereunder, provided all applicants have complied with the requirements of the MBLP's Rules and Regulations for Electric Service, have paid, if applicable, any contribution in aid of construction, and have either wired their

premises or supplied the MBLP with satisfactory evidence that they have entered into bona fide contracts for such wiring.

Distribution line extension contributions in aid of construction made with the MBLP shall be subject to refund without interest during the first sixty months following the month in which each such extension is completed. Refunds will only be made to the original customer if still receiving and having continuously received service at the original contract service location, and shall cease when they equal the amount deposited or at the close of the sixtieth month, after which the MBLP shall have no further obligation to refund any remaining portion of the line extension deposit.

1. *Electric Facility Relocations*

At the request of a customer or developer, and if feasible, the MBLP will relocate its electric and associated facilities in accordance with applicable or obtainable easement provisions.

Prior to any relocation of existing electric facilities, the customer or developer may be required to make a contribution in aid of construction based on the estimated cost of the relocation to reimburse the MBLP for all relocation costs including material, labor, the cost of excavating and repairing streets, walks, parking lots, driveways, repairing lawns, replacing shrubs, flowers, etc., and any right-of-way costs as per this rule plus the cost of any necessary modifications to the MBLP's electric distribution system affected by the relocation, less the salvage value of any portion of the electric facilities removed.

2. *Distribution System Extensions for Second Service*

The MBLP will not construct a second electric service to any facility, new or existing, that can be adequately served with a single service as determined by the MBLP, except only as approved by the Executive Director of the MBLP.

If applicable, the customer may have an additional service installed by making a contribution in aid of construction to the MBLP, in advance, to cover the entire cost of extending the MBLP's electric distribution lines to the customer's facilities and any other cost incurred due to increasing the capacity of the MBLP's existing distribution facilities to provide for a second service.

Where the potential exists for future customers to be connected to the proposed second service line extension, the MBLP may elect to enter into a line extension agreement in accordance with the applicable provisions of this rule.

In the case of a request for a second service from a second source, the MBLP will endeavor, but does not guarantee, to maintain at all times two separate sources to the customer's facilities.

3. *Distribution System Extensions to Loads of Questionable Permanence*

When service is requested for loads of questionable permanence such as, but not limited to, sawmills, mixer plants, gravel pits, etc., the MBLP will construct the necessary line extension subject to the provisions issued in this rule for temporary services, or if the customer so elects, the line extension may be constructed under a line extension agreement subject to the following conditions. Prior to commencement of construction, the customer shall make a contribution in aid of construction with the MBLP in the amount of the estimated construction and removal costs. Such estimates shall include all labor and material involved in extending MBLP distribution facilities and increasing the capacity of existing facilities to serve the customer's load, plus the estimated removal costs.

4. *Permanent Services*

The MBLP will install, own, and maintain overhead service conductors from its nearest distribution lines to the nearest suitable point of attachment on the customer's buildings or other structures as designated by the MBLP. In the case of an underground system, the MBLP involvement ends at the service pedestal, pad-mount transformer, or riser pole connection.

Unless otherwise stated, the location of the service attachment to a building or structure shall be specified by the MBLP and shall be located so that the MBLP's service wires meet or exceed all clearance requirements of the National Electrical Code, National Electrical Safety Code, and other applicable local codes.

When paralleled service entrance conductors are used in overhead services, the MBLP will require the phase identification of all conductors by

the customer prior to terminating the paralleled conductors to the overhead service wire.

Should it become necessary, for any cause beyond the MBLP's control to change the location of the point of attachment of the service conductors, the entire cost of any changes shall be the responsibility of the customer or requesting party.

Any poles, wires, or other equipment required beyond the customer's point of attachment shall be furnished, installed, and maintained by the customer. The MBLP's responsibility (other than the meter or metering devices as required) ends at the point of attachment.

The service entrance conductors shall be furnished, installed, and maintained by the customer in accordance with the National Electric Code or other applicable local codes, and shall conform to the MBLP's specifications.

