



Rules and Regulations For Electric Service

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Definitions of Terms and Their Abbreviations

AMPERE – Unit of electrical current.

ANNUAL REVENUE – Board estimated income received from a Customer or a group of Customers for a twelve (12) month period, less sales tax, franchise fees and other fees earmarked in the rates.

BOARD – When used in these Rules and Regulations, Board is an abbreviation meaning the Board of Water and Light.

BORING – To pierce the ground with a turning or twisting movement of a tool to make a hole for pipes, cables etc.

CUSTOMER – A purchaser of electrical service supplied by the Board.

DEMAND – The load at the terminals of an installation or system, averaged over a specified interval of time. Demand is expressed in kilowatts, kilovoltamperes (kVA) or other suitable units.

DISTRIBUTION LINE – That portion of the Board's system which delivers Electric Power from transformation points on the transmission or bulk power system to the Customer.

DUAL WOUND TRANSFORMER – A transformer whose primary windings are so designed and interconnected so that the transformer has the full rating capability to operate on either of two different Primary Voltages.

DWELLING UNIT – A Dwelling Unit shall be considered as a single room, suite or groups of rooms or suites which have individual cooking and kitchen sink facilities designed for or used exclusively for residential purposes.

ELECTRIC POWER – A term used in the electric power industry to mean inclusively power and Energy, expressed in kilowatts and kilowatt-hours.

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 a part of or in connection with an electric installation.

HERTZ – (Hz) – Cycle per second.

HIGH-RISE HOUSING STRUCTURE – A building in excess of three stories in height comprised primarily of several individually metered residential Rate Customers.

HORSEPOWER (hp) – Unit of mechanical power equivalent to 746 watts of electrical power.

KILO (k) – Prefix meaning one thousand.

KILOVOLTAMPERE (kVA) – Unit of apparent electrical power which at 100% Power Factor is equivalent to one kilowatt.

KILOWATT (kW) – Unit of electrical power representing rate of usage of Energy, equivalent to about 1¹/₃ 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 Primary Voltage Distribution Lines are installed.
- MOBILE HOME COURT** – A mobile home court is defined as a parcel or tract of land upon which three (3) or more mobile homes are located and occupied on a continuous non-recreational basis. The mobile home court shall be of a permanent nature with improved streets and with individual water and sewer connection to each lot.
- MULTI-DWELLING STRUCTURE** – A building containing 5 or more Dwelling Units, including but not limited to apartments, condominiums or senior housing projects.
- PERSON** – Any individual, corporation, partnership, company, limited liability corporation, organization or governmental entity.
- POWER FACTOR (P.F.)** – Ratio of kilowatt power to kilovoltampere apparent power, expressed in %.
- PREMISES** – A building and its grounds.
- PRIMARY VOLTAGE** – Nominal voltage of 601 Volts to 15,000 Volts.
- RATE** – The unit prices as established by the Board’s rate-making body and the quantities to which they apply as specified in the Rate Schedule.
- RATE SCHEDULE** – A filed statement of the electric Rate and the terms and conditions governing its application as established by the Board’s rate-making body.
- RESIDENCE (also residential)** – Shall include one family, two family and Multi-Dwelling Structures containing three or more individual Dwelling Units, but not including High-Rise Housing Structures.
- 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 characteristics usually supplied from the same source.
- SECOND SOURCE** – Additional source of substantially the same characteristics supplied from a separate electric Distribution Line.
- SECONDARY VOLTAGE** – Nominal voltage of 600 Volts or less.
- SERVICE ENTRANCE CONDUCTORS** – The Customer-owned conductors between the Customer’s main disconnecting device and the termination of the Board’s service conductors.
- SERVICE LIMITER** - Device used to minimize electric consumption by way of restricting amperage.
- SERVICE LOCATION** – The point at which the Board has agreed to provide electric service.
- TRANSMISSION SYSTEM** – That portion of the Board’s system which delivers Electric Power with a nominal voltage of 138,000 Volts.
- TRENCH** – A cut in the ground in which cables, pipes, etc. are installed.
- VOLT** – Unit of electrical force.

General Provisions

Copies of the Board's [Rate](#) Schedules for electric service are open to public inspection at the Board's offices and are available on the Board's Internet Web site www.lbw.com or upon request. Application for original, modified or added service shall be made at the office of the Board of Water and Light, Utility Services, 730 East Hazel Street, Lansing, Michigan 48912.

Any [Person](#) receiving or agreeing to receive electric service from Board [Facilities](#) shall be deemed a [Customer](#) of the Board subject to its Rates and these Rules and Regulations and responsible for the service used whether such service is provided under a signed agreement or not.

Electric service will not be supplied to new or remodeled buildings until such installations have been inspected and approved by the appropriate inspection authority and are in accordance with these Rules and Regulations.

Before purchasing equipment or installing wiring, the Customer should contact the Customer Projects and Development Department of the Board to determine the characteristics of the electric service available at the [Premises](#), since all voltages may not be available. The Customer Projects and Development Department will inform the Customer of the Board's requirements, which must be fulfilled by the Customer, in order to receive electric service.

The Board may discontinue electric service to any Customer for any breach of the Board's Policy, Rules and Regulations, Procedures or in accordance with law. The Customer must pay a [reconnection fee](#) as stated in Rule 15 to cover the costs of restoring electric service that has been discontinued for any breach of the Board's Policy, Rules and Regulations, Procedures or in accordance with law.

The Board will release customer information in accordance with written customer authorization and Board policy.

This document is intended to cover most situations where standardized policies and practices have been established. No officer, agent or employee of the [Board](#) has authority to waive or modify the provisions of this document unless specifically authorized to do so by the Board of Commissioners. The Board of Commissioners may revise this document at any time and may modify or suspend any portion of it temporarily or permanently.

Service Conditions

1. Character of Service

The Board supplies 60 [Hertz](#) alternating current throughout its service area and will endeavor, but does not guarantee, to furnish a continuous supply of electric [Energy](#) and to maintain voltage and frequency within reasonable limits.

The Board shall not be liable for interruptions in the service including without limitation, phase failure or reversal, or variations in the service characteristics, including but not limited to variations in frequency and voltage or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the Board's reasonable control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following: acts or omissions of Customers or third parties; operation of safety devices except when such operation is caused by the negligence of the Board; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, [Facilities](#) or equipment when the Board has carried on a program of maintenance consistent with the general standards prevailing in the industry; act of God; war; action of the elements; storm or flood; fire; riot; sabotage; labor dispute or disturbance, or the exercise of authority or regulation by governmental or military authorities.

Notwithstanding any other provision of these rules, the Board may interrupt, curtail or suspend electric service to all or some of its Customers in accordance with the provisions of the Board's Emergency Electrical Curtailment procedures or as necessary to protect the health, safety and welfare of its employees or Customers. The Board shall be under no liability with respect to any such interruption, curtailment or suspension.

2. Description of Service

A. Available Voltage

- (1) Single phase 120/240 [Volt](#), three wire service is available for lighting and miscellaneous requirements. At the Board's option single phase 120/208V, three wire service may be made available.
- (2) Combined lighting and power service at 120/208 Volt, three phase, four wire; 120/240 Volt, three phase, four wire; or 277/480 Volt, three phase, four wire may be made available at the Board's option.
- (3) Three phase power service at 240 Volts, three wire, or 480 Volts, three wire, may be made available for Customers desiring a separate power service. The Board is not required to provide more than one lighting and one power service or one combined lighting and power service to a Customer's [Premises](#). In cases where the Board permits a separate power source, the Customer shall pay the cost of providing this additional requirement.
- (4) If a Customer requires a three phase voltage different from the established voltage in the area, it may be furnished at the Board's option. In such cases, the Customer shall pay all extra costs involved. In the case where there is more than one established voltage in the area, the Board shall determine which voltage will be furnished and any applicable costs as determined by [Rule 10](#), [Rule 11](#) and [Rule 15](#).

- (5) [Primary Voltage](#) service is also available for Customers whose [Demand](#) is 100 kW or more. The Board shall determine the particular Primary Voltage available. All equipment necessary for the protection of the customer’s equipment, the control of the electricity and utilization of service by the Customer shall be Board 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 Board’s electrical service connection to Customer owned equipment. For Customer owned transformer installations larger than those listed below, the Board may require the Customer to furnish, install and maintain special primary protective equipment.

Primary Voltage (Phase to Phase)	Combined Transformer – 3 phase kVA
4,160 V	500 kVA
8,320 V *	1,000 kVA
13,200 V	2,000 kVA

* This voltage is only available for existing Customers currently receiving this voltage.

- (6) Service shall be provided at voltages specified in this Rule 3. Customer will be responsible for making any voltage modifications beyond the [Service Location](#) for equipment requiring a voltage different from this Rule 3.

B. Dual Voltage Transformers

All Customer owned transformers installed in an area that is not currently served by 13,200 V distribution voltage will be required to be dual wound. In such cases, the Board may share in qualified additional costs of such [Dual Wound Transformers](#).

C. Agreements

The Board may require the Customer to enter into a written agreement that details the terms and conditions and price to be paid by the Customer prior to electric service construction.

In addition, the Board may negotiate written contractual arrangements as to the provision of necessary service [Facilities](#), duration of service, amount of deposit and refunds thereon, minimum bills or other service conditions for 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 Board in service Facilities or where there is not adequate assurance of the permanent use of the service.

The Board may charge a Connect Fee when the Customer requests the service to be made active outside normal business hours as specified in Rule 15.

No promises, agreements or representations of any agent or employee of the Board shall be of binding force upon the Board unless the same is within the authority of that individual and incorporated in the written agreement.

D. Material Availability

Subject to the restrictions contained in [Rule 3.2.A](#), the Board will construct electric distribution Facilities and extensions only in the event it is able to obtain or use the necessary materials, equipment and supplies. The Board may, in its discretion, allocate the use of such materials, equipment and supplies among the various classes of Customers and prospective Customers of the same class.

Use of Service

1. General

Electricity is supplied to a Customer for exclusive use on the [Premises](#) to which it is delivered by the Board. Service may not be shared with another, sold to another, or transmitted off the Premises without the written permission of the Board, except as noted in [Rule 6](#).