Where the customer requests a point of attachment other than that specified by the MBLP, the cost of installing and maintaining additional intermediate supports, wires, or fixtures necessary to reach the alternate point of attachment requested by the customer shall be the responsibility of the customer.

Service masts, when necessary in order to obtain required clearance, shall be furnished, owned, installed, and maintained by the customer. The MBLP will specify the minimum requirements of the mast including the location, height, and diameter (2" minimum ridged galvanized conduit) of the mast to adequately support the service wires under heavy loading conditions. While the mast should be firmly attached to the principal building frame, the MBLP does not make recommendations regarding the method of fastening and assumes no responsibility for damage caused by the service wires. The customer should consult an architect or licensed builder regarding the method of fastening prior to installation.

Primary extensions to MBLP owned transformer installations or primary service conductors to customer owned facilities will be installed, owned, and maintained by the MBLP. Charges, if any, will be determined in accordance with all applicable provisions set forth in these rules. Where the customer requests that

the MBLP utilize equipment which differs from that normally specified, purchased, and installed, the MBLP may elect to provide such non-standard equipment with the customer paying for the additional cost, if any, and including inventorying said equipment for backup purposes.

Where, in the MBLP's judgment, practical difficulties exist such as frost or wet conditions, rock within the excavation surface, etc., or where deviations from the MBLP's approved construction standards and/or established distribution system design is necessary, the MBLP may require that the customer pay for the additional cost resulting there from.

The MBLP shall require owners, developers, or customers to install any sanitary sewers, lateral water taps, and/or similar underground utilities beyond easement limits so that sewer and water connections can be made without undermining electrical ducts or cables. Any additional costs to install these facilities beyond the easement limits are the responsibility of the owner, developer, or customer to provide locations of any existing privately owned underground facilities such as lawn sprinkler systems, field drainage systems, septic tanks, customer owned electric lines, etc. If privately owned facilities are not properly located, the MBLP does not assume responsibility for any damage to these facilities.

Customers who are to be served by an underground distribution system and whose load requires the installation of a pad-mounted transformer larger than 75 KVA may be required to *furnish and install* a concrete transformer pad and duct system, constructed according to the MBLP's specifications. Upon final inspection of the transformer pad, the ownership thereof reverts to the MBLP.

Where it is necessary or requested to place the MBLP's poles, transformers, or other above-grade equipment in an area on the customer's property which is susceptible to vehicular traffic, it will be the customer's responsibility to install guard posts to the MBLP's specifications or the MBLP will install them and invoice the customer on an incurred cost basis.

B. Single-Phase Residential Overhead Extensions

The provision of this rule shall be applicable and limited to single-phase service for one family and two family dwellings. Electric distribution systems for all new subdivisions will comply with local governmental ordinances and/or determinations. Likewise, where a new subdivision is located adjacent to an existing overhead distribution system, underground service will generally be provided from these overhead facilities unless the local governmental authority

approves the use of individual overhead service connections. For each permanent year-round dwelling, the MBLP will provide at no charge a single-phase line extension from a main line distribution feeder along a public road right-of-way excluding service drop for a distance of up to 600 feet. Lateral extensions on customer private property will be provided by the MBLP for a unit charge as a contribution in aid of construction.

1. *Charges*

For each single year-round residence, the MBLP will provide single-phase distribution for a unit charge as a contribution in aid of construction. All charges are to be paid prior to the installation of the extension. See Schedule of Fees (Appendix B) for a breakdown of the charges. It will be the responsibility of the customer to provide all permits, properly recorded easements, adequate rights-of-way, and/or brushing to clear said right-of-way.

2. *Measurement*

The length of any single-phase line extension will be measured along the route of the extension from the MBLP's nearest main line distribution feeder pole from which the extension can be made to the service pole. The length of any lateral extension on the customer's property shall be measured from the nearest MBLP main line distribution feeder pole from which the extension can be made. Should the MBLP for any reason choose a longer route, the applicant will not be charged for the additional distance. If the customer requests special routing of the line, the customer will be required to pay the extra cost resulting from the special routing.

C. Commercial and Industrial Single and Three-Phase Extensions

The MBLP will construct distribution line extensions at its own expense to serve commercial and industrial customers when the cost of such extensions does not exceed a total of three times the estimated annual revenue to be received from the customer to be immediately served when the line extension is completed.

D. Residential Underground Extensions

1. *Charges*

For each single year-round residence, the MBLP will provide underground single-phase distribution for a unit charge as a contribution in aid of

construction. All charges are to be paid prior to the installation of the underground extension. See Schedule of Fees (Appendix B) for a breakdown of the charges. All underground conductors will be installed in a conduit duct placed in the back 10 percent of the road right-of-way provided by the customer. Any underground installations that require the excavation and removal of rock (foreseen or unforeseen) will be additionally charged to the customer.

On underground extensions where the MBLP must install a pole to cross a roadway, the customer will follow the MBLP's Overhead Line Extension rule to the point the distribution line goes underground. It will be the customer's responsibility to install and maintain the secondary service line in accordance with the National Electrical Code from the MBLP's service connection point to the customer's main switchgear or service disconnect panel.

It is the responsibility of the customer when landscaping to maintain free and clear access to and around electrical equipment such as pad-mount transformers, pedestals, poles, manholes, etc. The customer should refrain from planting near these facilities; the MBLP will not be liable for any cost incurred to repair or replace shrubs, trees, or other landscaping as a result of any operation and maintenance, repair, or replacement of this equipment.

2. *Trenching*

It will be the responsibility of the customer to provide all permits, properly recorded easements, or to clear right-of-way acceptable to the MBLP prior to the installation of an underground system. This clearing shall be free of trees and other obstructions along the route of the underground conductor and conduit and must be kept free of any future obstructions. Prior to the installation of the underground system the customer will provide the MBLP assurances that the existing grade is within four inches of final grade.

The customer will provide a minimum of three days notice to the MBLP as to when the right-of-way or properly recorded easement is available for trenching to allow for proper work scheduling by the MBLP. When the grade is within four inches of final grade, the MBLP or an agent of the MBLP will install the underground primary conductor and conduit. After installation, the MBLP will make all necessary connections at the

transformer, then test the system but will not completely energize the system until the customer has received and passed electrical inspection.

3. *Measurement*

The length of any single-phase underground line extension will be measured along the route of the extension from the MBLP's nearest pad-mounted transformer or primary junction cabinet from which the extension can be made to the pad-mounted transformer location on the customer's property. All underground line extensions will closely follow existing roadway to allow for future maintenance of the cable in the event of failure. If for any reason the MBLP should choose a longer route, the customer will not be charged for the additional distance. If the customer requests special routing of the line, the customer will be required to pay the extra cost resulting from the special routing.

The customer and the MBLP will mutually agree upon the location on the property of the pad-mount transformer. In all cases, the location must be accessible year-round by MBLP vehicles in case maintenance or replacement of the unit is required. The MBLP will maintain ownership of, and perform all future maintenance of the underground system once it has been installed and becomes permanently energized, with the exception of the customer's underground secondary service conductors.

4. *Related Equipment and Joint Burial of Utilities*

In cases where the underground extension passes by other potential property owners, the MBLP reserves the right to install equipment necessary to provide service to these potential customers. This equipment will be installed at no charge to the original customer. In cases where other utilities (phone and cable television) are to be installed to the customer, the MBLP will allow for the joint burial of these utilities in the same trench as long as a minimum of 24 inches separation, vertically or horizontally, is maintained along the route. It will be the responsibility of the customer to coordinate the placement of these utilities after the MBLP has installed the power cable.

E. Platted Underground Subdivisions

1. *Charges*

For platted underground subdivisions, the MBLP will install a looped single-phase underground distribution system in a sealed conduit system at a unit charge as a contribution in aid of construction based on the actual conductor/conduit footage to be installed to adequately serve the proposed subdivision. Any underground installations that require the excavation and removal of rock, foreseen and unforeseen, will be additionally charged to the customer.

All underground conductors will be installed in conduit placed in the back 10 percent of the road right-of-way or in an easement at the back edge of the road right-of-way if provided by the customer.