2. Access and Damages

The Customer shall provide and maintain appropriate access and working space around electric [Facilities](#) in accordance with all applicable electrical codes and Board standards so as to permit ready and safe operation and maintenance of such Facilities. If the Customer does not maintain appropriate access and working space to Board Facilities, the Board shall have the authority to reasonably remove the obstruction(s) hindering the Board's access to the Board Facilities and will have no obligation to restore the Customers premises,

The Board's authorized personnel or agents of the Board shall have access to the Customer's Premises at all reasonable hours for all purposes necessary to conduct business, including without limitation: 1) install, inspect, read, repair, maintain, test or remove its meters 2) to install, operate and maintain other Board equipment or Facilities, and 3) to inspect and determine the connected electrical [Load](#). If a meter, metering equipment or other Board property is damaged or destroyed through the neglect of the Customer, the cost of necessary repairs or replacements shall be the responsibility of the Customer.

If, for any reason beyond its control, the Board is unable to read a meter, operate, maintain or make inspection including, but not limited to, reasons such as Premises being locked, meter being inaccessible, or unsafe conditions, then after due written notice to the Customer, the electric service may be disconnected until such time as arrangements have been made to permit access for Board inspection and approval, and the Customer has paid the appropriate [reconnection fee](#) as stated in Rule 15.

3. Customer Equipment

The Board may deny or terminate service to any Customer whose wiring or equipment constitutes a hazard to the Board's employees, equipment or its service to others. However, the Board is not responsible to inspect the Customer's wiring or equipment and shall not be held liable for any injury or damage resulting from the condition thereof.

The Customer shall install and maintain the necessary devices to protect Customer owned equipment against service interruptions, phase loss, variations in voltage and other disturbances on the Board's system, as well as the necessary devices to protect the Board's Facilities against overload caused by the Customer's equipment.

4. Power Quality

The Customer shall use the service as not to cause interference, affect voltage, affect frequency, add harmonics, or otherwise cause other disturbances to the Board's system or another Customer's service. If the Board notifies the Customer of such a condition, the Customer shall discontinue operation of equipment causing such condition until a correction has been made. If the Customer does not remedy the condition within the Board requested timeframe, the Board will discontinue

service until the Customer has remedied the situation and has paid fees for Investigations and Reconnections under Rule 15.

The Customer will be charged for all costs associated with alterations to the Board's system required to continue proper operation of the Board's system in conjunction with the Customer's equipment. In determining the existence of disturbances, the Board will rely on the latest revision of Standard 519, IEEE Recommended Practices and Requirements for Harmonic Control in [Electric Power](#) Systems. The Board may also use other appropriate standards or criteria in determining disturbances to the Board's system.

5. [Power Factor](#)

The Board is not obligated to furnish service to loads with a Power Factor of less than eighty-five percent (85%) whether newly installed, reconnected or moved to another location. The Customer will be required to provide, at no expense to the Board, suitable equipment for improving the Power Factor to at least eighty-five percent (85%).

6. **Tampering**

The Board may discontinue service and seek criminal charges, if it is determined that the meter or wiring on the Customer's [Premises](#) has been tampered with or altered in any manner to steal electricity. If the Board discontinues service for this reason, the Board shall restore service only after the Customer has paid the [meter tampering fee](#) and a [reconnection fee](#) as stated in Rule 15, made appropriate restitution for stolen service, and or damaged equipment and made provisions for an outdoor meter installation or other metering changes as may be required by the Board.

7. **Discontinuation of Service**

Service may be voluntarily or involuntarily disconnected.

A. Voluntarily

- (1) Service may be voluntarily disconnected per the Customer's request. The Board recommends that the Customer or the Customer's representative be present for the disconnection to ensure complete shutoff. It can be difficult for the Board to confirm that the service has been completely turned off if there is no one present at the premises during the shutoff. The Customer is responsible to advise the Board if the shutoff was not entirely effective.
- (2) [Requests for temporary discontinuation of service for purposes such as winterization or seasonal occupancy shall be subject to a reconnection fee as stated in Rule 15 to cover the costs of restoring service.](#)
- (3) [Service may be voluntarily permanently disconnected, for demolition purposes by submitting a demolition request form. Permanent disconnection shall be completed at the cost of labor and material required to complete the termination.](#)

B. Involuntary

- (1) Service may be involuntarily disconnected in the following instances:
 - (a) Noncompliance with applicable Rules and Regulations;
 - (b) Noncompliance with Municipal, State and or Federal law; or
 - (c) Issuance of a Court Order

Metering

1. General

All [Energy](#) sold to Customers shall be measured by commercially acceptable measuring devices owned and maintained by the Board except where it is impractical to meter, such as street lighting and temporary or special installation, in which cases the consumption may be calculated.

2. Installation/Ownership

The Customer shall be responsible to install, own and maintain a metering enclosure(s). Meter enclosures may be furnished by the Board. The Board shall provide, own and maintain self contained meter(s) and Potential and Current Transformers. The customer shall furnish, install, own and maintain all other service equipment, and all wiring and conduits, from the weatherhead of an overhead service connection and from the point of service of an underground service connection.

3. Equipment Location

- A. The Customer shall provide, at no expense to the Board, a space/enclosure suitable to the Board for the installation of the necessary metering equipment. The Customer shall also furnish the space and the provisions for mounting current and potential transformers to meet Board requirements. Where the Customer desires to utilize a [Board standard current and potential transformer enclosure](#), the Customer shall make a payment as specified in Rule 15. Inquiries regarding installation requirements and equipment approval should be directed to the Customer Projects and Development Department.
- B. The Board requires that the metering equipment for all residential and, where practicable, commercial and small industrial Customers be located outdoors on the Customer's building or structure. The meter shall be located within service pedestal line of sight and at the nearest point of attachment as practicable. The meter shall be located on the same half of the dwelling as the service pedestal and the service shall not pass under a driveway. 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.
- C. The Board must approve the mounting of 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.
- D. Meter sockets, meter connection boxes and instrument transformer enclosures shall not be used as junction boxes for supplying Customer's branch circuits or grounding conductor termination, and no wiring other than service entrance and bonding 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.
- E. The height of single line meter settings shall not be less than four and one-half (4½) feet nor more than five and one-half (5½) feet above finished grade or floor level.
- F. When using stacked multiple meter socket panels, the lowest meter shall not be less than twenty-four (24) inches from the floor for indoor locations. For outdoor locations, the installed meter centerlines shall be a minimum of thirty (30) inches from finished grade, and

a maximum of seventy-two (72) inches from finished grade, and shall be limited to a maximum four (4) meter stack.

4. Multiple Occupancy Buildings

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, public hallway or some other Board-approved location where they will be accessible at all times to Board authorized personnel or agents of the Board. Metering equipment in multiple occupancy buildings shall be plainly marked with metal tags or neat lettering and/or numerals identifying the portion of the building served. Such identification shall be the responsibility of the building owner.

5. Meter Calibration Request

Upon customer request and subject to applicable fees in Rule 15, the BOARD may check meter calibration to ensure it is within the permitted accuracy limits of plus or minus 2%. Inaccurate meters will be repaired or replaced.

6. Damaged Meters

- A. The Customer shall be held liable for damage to the meter from acts of carelessness, negligence, or willful damage by owner or his tenants. The Board will repair or replace any meter so damaged, and the cost shall be billed to the Customer.
- B. A customer requesting service in a location where the Board has an existing Service Connection, and the meter is missing, broken, or otherwise inoperable, a Meter Replacement Fee shall be applied in accordance with Rule 15.

7. Rate 5 and 8 Meter Installations

After July 1, 2002 all Customers selecting [Rate](#) Schedule 5 or [Rate](#) Schedule 8 shall install a phone line with active service to the meter enclosure in accordance with Board standards. The Customer shall be responsible for installation, maintenance and ongoing costs of the phone line. The Customer shall notify the Board of any phone number changes. The Board may impose a [Meter Non-compliance Charge as specified in Rule 15](#) for each month the Customer has not complied with the requirements of this Rule 5.6.

Application of Rates

1. General

Residential Rates are predicated upon the Board not being required to provide more than one lighting service to a residential building or structure. All other Rates are predicated upon the Board not being required to deliver more than one lighting and one power service or one combined lighting and power service for the total requirements of each separate building or structure of the Customer, unless otherwise provided for in these Rules and Regulations. The Board shall separately meter and separately bill service at different points or at different buildings or structures unless specifically provided for in the applicable [Rate](#) Schedule.

2. Resale

The owner or operator of an office building, apartment building, shopping mall, or similar structure may purchase Energy from the Board for resale to occupants on the condition that service to each occupant shall be metered separately and that the occupants may not be charged more for such service than the appropriate [Rate](#) of the Board available for similar service under like conditions. In order to qualify for resale to tenants, the owner or operator must state in writing their intent to resell in the application for service. The owner or operator shall be responsible for payment of purchased Energy for resale as required by Rule 7.

The Board shall have no obligation to furnish, test or maintain meters or other Facilities for the resale of service by the reselling owner or operator to the occupant.

Billing records of the owner or operator may be audited once every 12 to 18 months using generally accepted auditing practices. The audit shall be conducted by the Board or if the Board elects, by an independent auditing firm approved by the Board. The reselling owner or operator shall be assessed a reasonable fee for an audit conducted by the Board.

The owner or operator providing the resale shall be responsible for testing each occupant's meter at least once every 3 years. The accuracy of such meters shall be maintained within 2% for non Demand meters and within 1% for Demand meters. Meters shall be tested only by outside testing services or laboratories approved by the Board.

A record of each meter, including testing results, shall be kept by the reselling owner or operator during the use of the meter and for an additional period of one year thereafter. When requested, the reselling owner operator shall submit certified copies of the meter test results and meter records to the Board.

The reselling owner or operator shall render a bill once during each billing month to each of the occupants' or tenants in accordance with the appropriate Board Rate Schedule. Every bill rendered by the reselling owner or operator shall specify the following information; The Rate Schedule title, the due date, the beginning and ending meter reading of the billing period and the dates thereof; the difference between the meter readings; the amount due for distribution services and/or Energy use, as applicable to the Rate; subtotal before taxes, the amount of sales tax, other taxes where applicable; the amount due for other authorized charges; and the total amount due. The due date shall be 21 days from the date of rendition. The reselling owner operator shall be responsible for all collections and payment disputes for resale occupants.

The reselling owner or operator shall supply each occupant with an electric system adequate to meet the needs of the occupant with respect to the nature of service, voltage level and other conditions of service.

If the reselling owner or operator fails to meet the obligations of this rule, the Board will notify the appropriate authorities and after reviewing with the reselling owner or operator, the problem(s) is not resolved, the Board may declare the reselling owner or operator in violation of Rule 2.

The renting of [Premises](#) with the cost of electric service included in the rental as an incident of tenancy will not be considered a resale of such service.

3. Choice of Rates

In some cases, the Customer may be eligible to take service under any one of two or more Rates. Upon request, the Board will advise the Customer in the selection of the [Rate](#) that will provide the lowest cost of service, based on the best available information, but the responsibility for the selection of the Rate shall be the sole responsibility of the Customer.

After the Customer has selected a [Rate](#), the Customer may not change from that Rate to another Rate until at least twelve (12) months have elapsed. The Customer shall not evade this rule by temporarily terminating service. The Board may waive the provisions of this paragraph where it appears that a change of the Rate is necessary for permanent rather than temporary or seasonal advantage. The intent of this rule is to prevent frequent changes from Rate to Rate.

The Board shall not be responsible to refund the difference in charges under different Rates applicable to the same class of service, unless the Board provided an incorrect initial service turn-on Rate setting or unless the Customer makes a written request and has a permanent change in [Load](#) profile. Any refund is subject to Board approval.

4. Reactive Power

General Service Rates that include a capacity charge ([Demand](#) Rate) may be subject to an adjustment for a reactive power charge based on registered reactive kilovolt [Ampere](#) hours (kVARh) during the billing period. All [Primary Voltage](#) installations will include kVARh metering to determine the reactive power charge.

The Board may require all or any [Secondary Voltage Demand Rate](#) Customers whose maximum Demand is 100 kW or more for six (6) months out of any one twelve (12) month period to install a kVARh meter for reactive power adjustment. Secondary Voltage Demand Rate Customers whose Demand is less than 100 kW may be tested with portable kVARh metering equipment to determine if permanently installed kVARh metering is justified. The Board may determine the average [Power Factor](#) by test and apply a reactive power charge. Customers who install Power Factor correction equipment may request that kVARh metering be installed.

5. Space Conditioning-Electric Water Heating Service

Space Conditioning-Electric Water Heating Service [Rate](#) No. 12 is available to commercial and industrial Customers for space conditioning and water heating service as specified in the

availability clause in the [Rate Schedule](#). Other uses of electricity at the [Premises](#) will be billed using an appropriate secondary General Service Rate.

6. Mobile Homes in Courts – Individually Served

Service to new [Mobile Home Courts](#) and expanded service to existing Mobile Home Courts shall be provided through individual tenant metering.

Ordinarily, electric service to a mobile home shall be in the name of the occupant; however, service to lots designated for occasional or short-term occupancy shall be in the name of the owner of the [Mobile Home Court](#) or an authorized representative. For rules covering installation of electric distribution and services for mobile homes in courts, see [Rule 10.1.K](#).

An individually served mobile home used as a [Residence](#) will qualify for an appropriate residential electric service Rate.

7. Apartment Buildings and Multiple Dwelling Structures

1. An apartment building or multiple dwelling structure containing four (4) or less Dwelling Units may elect to be billed on the appropriate Residential Service Rate.
2. Apartment buildings or multiple dwelling structures containing five (5) or more Dwelling Units shall have each [Dwelling Unit](#) separately metered.
3. Apartment buildings or multiple dwelling structures constructed after March 1, 1979 shall have each Dwelling Unit separately metered.

8. Cogeneration and Small Power Production Facility

Customers who utilize cogeneration or small power production equipment as an [Energy](#) source may receive partial or standby service under the following applicable Board Rate Schedules:

Residential Electric Service – Rate 1
General Service – Rate 3
Large General Service – Rate 4
Primary Service – Rate 5
Large Capacity Electric Service Rate – 8

A Customer requesting electric service under this Rule shall enter into a special contract with the Board setting forth terms and conditions of service.

Customers who elect to sell Energy to the Board will be paid for such Energy at the [Rate](#) specified in the applicable [Rate Schedule](#) as set forth above. When not so specified in the applicable Rate Schedule, the Board will pay for such Energy at a Rate which approximates its avoided costs.

9. Billing Demand

If a Customer's electric Load drops below the minimum Demand requirement of Rate No. 4, 5, or 8 the Board reserves the right to change the billing Rate of this service to another appropriate General Service Rate.

10. Minimum Charges

A minimum charge, as defined by the Rate in effect, shall be applied to all services and billed to the Customer. Where the Customer requests that a service be discontinued, the Board shall deactivate the service by any appropriate means, including without limitation, removing the meter and/or by disconnecting the service from the Board's distribution system.

11. Property Owner-Rental Agent Agreement for "Leave On" Service:

The Board may waive application charges to maintain continuity of service at rental property locations provided: (1) the landlord agrees in writing to assume the responsibility for electric service during the interim between tenants, and (2) the landlord is in compliance with all other rules and regulations of the Board.

Responsibility for Payment of Bills

1. General

Each Board Customer is responsible to pay all utility bills as rendered on or before the due date shown thereon. The Customer remains responsible for payment of the bills until the Customer orders service to be discontinued and the Board has had reasonable time to secure a final meter reading. Bills are rendered on approximately a monthly basis. Bills are mailed to Customers approximately fifteen (15) days before the due date shown on the bill. The Customer shall pay the net amount if paid on or before the due date on the bill. Failure on the part of the Customer, through no fault of the Board, to receive the bill shall not entitle the Customer to pay the net amount after the due date of the bill. If a bill remains unpaid after issuing a five (5) day written shut-off notice, the Board shall have the right to discontinue service.

In extenuating circumstances, a Customer will be afforded the opportunity to make payment arrangements. In accordance to State Law, the Board will not shut off electric service to an eligible customer for non-payment on delinquent accounts, November 1 through March 31. An eligible customer is defined as an identified senior citizen who is 65 years of age or older, or a low income customer who is currently enrolled in the Winter Protection Payment Plan.

Service to a Customer shall not be discontinued for nonpayment of a disputed bill if the Customer has requested a hearing, pending results of the hearing. Service may be discontinued for nonpayment of bills that are not in dispute.

The Board may also require individual Customers to enter into a written “Billing Service Agreement,” insuring that the Customer is responsible for all services used and rendered.

The Board will make billing history available to Customers at no charge, provided the information is currently stored on an active database. Customer request for billing history that is no longer on an active database will be subject to payment of hourly fees based on the average burdened hourly wage of the Board employee assigned to perform the research and compilation of the data.

The Board will charge a “[Non Sufficient Funds Fee](#)” in accordance with Rule 15 for returned checks.

2. Estimated Consumption

Readings may be estimated when conditions warrant. Until reconciled by an actual reading, bills rendered on estimated consumption have the same force and effect as bills rendered on actual meter readings.

If for any reason all consumption used cannot be registered accurately, the unmetered portion shall be estimated by the Board on the basis of prior consumption or the operating characteristics of the building and equipment.

3. Billing Errors

- A. When an error is found to exist in the billing rendered to a Customer, the Board will correct such error to recover or refund the difference between the original billing and the corrected billing. Corrected billings will not be rendered for periods in excess of three (3) years from the date the error is discovered. Refunds to Customers will normally be made promptly upon

discovery of the error. Amounts due the Board from the Customer will be subject to normal collection policy and procedures.

- B. When an error is found to exist in the billing of a contract or service agreement with or governing the Customer, the Board will correct such error to recover or refund the difference between original billing and the corrected billing. Corrected billings will not be rendered for periods in excess of three (3) years from the date the error is discovered. Refunds to Customers will normally be made promptly upon discovery of the error. Amounts due the Board from the Customer will be subject to normal collection policy and procedures.

4. Account Security Deposits

The Board shall require an account security deposit from any new or existing Customer with an unacceptable credit history with the Board. The Board shall apply different rules to new Customers signing up for service in accordance with [Rule 7.4.B](#). The deposit is normally 2 times the average monthly bill (actual or estimated) as determined by the Board and shall be applied according to Rule 15. Security Deposits shall be administered in accordance with Customer Service established Standards and Guidelines.

The Board may waive deposits in special circumstances. The Board may also demand deposits larger than 2 times the average monthly bill if the Board determines that a Customer presents a higher than normal credit risk.

- A. Unacceptable credit history includes but is not limited to the following:

- (1) The Customer has deliberately misinformed or misrepresented facts to the Board.
- (2) The Customer misrepresents their identity.
- (3) The Customer has diverted or interfered, in an unauthorized manner, with utility service in the past 6 years.
- (4) The Customer has had one or more payments canceled in the last 12 months due to: (1) non-sufficient funds returned check, (2) account closed returned check, (3) non-sufficient funds bank bill, (4) account closed bank bill, (5) credit card reversal, (6) or other payment method cancellation.
- (5) The Customer has a prior account that is delinquent within the last 6 years.

- B. New Customers may not be required to submit a deposit, in any of the following situations:

Residential Customers

- (1) The Customer has no service history with the Board and has been permitted into the Good Faith Deposit Program in accordance with Customer Service established Standards and Guidelines.
- (2) The Customer has previously established an acceptable payment history with the Board on a similar account.
- (3) The Customer's bill is paid by a governmental agency.
- (4) The Customer secures a guarantor; the guarantor has an acceptable payment history.
- (5) The Customer provides an acceptable surety bond.

- (6) The Customer provides an acceptable credit reference letter from a similar utility company for a similar account. Account must have been in the Customer's name and maintained for a minimum of 12 consecutive months.

Commercial and Industrial Customers

- (1) The Customer has previously established an acceptable payment history with the Board on a similar account.
- (2) The Customer's bill is paid by a governmental agency.
- (3) The Customer secures a guarantor; the guarantor has an acceptable payment history.
- (4) The Customer provides an acceptable surety bond.
- (5) The Customer provides an acceptable credit reference letter from a similar utility company for a similar account. Account must have been in the Customer's name and maintained for a minimum of 12 consecutive months.