The MBLP will lay out the entire underground system and provide a service pedestal at adjoining front lot corners to provide service to the individual lots. It will be the responsibility of the individual homeowners to install the underground service conductors from the pedestal to the home per NEC guidelines.

In subdivisions containing large estate-type lots where service lengths would dictate placement of the transformer closer to the residence, the customer will pay the actual costs for the installation of the underground conductor and conduit including any other miscellaneous equipment from the front lot corner to the transformer location near the residence. The customer may also have to pay a difference in costs for the transformer based on having a separate transformer for each residence. This cost would be calculated by taking the size of the service to be installed at the home versus the load capacity of the transformer used.

For platted subdivisions, all underground systems shall be looped in order to provide switching capability in the event of a conductor failure. All charges for the placement of the underground system will be paid prior to its installation. Under no circumstances will any conductor, conduit, or equipment be installed until the subdivision is within four inches of final grade. It shall be the responsibility of the developer to attach the following condition to the deed of all purchasers of the developed property. Any grade changes made after installation of cable and equipment requiring adjustment of the MBLP facilities will result in the developer being charged for the time and material necessary to bring the system up to the MBLP's satisfaction.

It is the responsibility of the developer to provide the MBLP with an approved preliminary plot of the subdivision prior to the engineering of the underground system. Preliminary plats can be used for design and cost estimating as long as the final plat does not contain changes in lot dimensions or layout. Before any electrical work is to commence, the developer is to have all lot corners staked and clearly marked so that the MBLP can stake the layout of the underground system.

2. *Trenching*

It will be the responsibility of the developer to provide all permits, properly recorded easements, or clear right-of-way acceptable to the MBLP prior to the installation of any underground system. This right-of-way shall be free of trees and other obstructions along the route of the underground conductor and conduit and must be kept free of any future obstructions. Prior to the installation of any conductor or conduit, the developer will provide the MBLP assurances that the existing grade is within four inches of final grade.

The developer shall be responsible for informing prospective purchasers that landscaping, trees, flowers, shrubs, structures, etc., be kept clear of the underground system, so future maintenance can be performed without incident. The MBLP will not be responsible for the replacement or repair (except grass) for any damage that may result to the property due to maintenance along the right-of-way of the system. The developer shall attach this condition to the deed to the property.

The MBLP or an agent of the MBLP will install, either by plowing or trenching, the underground conductor and conduit. After installation, the MBLP will make all necessary connections at the transformers and pedestals, then test the system, but will not completely energize the system until individual residences requiring service have received and passed electrical inspection.

3. *Measurement*

The length of the underground line extension into the subdivision will be made from the nearest MBLP main distribution feeder pole or underground junction cabinet and pad-mounted transformer. The measurement will follow the underground conductor and conduit routes through the subdivision necessary to provide adequate service to all lots contained within. If for any reason the MBLP should choose a longer route than necessary to provide adequate service to the subdivision, the

developer will not be charged for the additional distance; however, as stated above, the MBLP reserves the right to install a loop system for the reliability of the future electrical service to the homeowners and if deemed appropriate, the developer will be charged for the footage to install such a system.

4. *Related Equipment and Joint Burial of Utilities*

In cases where the underground system passes by out-lots for future expansion of the subdivision or for future subdivisions altogether, the MBLP reserves the right to install equipment necessary to provide service to these potential customers. This additional equipment will be installed at no charge to the developer.

In cases where other utilities (phone and cable television) are to be installed into the subdivision, the MBLP will allow for joint burial of these utilities within the power cable trench as long as a minimum separation between the power cable and these utilities is maintained. The minimum separation is to be 24 inches and it can be achieved either horizontally or vertically. The MBLP or any agents of the MBLP will not assume any additional charge for the installation of any other utilities. It will be the responsibility of the developer to coordinate the placement of these utilities after the MBLP has installed the conductors and conduit. Upon notification from the other utilities, the MBLP will furnish a detailed design layout for their respective uses in planning the installation of their utilities.

5. *Additional Easements*

In situations where the developer is providing easements on the outside of the road right-of-way for the placement of underground cable and associated equipment, and in situations where the size of equipment necessitates a larger easement for its installation, the easement shall be deeded and shown as such on the final plat of the subdivision.