The Board will refund deposits to all Customers who have taken service for 12 months and have an acceptable payment history. The Board will also refund deposits to Customers who have voluntarily terminated service and paid all charges due.

The Board will pay simple interest accrued on Account Security Deposits held. No interest will be paid until the deposit is returned to the customer. The interest rate will be updated on July 1 of each year. The interest rate used to calculate interest will be the sum of the Federal Funds rate in effect on the last day of March of the current year plus .25%.

Dispute and Hearing Procedure

1. Disputes

In accordance with the Lansing City Charter, the Board is required to provide a fair and equitable dispute and hearing process for its Customers as follows:

- A. When any Customer disputes a bill or service and the Board is so advised in writing, the date of the notice of dispute will be recorded.
- B. Service to a Customer shall not be discontinued for nonpayment of a disputed bill if the Customer has requested a hearing, pending results of the hearing. Service may be discontinued for nonpayment of bills that are not disputed.
- C. The disputed bill or service will be investigated promptly and completely.
- D. The Customer will be advised of the results of the investigation.
- E. An attempt will be made to resolve the dispute in a manner mutually satisfactory to both parties.
- F. The Board will provide the opportunity for each Customer to enter into a reasonable settlement agreement in order to mutually resolve the disputed claim or to satisfy any liability not in dispute.
- G. If a settlement cannot be reached between the Customer and the Board's Account Administrator, the Customer may choose to appear before the Board's Dispute Review Committee. The review will be scheduled within ten (10) days of the request or as mutually agreed to by both parties.
- H. If a settlement cannot be reached following examination by the Dispute Review Committee, the account will be referred to the Board's General Manager.
- I. If a settlement is not reached after review by the Board's General Manager, the Customer shall be afforded an opportunity for a hearing.
- J. The Customer shall be responsible for payment of all other bills or portions of bills as rendered which are not in dispute.

2. Hearings

- A. Any Customer who disputes the services provided or a billing for services furnished in accordance with the Board's filed Rates, Rules and Regulations or established policies or procedures may request a hearing. If a hearing requested is based on a disputed past due bill, the request must be made within ten (10) calendar days following the final outcome of the dispute process. Any request for a hearing may be made in writing and received by the Board's corporate office at 1232 Haco Drive, Lansing, Michigan, 48912.
- B. On receipt of a request for a hearing, the Board will forward this request to an independent Hearing Officer. The Hearing Officer will arrange a time for the hearing and advise both the Customer and the Board of the date, time and location in writing. The hearing will be scheduled during normal business hours. Failure of the Customer or Board to attend the hearing without due cause or prior request for adjournment will constitute a waiver of right of that party to the hearing.
- C. The Board and the Customer shall:
 - (1) Have the right to be represented by Counsel or other persons of their choice.
 - (2) Have the right to present evidence, testimony and oral and written argument.
 - (3) Have the right to cross-examine witnesses appearing on behalf of the other party.

- (4) Have the right to have the hearing recorded by a court reporter at the expense of the party requesting a court reporter. The Hearing Officer shall also have the right to have the hearing recorded by a court reporter. Recordings will be preserved at least six (6) months from the date of the hearing. All evidence relevant to the dispute will be received.
- D. For each hearing, the Hearing Officer shall compile a hearing record which will contain;
- (1) A concise statement in writing of the position of the Board in relation to the dispute.
 - (2) A concise statement in writing of the position of the Customer in the dispute.
 - (3) Copies of all evidence submitted by the parties.
- E. If a decision is reached during the hearing, the Hearing Officer shall state the decision to both parties. If the Hearing Officer does not reach a decision during the hearing, additional time will be allowed to reach a decision. When a decision has been reached, either at the hearing or later, the Hearing Officer will prepare a report which shall contain the following:
- (1) A concise summary of the evidence and argument presented by the parties.
 - (2) The decision and a statement that the decision of the Hearing Officer was based solely on the evidence presented and reasons therefore.
 - (3) Advise that the representatives of the Board and the Customer have a right to file an appeal with the Board of Commissioners.
 - (4) A statement as to any settlement agreement.
 - (5) A statement that the dispute determination is binding on both parties unless appealed to the Board of Commissioners within ten (10) days of the date of mailing of decision, and that any request for appeal must be in writing to the Corporate Secretary.
- F. The Hearing Officer shall file the written report with the Board of Commissioners and the Mayor of the City of Lansing. A copy of the report shall be sent to the Customer via certified mail.
- G. If the dispute is unresolved and the decision appealed, the Hearing Officer shall make recommendations to the Board of Commissioners on the dispute. The Secretary of the Board will arrange a time for the appeal and advise both the Customer and the Board of the date, time and location in writing. Failure of the Customer to appear at the time set for the appeal without due cause, or to request an alternate date, will constitute a forfeiture of the dispute. The decision rendered by the Board of Commissioners will be final.

Sale and Lease of Service Facilities

1. General

To qualify for a primary electric service Rate, the Customer must own and maintain or lease from the Board all the necessary transforming, primary switching, primary metering and protective equipment required for such service and the entire electrical requirements must be supplied through a Board approved metering installation. This service is offered at the option of the Board and the Customer shall meet the requirements of this Rule 9, [Rule 3.2.A.\(5\)](#) and all electrical codes and Board standards.

Prior to sale or lease of a Board owned installation for a primary electric service Rate, this installation shall be required to meet all applicable electrical codes, which may require the Customer to install additional equipment such as gang-operated disconnect devices and protective devices.

Once the applicable code requirements are met, and subject to Board approval, the Customer will be allowed to purchase or lease the Board owned transformer(s) and associated equipment at estimated fair market value. Upon compliance with the provisions of this Rule 9, the Customer will be placed on the applicable primary electric service Rate.

After date of sale, the Board disclaims any rights or ownership or responsibility for the equipment or Facilities and purchaser accepts the equipment or Facilities as is without warranty either express or implied and, further, the responsibility for any and all replacement, maintenance and/or repair as/or when needed wholly rests with the Customer.

Distribution System Extensions

1. General

A. Request for Distribution System Extension

Rule 10 sets forth the conditions under which the Board will extend overhead, underground or combination overhead and underground electric distribution systems.

B. Ownership

The Board will provide, own, maintain and specify all of its distribution [Facilities](#) including location, except as otherwise expressly provided herein. No ownership rights to Board [Facilities](#) shall pass to any owner(s), developer(s), or Customer(s) by reason of any contribution required hereunder.

A Board owned three phase padmounted transformer shall be installed within 25 feet of a drivable surface suitable for truck access. A drivable surface suitable for truck access shall be defined as asphalt paving, concrete or gravel four season road that is provided by the customer or developer, where the surface is accessible to a driveway, parking lot or public roadway.

C. Nonrefundable Contribution for Underground Extensions

The owner(s), developer(s) or Customer shall be required to make a nonrefundable contribution in aid of construction to the Board prior to construction, to cover the estimated difference in cost between overhead and direct burial underground Facilities.

Residential:

In Subdivisions:

The amount of the contribution shall be computed on the basis of front lot footage as determined by the Board. Where underground distribution system extends through areas within a subdivision that are undeveloped or consists of lots for future use, the front footage measurement of both sides of the street or easement along which the cable extends will be the basis for such contribution. The “[Residential Underground Distribution Extension](#)” charge for this contribution shall be as stated in Rule 15.

Outside Subdivisions:

The amount of the contribution shall be computed on the basis of [Trench](#) footage required and to be installed. The “[Residential Underground Distribution Extension](#)” charge for this contribution shall be as stated in Rule 15.

Commercial, Industrial and Multi-Dwelling Structures:

The amount of the contribution shall be computed on the basis of [Trench](#) footage required and transformer capacity to be installed. The “[Commercial Underground Distribution Extension](#)” charge and “[Transformer kVA Capacity](#)” charge for this contribution shall be as stated in Rule 15.

D. Deposit

The Customer may be required to make a deposit based on the following:

- (1) For Customer(s) to be served within one year:
 - (a) The Board shall require a deposit from the Customer, prior to construction, in the amount that the estimated cost of the distribution extension exceeds one and one-half (1½) times the estimated new [Annual Revenue](#) to be received from the Customer(s). Any nonrefundable contribution in aid of construction made will be credited against the cost of such extension for purposes of this calculation.
 - (b) When serving residential subdivisions, the Board shall require a deposit from the Customer, prior to construction, in the amount that the estimated cost of the distribution extension exceeds one and one-half (1½) times the estimated new [Annual Revenue](#) to be received from the Customer(s) based on up to 1/3 of the lots to be served by the distribution system to be immediately constructed. Upon request and sufficient documentation by the Customer(s), the Board may calculate the estimated new Annual Revenue based on more than 1/3 of the lots to be serviced by the distribution to be immediately constructed. Any nonrefundable contribution in aid of construction made will be credited against the cost of such extension for purposes of this calculation.
 - (c) The Board shall have the final determination of estimating loads, consumption and revenue of distribution extension and services to calculate Annual Revenue.
- (2) For serving Loads of questionable stability or development: A deposit, if required, by the Customer will be based on an evaluation of the Board's recovery of capital cost along with other business related matters. Rule 10.1.C. "Nonrefundable Contribution for Underground Extensions" may not apply to distribution system extensions evaluated under this section herein.

Prior to the installation of a distribution system, the owner(s), developer(s) or Customer(s) who are to make any contribution required hereunder shall be required to enter into a written agreement. The agreement will generally describe the proposed distribution system and set forth the respective obligations of the parties. Such agreements shall be subject in all respects to the provisions of this Rule 10. Each proposed system shall be a separate and distinct unit and any extension thereof shall, if agreed to by the Board, be made the subject of a separate written agreement.

E. Refunds

[Distribution Line](#) extension deposits made with the Board shall be subject to refund without interest during the first five (5) twelve (12) month periods from the date of the written agreement for a distribution system extension as required by this Rule 10.1.D. Refunds will only be made to person(s) making the deposit and shall cease when they equal the amount deposited or at the close of the fifth twelve (12) month period following the month during which the line extension is completed, after which the Board shall have no further obligation to refund any remaining portion of the line extension deposit.

The Board will refund to the party making the deposit:

- 1) \$500 for each additional new residential permanent Customer(s) directly connected to the extension and;
- 2) An amount equal to one and one-half (1½) times the first year estimated [Annual Revenue](#) less the distribution system construction cost for each additional new commercial/industrial permanent Customer(s) directly connected to the extension.

Directly connected Customers are those that do not require the construction of more than 300 feet of primary and/or secondary Distribution Lines. Refunds will not be made until the original Customer(s) or its equivalent are permanently connected to the extension.

F. Economic Development Offsets

Where the Board determines that the distribution system extension will promote development that provides substantial and sustainable economic benefits to its Customers or the Lansing region, the Board will consider an offset to its fees and charges and/or an economic incentive subject to its availability.

G. Easements and Tree Trimming/Removal Permits

Prior to the installation of any distribution system, the owner(s), developer(s) or Customer(s) shall be required to furnish, at no expense to the Board, recordable easements, granting right-of-ways suitable for the installation and maintenance of the distribution system including any street lighting cables and distribution equipment as designed by the Board for present and future service. The owner, developer, or Customer shall also, in a form satisfactory to the Board, grant the Board permission to trim and remove trees as necessary to protect the integrity of its distribution system and the safety and welfare of its employees and the public.

In the event the required easements and tree trimming and removal permits are not provided by the owner(s), developer(s) or Customer(s) for such extension, the Board may elect to construct all or any part thereof along public highways or other private property. In such event, the Board may require the owner(s), developer(s) or Customer(s) 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 owner(s), developer(s) or Customer(s).

H. Non-Standard Equipment

Where the Customer requests that the Board utilize equipment which differs from its normal specifications, purchased or installed, the Board may elect to provide such non-standard equipment with the Customer paying any additional cost.

I. Non-Standard Construction

Where, in the Board's judgment, practical difficulties exist such as unexpected governmental requirements, frost or wet conditions, contaminated soil, rock within the excavation surface, or where it is necessary to deviate from the Board's approved construction standards or established distribution system design, the Board may require the Customer to pay for the additional cost resulting therefrom.

J. Other Facilities

The Board may elect to prohibit the construction of sanitary sewers and water Facilities in its easement so that sewer and water connections can be made without undermining electrical ducts or cables. It will be the responsibility of the owner(s), developer(s) or Customer(s) 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 Board does not assume responsibility for any damage to these Facilities.

K. Customer Provided Facilities

Customers who will be served by an underground distribution system and whose Load requires the installation of a padmounted transformer(s) larger than 500 kVA shall be required to own, install and maintain a concrete platform(s) constructed according to the Board's specifications.

Where it is necessary or requested to place the Board's pole(s), transformer(s) 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 Board's specifications or the Board will install them on an estimated installed cost basis

L. Mobile Home Courts

Underground distribution systems and services for Mobile Home Courts shall be installed under the provisions of this Rule 10 and Rule 11, except that the Board will provide, install and maintain suitable meter supports which will be located along the Main Line Trench at locations as specified by the Board. The Board will install, own and maintain the entire underground electric distribution system, including the pre-metered portion of the service laterals. The service conductors from the meter to the mobile home shall be the responsibility of the Mobile Home Court owner.

M. Street Lighting

The Board may provide street lighting in areas served directly by its distribution system subject to the governing entity's approval Board approved standards and the Board's Rate Schedules. The governing entity shall be required to sign a Street Light Construct and Billing Agreement.

The Board may provide underground street lighting in areas served directly by underground distribution systems.

- (1) Where applicable street lighting facilities including standards, luminaries, cables and associated facilities will be installed after curb and gutter installation.
- (2) Street lighting facilities will be installed utilizing the direct buried method as described in Rule 10 Section 2 except where applicable per Rule 10 section M.
- (3) Underground conduits shall be installed under all drivable surfaces.
- (4) Where applicable a reasonable effort should be made by the governing entity and its contractor to coordinate the installation of conduits during road and driveway construction.

- (5) Conduits will be installed across all quadrants of intersections where street lights are proposed at locations to be specified by the customer projects engineer. The customer projects engineer may reduce or increase the number of conduits to meet the conditions of the system or site.
- (6) Street lighting underground cables will be installed at a minimum of 12 inches and a maximum of 24 inches behind back of curbs, gutter or drivable surface delineation. Depth of cable is as defined in Rule10 Section 2. Trenching and Duct.
- (7) Where concrete is continuous between curb and sidewalk and or property line conduits shall be installed from light to light. Handholes will be installed at each light standard. The number of conduits installed will be specified by the customer projects engineer.
- (8) Standards and poles will be installed 3 feet behind the back of curb or drivable surface and 6 feet from any curb radius or driveway. Exceptions shall be approved by the customer projects engineer.
- (9) Street Lighting facilities installed on State of Michigan Highways or trunk lines will be installed according to the MDOT standards and approvals.
- (10) Roadway traffic signs may be installed on existing street light poles and standards with approval from the governing entity. Installation of signs shall be completed by the governing entity or its approved contractor. Signs shall be installed utilizing Board approved methods and materials and meet all local codes.
- (11) Illumination levels, street lighting design and installation will be determined by the latest standards and guidelines set forth by the Illuminating Engineering Society of North America and Board. Any deviations from these guidelines and standards must be submitted in writing and approved by governing agency and the Board.

N. Outdoor Protective Lighting

The Board may provide Outdoor Protective Lighting (OPL) in areas served directly by its distribution system subject to the governing entity's approval, where applicable, Board approved standards and the Board's [Rate Schedule](#). The customer shall enter into a Board Outdoor Protective Lighting (OPL) Contract.

- (1) OPL's may be installed on existing poles as approved by the customer projects engineer.
- (2) OPL's may be fed from overhead distribution or underground distribution.
- (3) Where applicable OPL facilities including standards, luminaries, cables and associated facilities will be installed after curb and gutter installation.
- (4) Underground OPL facilities will be installed utilizing the direct buried method as described in Rule 10 Section 2 except were applicable per Rule 10 section M.
- (5) Where applicable to the installation underground conduits shall be installed under all drivable surfaces.
- (6) Where applicable a reasonable effort shall be made by the customer and its contractor to coordinate the installation of conduits during road and driveway construction.
- (7) OPL underground cables will be installed at a minimum of 12 inches and a maximum of 24 inches behind back of curbs, gutter or drivable surface delineation. Depth of cable is as defined in Rule10 Section 2. Trenching and Duct.
- (8) Where concrete is continuous between curb and sidewalk and or property line conduits shall be installed from light to light. Handholes will be installed at each light standard. The number of conduits installed will be specified by customer projects engineer.
- (9) Standards and poles will be installed 3 feet behind the back of curb or drivable surface and 6 feet from any curb radius or driveway. Exceptions shall be approved by the customer projects engineer.

- (10) Illumination levels, street lighting design and installation will be determined by the latest standards and guidelines set forth by the Illuminating Engineering Society of North America and Board. Any deviations from these guidelines and standards must be submitted in writing and approved by governing agency and the Board.

O. Subdivisions

The Board will install underground electric distribution systems for all new subdivisions. Likewise, where a new subdivision is located adjacent to an existing overhead distribution system, the Board will generally provide underground service from these overhead [Facilities](#) unless the local governmental authority approves the use of individual overhead service connections.

P. Available Voltage

If a Customer requires a three-phase voltage different from the established voltage in the area, it may be furnished at the Board's option. In such cases, the Customer shall pay all extra costs involved. In the case where there is more than one established voltage in the area, the Board shall determine which voltage will be furnished.

Q. Construction Date of Distribution Extension

The Board will, based on availability of work crews and material, and subject to approvals of the appropriate regulatory agencies, utilize best efforts in constructing the distribution extension to meet a mutually agreed upon date.

2. Trenching and Duct

The owner(s), developer(s) or Customer(s) shall be required to provide, at no expense to the Board, rough grading (within six (6) inches of finished grade) prior to the installation of the Board's [Facilities](#) so that the underground electric distribution system and street lighting cables, if any, can be properly installed in relation to the finished grade. Owner(s), developer(s), or Customer(s) shall install and maintain permanent survey stakes indicating property lines, at no expense to the Board, after rough grading, and prior to installation of the Board's Facilities.

The Board's construction standards for the installation of direct burial primary and secondary cables require a minimum cover of thirty-six (36) inches for primary cable and thirty (30) inches for secondary cables and a maximum cover of forty-eight (48) inches, unless otherwise approved by the Customer Projects and Development Department and, in no cases, shall the Board allow any Board owned cable Facilities to remain energized when in known violation of the minimum depth requirements of the National Electrical Safety Code. Any subsequent relocation of Board Facilities required because of a change in grade that violates this minimum depth requirement shall be done by the Board and billed at actual cost to the owner(s), developer(s) or Customer(s) causing for the violation.

The Board may jointly utilize Trenches for primary, secondary cable and service conductors with other utilities. The other utility(s) electing to utilize joint trench will be responsible for payment of "Joint Trench Charges" in accordance with Rule 15, "[Joint Trench Charges](#)". All Trenching and backfilling will normally be provided by the utilities; however, the developer shall be responsible for all extra expense involved if paving is installed before cable or conduit crossings are in place.

The Board may elect at its sole discretion to install additional conduit or duct at the request of other utility providers. The utility(s) utilizing the conduit or duct will be responsible for payment of joint installation in accordance with [Rule 15](#).

The Board will backfill Trenches for primary and secondary cables with the same material as has been excavated and with minimum compaction except in cases where material removed is found to be rubble, debris or unsuitable as determined by the Board. In such cases, sufficient sand shall be provided by the owner(s) or developer(s), at no expense to the Board, or the Board may, at the owner's expense, furnish the sand to backfill six (6) inches below and above the Board's cables.

Where it is necessary for Trenching and installation of underground electric [Facilities](#) to be scheduled during the "Winter Construction Period" as defined in Rule 15, the Customer may be required to pay a "[Winter Construction Charge](#)" as established therein.

As an option, the Customer or developer may elect to provide all Trenching, backfill and restoration on the Customer's or developer's property to the Board's specifications.