F. Commercial/Industrial Underground Extensions

1. *General*

For all commercial/industrial construction requesting underground service, the MBLP will provide either single-phase 120/240 volt service, three-phase 120/208 volt four wire grounded wye, or 277/480 volt four wire grounded wye secondary connections. The MBLP will not offer three wire

undergrounded delta connected transformation for commercial customers. Customers can obtain three wire ungrounded service by installing their own transformation at the 277/480 volt switchgear. In no case shall the MBLP provide ungrounded secondary transformation.

2. *Requirements*

The MBLP requires that developers of commercial/industrial facilities submit site and electrical plans to the MBLP as far ahead of the construction start date as possible. This will allow the MBLP to size and place out on bids a transformer for the proposed building. The electrical information shall include main panel or switchgear size, number and size of secondary conductors, connected load, and anticipated demands.

The MBLP reserves the right to size the transformation based on utility experience of like establishments and loads. If for any reason the customer demands transformation greater than that engineered by the MBLP, the customer shall be required to pay the difference in cost between the proposed transformation and the installed transformation including losses if the load factor is less than 50 percent. If after the first year of service history indicates a load factor of less than 50 percent, by request of the customer the MBLP will install the correct size transformer; however, the cost of changing the transformation to a correct size and any additional equipment will be charged to the customer. If after installation subsequent service history shows that the transformation is undersized, the MBLP shall upgrade the transformation as required with no additional cost to the customer.

The customer will install conduit per MBLP specifications from the transformer pad to the termination point on the riser pole or pad-mounted primary junction cabinet. In installations where conduit runs are in excess of 600 feet or contain an excess number of bends, the MBLP may also require the customer to install pull boxes to aid in the installation of the primary conductors. The customer is to place a string in the conduit to facilitate the installation of the MBLP's primary conductors. The customer will provide a concrete transformer pad per MBLP specifications. Transformer pad specifications will be provided to the customer once the transformer has been ordered from the manufacturer.

The customer will provide metering conduit per MBLP specifications from the metering compartment of the switchgear or from the secondary compartment of the transformer to a point on the exterior of the building

for metering purposes. In no instance shall this conduit be less than 1" I.D., and shall not exceed 50' in length. Details on metering can be obtained from the MBLP Meter Department.

The customer is responsible for the installation of all secondary conductors from the transformer to the main panel. The customer shall leave five feet of conductor length above the finished grade of the transformer pad for terminations. The MBLP will make all terminations inside the transformer including primary, secondary, and metering conductors if so installed.

3. *Charges*

The MBLP will require a contribution in aid of construction for all single- and three-phase installations. See Schedule of Fees (Appendix B) for a complete breakdown of the charges. These charges are to be paid prior to the installation of the MBLP's conductors and equipment. Additional charges may be assessed based on special routing requested by the customer or in cases where overhead extensions must be brought to the property in order to serve the proposed development.

4. *Conduit Installation*

The customer is required to do all trenching and conduit installation as needed to provide a sealed duct system from the riser pole or primary junction cabinet to the transformer pad location. All primary trenching is to be a minimum depth of four feet from final grade. The trench is to be free of rock, stones, and other debris that would be harmful to the conduit. In cases where the existing soil conditions prohibits a clean trench bottom, the trench will be excavated to a greater depth to allow for the installation of a four inch sand cushion for the conduit to rest upon. Likewise, all backfill material will be void of rock and other debris for a minimum of two feet above the conduit. The trench will be excavated and graded in a manner to provide a level surface to install the conduit upon.

All conduit is to be at a minimum, schedule forty PVC electrical grade or equivalent sized "plow con." All joints are to be cleaned of all dirt and other contaminants and then joined according to the manufacturer's recommended application or procedure. All joints must be coupled with water tight couplers. All bends in the conduit are to be made with rigid steel conduit with a minimum radius of three feet. PVC elbows or bends will not be accepted at any time.