Prior to the installation of the Board's direct burial electric [Facilities](#) in a [Trench](#) provided by the Customer or developer, the Trench shall be inspected by the Board's authorized personnel for proper depth and cleaning of debris. The first inspection shall be at no charge, and all subsequent inspections may be subject to a "[Site Inspection](#)" fee as defined in Rule 15.

If the Board determines that an installation is not practical for direct burial cable, the Board will require ducts. The owner shall be responsible to own, install and maintain ducts, manholes and vaults located on the owner's [Premises](#) when:

- A. The owner requests these Facilities;
- B. Direct burial installation is impractical;
- C. The Board requires these Facilities as an extension from a similar existing system, or;
- D. Other reasons as may be determined by the Board.

Otherwise, the Board shall own, install and maintain such ducts and associated Facilities. Ducts, manholes and vaults shall be installed in accordance with the Board's specifications.

3. Conversion of Existing Overhead Distribution Systems and Associated Services

At the request of a Customer, the Board will, if feasible, convert any existing overhead electric distribution system and associated overhead services, including any provisions for street lighting, to underground distribution Facilities.

Prior to the commencement of the conversion of any existing overhead distribution systems and associated services, the Customer(s) shall be required to make a nonrefundable contribution in aid of construction. The contribution in aid shall reimburse the Board for the estimated fair market value of the existing overhead Facilities comprising such system plus the cost of removal less the salvage value thereof, plus the cost of the new underground Facilities including, without limitation, the cost of breaking and repairing streets, walks, parking lots, driveways, and the cost of repairing lawns and replacing shrubs, flowers, sod.

Should the conversion of these Facilities cause the installation or re-arrangement of other overhead Facilities in the area, the Customer(s) shall reimburse the Board for the installed cost involved in re-arrangement or installation of other existing Facilities.

Conversion of any existing overhead electric distribution system and associated overhead services are also subject to the easement provisions of [Rule 10.1.F](#).

Any additional rewiring of Customer owned Facilities made necessary by the conversion of an overhead service to any underground service shall be the responsibility of the Customer.

Pole attachments other than the Board's are the responsibility of the attaching party.

4. Electric Facility Relocations and Removals

At the request of a Customer or developer, or as required due to a conflict, or to meet Board Standards, the Board will relocate or remove its electric and associated Facilities provided:

- A. The relocation or removal is feasible and meets Board Standards.
- B. The Customer or developer obtains approval from all Customers impacted by the proposed relocation.
- C. The relocation or removal does not degrade electrical reliability
- D. All governmental approvals, permits and easements are obtained

Prior to any relocation or removal of electric [Facilities](#), the Customer or developer shall be required to make a nonrefundable contribution in aid of construction. The aid in contribution of construction shall reimburse the Board for all relocation and removal costs including material, labor, the cost of breaking and repairing streets, walks, parking lots, driveways, etc., repairing lawns, replacing shrubs, flowers, etc., and any right-of-way costs as per this Rule 10, plus the cost of any necessary modifications to the Board's electric distribution system affected by the relocation or removal, less the salvage value of any portion of the electric Facilities removed. Where relocation or removal of electric Facilities is necessary to serve new or additional [Load](#), the Board may elect to credit all or a portion of the value of any associated revenue to the cost of relocation or removal.

The only exception to these relocation provisions will be the relocation of the Board's electric Facilities within public right-of-way that blocks the access to the first driveway to a residential Premise. There will be a charge for relocation work to provide access to any additional driveways to these [Premises](#). Proof of driveway permits will be required prior to any relocation work.

5. Distribution System Extensions for [Second Source](#)

- A. The Board will not construct at its own expense a second electric source to any facility, new or existing, that can be adequately served with a single source as determined by the Board. Except that a [Second Source](#) shall be required for Customers served from the Board's underground lead cable system and the Board may require a nonrefundable contribution in aid of construction as determined by [Rule 10.1.D](#).
- B. The Customer may have the additional source installed by making a nonrefundable contribution in aid of construction to the Board, in advance, to cover the entire cost of extending the Board's electric Distribution Lines to the Customer's [Facilities](#), and any other cost incurred due to increasing the capacity of the Board's existing distribution Facilities.

- C. Where the reasonable probability exists for future Customers to be connected to the proposed Second Source line extension, the Board may elect to enter into a line extension agreement in accordance with the applicable provisions of this Rule 10.
- D. In the case of a request for a Second Source, the Board will endeavor, but does not guarantee, to maintain at all times two separate sources to the Customer's Facilities.

Services

1. General

The [Service Entrance Conductors](#) shall be furnished, installed and maintained by the Customer in accordance with the National Electrical Code or other applicable local codes and shall conform to the Board's specifications.

The [Service Location](#) shall be specified by the Board and shall be located so that the Board's service [Facilities](#) meet or exceed all clearance requirements of the National Electrical Code, National Electrical Safety Code and other applicable law, regulations and local codes.

Service shall not be provided to a Service Location through an existing structure.

Should it become necessary from any cause beyond the Board's control to change the Service Location, the entire cost of any changes in the Customer's service shall be the responsibility of the Customer.

Should it become necessary for the Board to reinforce or upgrade area distribution Facilities to accommodate the requested service, a nonrefundable contribution in aid of construction may be required as determined by [Rule 10.1.D](#).

Any poles, wires and other equipment required at or beyond the Customer's meter shall be furnished, installed and maintained by the Customer.

The Board will maintain and repair only those service conductors owned by the Board except as provided in [Rule 11.6](#). In the course of maintaining or repairing service conductors, the Board shall bear no responsibility for damage incurred or restoration to areas where the service conductors pass under any area not readily accessible. The Customer shall be responsible for additional repair costs due to these encumbered services or for damage as a result of negligence, willful damage or carelessness by the Customer, owner or tenants.

2. Application for Service

A. Request for existing services

Request for existing services are taken by the Customer Service Department at the Board main office at 1232 Haco Drive, Lansing MI 48912 or by calling (517) 702-6006 during normal business hours.

B. Request for new services

Request for new services are taken by the Utility Services Section of the Customer Projects and Development Department at Board offices at 730 E. Hazel Street, Lansing MI 48912 or by calling (517) 702-6700, during normal business hours.

C. Residential Service Applications

The Board is required to exercise due diligence in an effort to prevent identity theft. To establish service/account, customers are required to comply with the Board's effort by producing acceptable elements of positive identification. Acceptable elements of a positive identification include but are not limited to the following:

1. Full Name (an account can only be in one person's name)
2. Date of Birth
3. Address (a copy of the mortgage or lease agreement may be required to verify residency)
4. Telephone Number
5. Email Address
6. Social Security Number (Only required if the customer can not or will not verify their identity in person)
7. State or Governmental issued Identification (i.e. Drivers License, Military ID, Passport)

D. Commercial Service Applications

To establish commercial service/account, the Board is required to acquire the following business information:

1. Legal Business Name and Tax ID Number (registered in Michigan)
2. Type of Business
3. Tax Status (Taxable, Tax Exempt or partial Tax Exempt, documentation will be required)
4. Telephone Number
5. Email Address
6. Contact Name(s)
7. Owner or Business Agent Name
8. Mailing Address if different from Service Address

3. Temporary Services

Customers desiring temporary general secondary service (normally less than six (6) months) for, including without limitation, construction jobs, traveling shows, outdoor or indoor entertainments or exhibitions, shall pay the charge per Customer per month provided in the Board's applicable Rate. The Customer shall furnish a suitable support for the metering.

The Customer shall be required to make a nonrefundable contribution in aid of construction with the Board in an amount to cover the cost of installing and removing these temporary Facilities plus a security deposit if required prior to the start of construction. Meters shall be installed by the Board and may be read daily and the deposit will be modified, as the [Energy](#) used may justify such modification. Minor temporary Loads such as construction security cameras may be unmetered and billed at a flat Rate at the approval of the Customer Projects and Development Department.

Where overhead temporary service of 400 Amperes or less is desired and where such service is available and does not exceed 100 feet at the time temporary service is needed, the charge will be as specified in [Rule 15](#).

Where overhead temporary service is not available at the site or exceeds 100 feet or 400 Amperes, the Customer shall be required to make a nonrefundable contribution in aid of construction to the Board in advance to cover the estimated cost of installation (excluding services and meters), plus the cost of removal or abandonment of the temporary [Facilities](#) less the salvage realized.

For all underground temporary services, the Customer is responsible to [Trench](#) and install each underground temporary service conductor(s) in accordance with the requirements of all electric codes applicable, to a point within two (2) feet of the Board's [Facilities](#). Any excavation with power equipment will require notification of the "Miss Dig" system for the identification of all underground Facilities in the area as required by the laws of the State of Michigan. The Customer shall make a nonrefundable payment to the Board for connecting and disconnecting temporary service conductor(s) to Board equipment as stated in Rule 15.

4. Residential, Commercial and Industrial Overhead Services

Where suitable service is available, the Board will install, own and maintain overhead service conductors from its Distribution Lines to the nearest suitable point of attachment on the Customer's buildings or other structures as designated by the Board. The ampacity of the Board's overhead service conductors will be rated for the estimated electric [Demand](#) but not less than 50% of the customer's main over current device(s).

Where the Customer requests a point of attachment other than that specified by the Board, then the Customer shall be responsible to pay the cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested.

The Customer shall furnish, own, install and maintain service masts, when necessary in order to obtain required clearance. The Board will specify the location, height and size 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 Board 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 builder regarding the method of fastening prior to installation.

Where paralleled [Service Entrance Conductors](#) are used in overhead services, the Customer(s) or the contractor(s) shall be responsible to terminate the paralleled conductors in a single conductor suitable for connection to the Board's overhead service wires.

5. Residential, Underground Services from Underground Distribution Systems

Upon request and where suitable [Facilities](#) are available, the Board will install, own and maintain single phase underground direct burial residential electric service conductors to the nearest suitable point of attachment on the exterior of the Customer's building or other structure as designated by the Board, provided that the total capacity of all the Dwelling Units at each [Service Location](#) does not exceed the capacity of a single 167 [kVA](#) transformer. Where the total service capacity of all the Dwelling Units at one Service Location exceeds the capacity of a single 167 kVA transformer, the service conductors shall be installed in accordance with [Rule 11.6](#).

The developer or Customer shall be required to make a nonrefundable contribution in aid of construction to the Board to cover the additional cost resulting from the installation of an underground service.

For standard installations, the amount of such contribution shall be computed on the basis of the “[Residential Underground Service](#)” charge as defined in Rule 15 and applied to the straight line distance from the termination of the Board’s secondary Facilities normally at or near the front or rear property line, or at the Board’s transformer, to a point directly below the Customer’s meter as designated by the Board.

Where special routing of the service conductors is requested by the Customer and the Board determines this request to be feasible, the cost of the additional service length required to accommodate such special routing shall be the responsibility of the Customer and will be based on the “[Residential Underground Service](#)” charge as defined in Rule 15.

Where, in the Board’s judgment, practical difficulties exist such as unexpected governmental requirements, frost or wet conditions, contaminated soil, rock within the excavation surface, or where it is necessary to deviate from the Board’s approved construction standards or established distribution system design, the Board may require the Customer to pay for the additional cost resulting therefrom.

6. Residential Underground Services from Overhead Distribution Systems

The Board will, where feasible, install, own and maintain single phase underground direct burial residential electric service conductors from an overhead electric distribution system in accordance with the provisions of [Rule 11.4](#). In addition, the Board will impose a “Secondary [Riser Pole Charge](#)” for each underground service supplied from an overhead secondary as stated in Rule 15. If a crossing of a public road is necessary and the Customer requests that the crossing be installed underground, the Customer may be required to make an additional contribution in aid of construction to the Board, in an amount equal to the estimated difference in cost between an overhead and underground crossing.

7. Commercial and Industrial Underground Services

The owner of each commercial or industrial building requiring an underground electric service system shall install, maintain and own the underground secondary service conductors between the building and the service pedestal, padmounted transformer or secondary attachment on the pole. Primary service conductors shall be installed, maintained and owned by the Board.

Customers located in areas served by direct burial distribution systems may request the Board to install direct buried electric secondary service conductors to commercial services not exceeding 400 amps where the point of metering is located outside and is in compliance with the Board’s requirements. The Board will comply with the request, if it is feasible, but shall only install service conductors to a meter enclosure supplied by the Board and installed by the Customer. The Customer shall retain ownership of such service conductors with maintenance provided by the Board at the Customer’s expense.

The Customer or developer shall be required to make a nonrefundable contribution in aid of construction toward the cost of such Board-installed services that, for standard installations, will be computed on the basis of the “[Commercial Underground Service](#)” charge as defined in Rule 15.

Where, in the Board’s judgment, practical difficulties exist such as unexpected governmental requirements, frost or wet conditions, contaminated soil, rock within the excavation surface, or where it is necessary to deviate from the Board’s approved construction standards or established distribution system design, the Board may require the Customer to pay for the additional cost resulting therefrom.

The commercial or industrial Customer may request the Board to maintain and repair, and the Board may do so in its discretion, the Customer’s underground secondary service conductors between the building and the service pedestal, padmounted transformer or secondary attachment on the pole. The

Customer shall be responsible to pay all bills rendered by the Board for the cost to maintain or repair the Customer's service conductors.

Secondary service conductors shall be installed in accordance with any applicable local codes and the following Board specifications:

- A. The total ampacity of all secondary service cables connected to a transformer shall not exceed 2000 Amperes. The secondary service shall be in accordance with the National Electrical Code or other applicable local codes. Due to physical limitations of Board-owned transformers and secondary connectors, the maximum number of paralleled secondary cables for any single service dependent on service size shall be limited to:

<u>Single Service Size Cables</u>	<u>Maximum No. of Parallel</u>	
	<u>Copper</u>	<u>Aluminum</u>
200 Amperes	4	4
400 Amperes	4	4
600 Amperes	4	4
800 Amperes	4	4
1000 Amperes	4	4
1200 Amperes	4	4
1600 Amperes	4	5
1800 Amperes	5	6
2000 Amperes	5	6

The total number of cables connected to a single transformer connector shall not exceed five - 600 kcmil for copper cables and six - 750 kcmil for aluminum cables. The Board will make connection of all service and primary cables to Board-owned transformers.

- B. A single secondary service in excess of 2000 Amperes shall be installed using one of the two following methods.
 - (1) A bus duct that is provided and installed by the Customer or developer. The Applicant must provide flexible secondary connectors with bus duct. The Board will make connection of the bus duct to the secondary of the transformer.
 - (2) The Applicant may purchase a [Board approved multiple secondary termination cabinet](#). This cabinet is designed for use on single secondary services up to 3,000 Amperes and is available from the Board for a fee as specified in [Rule 15](#). The Applicant shall construct a concrete pad, supply and install their own cable and provide terminal lugs for their supplied cables. The Board will make connection of the Applicant's cable to the cabinet.
- C. In locations where the Customer's service conductors are permitted to be connected directly to a Board-owned transformer, only Board approved and provided terminations shall be allowed.

8. [Multi-Dwelling Structure](#) Services

The owner or developer of each [Multi-Dwelling Structure](#) requiring an underground single phase electric service system shall install, maintain and own the underground secondary service conductors between the building and the service pedestal, padmount transformer, or secondary attachment on the pole. The total capacity of the Dwelling Units connected to each service shall not exceed the capacity of a single 167 [kVA](#) transformer.

Customers located in areas served by direct burial distribution systems may request the Board to install direct buried secondary service conductors to [Multi-Dwelling Structures](#) not exceeding 800 A where the point of metering is located outside and is in compliance with the Board's requirements. The Board will comply with this request, if it is feasible, but shall only install service conductors to a Board approved customer owned and installed main overcurrent device or junction box. The Customer shall retain ownership of such service conductors with maintenance provided by the Board at the Customer's expense.

The Customer or developer shall be required to make a nonrefundable contribution in aid of construction toward the cost of such Board installed services that, for standard installations, will be computed on the basis of the "[Commercial Underground Service](#)" charge as defined in Rule 15.

Where, in the Board's judgment, practical difficulties exist such as unexpected governmental requirements, frost or wet conditions, contaminated soil, rock within the excavation surface, or where it is necessary to deviate from the Board's approved construction standards or established distribution system design, the Board may require the Customer to pay for the additional cost resulting therefrom.

9. Conversion of Existing Overhead Electric Service

At the request of a Customer, the Board will, if feasible, convert an existing overhead electric service to an underground electric service in accordance with [Rule 10.3](#).

10. Electric Service Relocations and Removals

At the request of a Customer, or as required due to a conflict, or to meet Board Standards, the Board will relocate or remove its electric service [Facilities](#) in accordance with [Rule 10.4](#).

11. [Second Service](#)

- A. The Board will not construct at its own expense a second electric service to any facility, new or existing, that can be adequately served with a single source as determined by the Board. Except that a [Second Service](#) shall be required for Customers served from the Board's underground lead cable system and may require a nonrefundable contribution in aid of construction as determined by [Rule 10.1.D](#).
- B. The Customer may have the additional service installed by making a nonrefundable contribution in aid of construction to the Board, in advance, to cover the entire cost of providing a Second Service.
- C. In the case of a request for a Second Service, the Board will endeavor, but does not guarantee, to maintain at all times two separate services to the Customer's Facilities.

Motors

Customers shall be responsible to protect a motor that cannot have its rotation safely reversed or that would be damaged by phase or voltage failure in all phases by phase reversal and phase failure relays and/or low voltage relays. These protective devices should be wired to automatically disconnect and prevent restarting of motors until the problem has been corrected and service restored to normal.

Conventional single phase motors may be connected to operate at 120 or 240 Volts subject to the following limitations:

<u>Nominal Motor Size</u>	<u>Permissible Operating Voltage</u>	<u>Maximum Allowable Locked-Rotor Current</u>
½ hp or less	120	50 Amperes
½ hp to 3 hp	240	105 Amperes
Over 3 hp	240	To be connected only with written permission of the Board

All single phase motors should be connected by the Customer to operate at 240 Volts whenever practical to minimize voltage drop in the Customer’s wiring and supply system.

The Board may restrict both the individual and combined [Horsepower](#) and locked rotor current of three phase motors installed in a Customer’s facility. The Board may require the Customer to install reduced voltage starters, starting interlock systems, variable frequency drives, or other devices to reduce the locked rotor demands on the Board’s electric distribution system. If the Board, in its sole discretion, determines that a larger sized transformer than what would normally be installed is required to supply the locked rotor currents, the Customer shall bear the added cost.

Customers planning the use of three phase motors should consult the Customer Projects and Development Department of the Board for characteristics, adequacy and availability of the service.

Use of Board Equipment

1. General

The Board's wires, poles and apparatus, together with any interconnections thereof, are the exclusive property of the Board, and the connection of a Customer's [Premises](#) thereto does not entitle the Customer to any use thereof, except as permitted by the Board and as necessary for the delivery of the Board's service to the Customer.

The use of any part of the Board's distribution or [Transmission System](#) without prior Board approval is expressly prohibited.

2. Authorized Attachments

The Board may enter into a Pole Attachment Agreement providing joint use of certain of its wood poles for the purposes of providing telephone, CATV or other telecommunications services. The use of any pole by anyone, without first having entered into a written agreement with the Board is prohibited.

The Board may also issue revocable permits to any person(s) or organization(s), seeking to attach any wire, cable, facility or apparatus for the transmission of telecommunications. Upon application for permit, the applicant shall pay a nonrefundable [application fee](#) as stated in [Rule 15](#). Application shall be made to the Customer Projects and Development Department of the Board. The applicant shall provide the Customer Projects and Development Department with all documents required in the application process within 90 calendar days of the date the application is submitted. After 90 days, the application will be voided and the requested pole space will be made available to other users. After completing the application process and receiving a signed permit, the applicant has 90 calendar days to exercise their access rights granted in the permit.

Any reconstruction of the Board's Transmission and Distribution system that is necessary to accommodate the [Facilities](#) of the applicant shall be done by the Board at the expense of the applicant.

The [annual pole rental fee](#) shall be as stated in Rule 15 and will begin upon receipt of the permit. Poles found attached in the field without permission shall, at the Board's discretion, be removed in accordance with [Rule 13.3.B](#) or be subject to a minimum of three years retroactive billing.