Once installed, the conduit system is to be sealed at both ends with a securely taped friction cap to prevent the infiltration of water and other debris into the conduit. If the primary termination to the main line is overhead, the developer shall also install and ground a rigid steel conduit on the first ten feet up the riser pole. Stand-off brackets will be provided by the MBLP for attachment of the conduit to the power pole. The MBLP will assist the developer with the last ten foot section of conduit to be installed on the riser pole.

In installations requiring long runs of underground conductors in excess of 600 feet or containing numerous bends, the MBLP shall also require the installation of pull boxes to facilitate the installation of the primary conductors. The pull boxes must meet all MBLP specifications. Once the conduit has been installed, the customer shall pull a mandrel through the system to assure it is free of debris that could harm the cable. The customer will install a nylon fish line with a minimum strength of 85 pounds in the conduit system to aid in the installation of the MBLP's primary conductors.

Once the MBLP has installed the conductors and tested and energized the system, the entire conduit system shall become the property of the MBLP. If any damage to the conduit system occurs prior to the MBLP's ownership, it shall be the responsibility of the customer to correct and make useable the conduit system.

5. *Measurement*

The length of any commercial/industrial line extension will be measured along the route of the extension from the nearest MBLP main line feeder pole in an existing overhead area, or from the nearest pad-mounted transformer or primary junction cabinet from which the extension can be made to the pad-mounted transformer location on the customer's property.

In cases where additional overhead distribution feeders must be constructed to provide service, this footage shall be measured separately and charged as per the MBLP's overhead line extension policy (see Section 9 - B., C., D., and F.). If for any reason the MBLP should choose a longer route, the customer will not be charged for the additional distance. The MBLP and the customer will mutually agree on the conduit routing

and the transformer location, but in all cases the location must be accessible year-round by the MBLP and its equipment.

The MBLP will maintain ownership and perform all future maintenance of this underground system once it has been installed and becomes permanently energized with the exception of the customer owned secondary conductors.

6. *Related Equipment and Joint Burial of Other Utilities*

In cases where the underground extension passes by other potential customers, the MBLP reserves the right to install equipment necessary to provide service to these potential customers. This equipment will be installed at no charge to the original customer.

In cases where other utilities (phone and cable television) are to be installed, the MBLP will allow for joint burial of conduits necessary for their installation in the same trench as long as a minimum of 24 inches of separation vertically or horizontally is maintained along the route. At no time shall phone and/or cable television be allowed to utilize pull boxes intended for the MBLP. It will be the responsibility of the developer to coordinate the installation of the conduit or cables necessary to provide for phone and cable television service to the site.

7. *Easements*

It is the responsibility of the customer to provide all properly recorded easements along the route of the underground cable and above ground pad-mounted equipment. Easements must be provided prior to the final energizing of the underground cable and transformer.

G. Temporary Service

Customers desiring general secondary service for a short time only, normally less than six months, or a temporary service as determined by the MBLP, such as for construction jobs, traveling show, indoor or outdoor entertainment or exhibitions, etc., shall pay the charge per customer, per month provided to the MBLP's applicable rate. The customer shall furnish a suitable support for the metering.

All temporary services will be metered unless otherwise authorized. The customer shall be required to deposit with the MBLP an amount to cover the cost of installing and removing these temporary facilities.

The MBLP will provide, at no charge to the customer, one span of overhead secondary and a service drop in order to provide construction power to a site; however, a deposit may be required and connection fee must be paid prior to the installation of the service.

In cases where no transformation exists to provide temporary power, the customer will be charged the labor and incidental material costs to install and remove an overhead transformer to provide temporary service (see Schedule of Fees, Appendix B).

In cases where the MBLP must construct a temporary line in excess of one span in order to provide service, the customer will be charged all installation and removal costs associated with the erection and removal of the temporary line.

In cases where a customer needs temporary power to a facility that will eventually be served from an underground system, if the customer so desires, the temporary power can be served from the permanent transformer if the conduit and related equipment have been installed.

All temporary services are to meet the minimum requirements of the MBLP and the Marquette County Electrical Inspector prior to being connected. Please contact the MBLP Engineering Department at 906-228-0323 with questions and required information PRIOR to requested date of connection of electrical service.