The Board may exclude or limit certain Facilities from its poles. Furthermore, any poles that, in the opinion of the Board, is necessary for its sole use will be excluded from any pole attachment permit, joint use or rental agreements.

3. Unauthorized Use and Removal

- A. The unauthorized attachment (including painting or marking) of any signs, banners, lines, cables, equipment or any other matter to the Board's poles is prohibited.

Authorization may be granted by the Board's General Manager or his designated representative based on purposes permitted by Michigan State law and requirements of governmental authority for the health, safety or welfare of the general public.

- B. The Board may remove or cause to be removed without notice any unauthorized foreign matter from its poles at the expense of the Customer, the person(s) attaching the unauthorized matter or, in the event neither can be identified, the individual, firm or organization which appears to be the primary sponsor, user or beneficiary of the unauthorized matter. The Board will observe reasonable precaution to prevent any damage resulting from such removal, but will not be liable for any damage thereto.

Interconnection for Distribution and Renewable Energy Generators

1. General

In order to provide for the safety of the Board's personnel and others and to assure reliability of electric service to all Customers, these requirements are established for operation of Customer generation in parallel with utility distribution systems.

These requirements include all Customer systems under 100 kW. Systems 100 kW and over will be handled by the Board on an individual basis. All units over 10 kW must be three phase units unless specifically exempted.

These requirements apply to both existing and proposed installations.

2. Approvals

The Customer shall submit for Board approval, detailed electrical diagrams and equipment nameplate data, including the interface device and control systems of the Customer's power source. Application and Interconnection Standards can be obtained by Contacting the Customer Projects and Development Department.

The completed installation must meet all local, state and national codes and is subject to inspection and test by the Board and local code enforcement authorities before commencement of parallel operation and such installation may be periodically inspected by the Board as required.

The Customer shall obtain approval from the Board prior to making any revisions to the Customer's generating unit, its control systems or the interface between the two power systems after the initial installation.

3. Control and Protection

The Customer's control and protection system must be acceptable to the Board. The Customer's system shall provide for automatic separation from the Board's distribution system in the event of a short circuit or open circuit on the Board's distribution system. The Customer's control system shall also provide for automatic paralleling with the Board's system when conditions are proper for parallel operation. Manual paralleling is not permitted without prior approval of the Board. Over frequency, under frequency, over voltage and under voltage control may be required. The Customer shall be liable for damage or injury if any part of the Customer's protective scheme fails to function due to lack of proper maintenance or Customer negligence.

The Customer is required to install a disconnecting device with a visible break suitable for use as a protective tag location so as to be accessible by Board personnel or its agents and in reasonable close proximity to the billing meter. This device shall accept a standard Board padlock and shall be located on the outside of all buildings. In no case shall the Customer tamper with or attempt to bypass the disconnect switch when the Board has locked it in the open position.

4. Operation

Should the parallel operation of the Customer's generating source cause interference or affect voltage, frequency or harmonic content of the Board's system or of another Customer's service, the Customer shall discontinue parallel operation until the condition has been corrected.

The Customer will be charged for all costs associated with any alteration of the Board's equipment required for proper operation of the Customer's generating equipment in parallel with the Board's system. The Customer will also be liable for costs of future changes due to safety or adverse effects on the Board's and/or other Customer's systems.

5. Termination

If the Customer does not meet all of the above requirements, the Board may require termination of parallel operation. Failure to terminate parallel operation when required shall be cause for the Board to interrupt electric service to the Customer.

6. Contract

The Customer must sign a contract with the Board before commencing parallel operation. In signing the contract, the Customer shall, among other things, accept liability for any damages or injuries caused by the Customer's parallel operation.

Schedule of Fees & Charges

ELECTRIC FEES and CHARGES		
Charge Description	When Applied	Charge
Residential Underground Distribution Extension	When requested by Customer	\$3.50 /ft \$7 /ft for undeveloped lots
Residential Underground Service	When requested by Customer Green space only, restoration not included. Installation requiring conduit, sidewalk crossing or other hindrances will be billed at time and material	\$4.50 /ft \$290 minimum
Commercial Underground Distribution Extension	When requested by Customer	\$7 /ft
Commercial Underground Service	When requested by Customer , restoration not included. 400 A or less and green space only Multi-Dwelling Structure Single Phase 800 A or less	\$6.50 /ft \$525 minimum \$6.50 /ft \$525 minimum
Transformer kVA Capacity	Commercial or Industrial underground services with padmounted transformation.	\$10/kVA
Current and Potential Transformer Enclosure	When requested by Customer, 401 – 1000A When requested by Customer, >1001A – 1200A When requested by Customer, >1201A – 3000A	\$700 ea. \$1800 ea. \$12,500 ea.
Multiple secondary termination cabinet	When requested by Customer, up to 3000A	\$9,800 ea.
Secondary Service Termination Box	Board installed commercial services requested by customer 800 A or less	\$900 ea.
Temporary Service Overhead	Install & remove service drop, 100 ft max, 200 A or less 201A to 400 A	\$550 ea. \$750 ea.
Temporary Service Overhead	Install & remove service drop, exceeds 100 ft, 400 A or not available	At cost
Temporary Underground (Normal)	When requested by Customer, Connection & disconnection only April 1 – December 14	\$375 ea.
Temporary Underground (Winter)	When requested by Customer, Connection & disconnection only December 15 – March 31	\$550 ea.
Secondary Riser Pole Charge	When requested by Customer Single Phase 400 A or less Three Phase 400 A or less	\$625 ea. \$925 ea.
Site Inspection	When applicable, per site inspection.	\$90 ea.

ELECTRIC FEES and CHARGES		
Charge Description	When Applied	Charge
Pole Attachment Fees	Joint Use and Third Party, make ready and engineering	At cost
	Annual fee	\$12 per attachment \$300 minimum
	Application deposit, credited to make ready costs and engineering	\$33 per pole \$495 minimum
Joint Trench Charges	To other utilities	\$2.35 /ft if 3 joint users \$3.15 /ft if 2 joint users \$4.70 /ft if 1 joint user Winter charge may also apply.
Conduit Delivery for Joint Facilities Installation	To other utilities when conduit is delivered to site for road or drive crossing for installation by developer's contractor or Board for utilization by Joint user(s).	\$2.00 /ft if 2 joint users in same conduit \$3.90 /ft if 1 joint users
Joint Conduit Push with Board	To other utilities to utilize separately installed conduit	\$24 /ft if 2 joint users in same conduit \$36 /ft if 1 joint user Winter Construction Charge may apply.
Joint Boring with Board	To other utilities to utilize separately installed flexible duct.	\$15 /ft if 2 joint users in same duct \$25 /ft if 1 joint user Winter Construction Charge may apply.
Winter Construction Charge	December 15 – March 31 In addition to normal charge	\$9.00 /ft
Connect fee	Standard Service: By the end of the next business day of the order being taken. Service orders taken before 3:00 p.m. weekdays are normally completed by the end of the same business day.	No charge
	Same-Day Service: By the end of the same calendar day of the ordering being taken. Service orders taken after 3:00 p.m. weekdays or on Saturday will be completed by the end of the day.	\$135
Reconnection fee Non-pay (Normal hours)	Standard Service: Within 24 Hours of the order being taken. Service orders taken before 3:00 p.m. weekdays are normally completed by the end of the same business day.	\$30
	Same-Day Service: By the end of the same calendar day of the ordering being taken. Service orders taken after 3:00 p.m. weekdays or on Saturday will be completed by the end of the day.	\$135
Meter Tampering	Each Occurrence	\$155



Schedule of Fees & Charges
Electric Rule and Regulation 15

Cut at Pole	Anytime	\$155
ELECTRIC FEES and CHARGES		
Charge Description	When Applied	Charge
Security Deposits – Residential	For all new and existing customers unless waived by conditions stated in Rule 7.	\$122
Security Deposits – Commercial & Industrial	For all new and existing customers unless waived by conditions stated in Rule 7.	2 times average monthly bill
Customer requested service investigation or meter read	Each Occurrence	\$30
	Valid Service or Metering Issue	No Charge
Missed Appointment, No Show, No access Fee	After second occurrence, then per occurrence	\$30
Non Sufficient Funds (NSF) Fee	For Non Sufficient Funds on Checks	\$30
Rate 5 & 8 Meter Non-compliance Charge	For each month of non-compliance with meter requirements	\$80 /month
Meter Calibration Charge	When Customer requested meter calibration check is within plus or minus 2% accuracy	\$75
Customer requested Service Investigation/ meter read	Each Occurrence	\$30
	Valid Service or Metering Issue	No Charge
Demolition of Service	When requested by customer – fee covers only service conductors and meter removal.	\$80
OPL Disconnect / Reconnect	When requested by customer	\$40
Charges other than published	Relocations, damages, etc.	At Cost

Compliance

1. Aggregation of Retail Customer Demand Response:

- A. The Lansing Board of Water & Light or its authorized designee is the sole entity permitted to bid demand response on behalf of retail customers served by the Lansing Board of Water & Light directly into any Commission-approved independent system operator's or regional transmission organization's organized electric markets.
- B. Retail customers served by the Lansing Board of Water & Light wishing to bid their demand response into a Commission-approved independent system operator's or regional transmission organization's organized electric markets may do so by participating in the program established by the Lansing Board of Water & Light or its authorized designee. Retail customers are not permitted to participate in the demand response program of any other entity without the express prior authorization of the Lansing Board of Water & Light.

2. Ancillary Services Provided by Demand Response Resources:

- A. The Lansing Board of Water & Light or its authorized designee is the sole entity permitted to bid demand response on behalf of retail customers served by Lansing Board of Water & Light directly into any Commission-approved independent system operator's or regional transmission organization's organized markets as allowed by the regional transmission organization's existing tariffs.
- B. Retail customers served by the Lansing Board of Water & Light wishing to bid their demand response into a Commission-approved independent system operator's or regional transmission organization's organized markets as allowed by the regional transmission organization's existing tariffs may do so by participating in the program established by the Lansing Board of Water & Light or its authorized designee. Retail customers are not permitted to participate in the demand response program of any other entity without the express prior authorization of the Lansing Board of Water & Light.