



















## **III-9 Residential Disconnect Policy**

### **III-9 Section 1- Rules and Regulations**

- a) The ZBPW may shut off or terminate service to a residential customer for any of the following reasons:
1. The customer has not paid a delinquent account that occurred within the last six years. Notice may be sent when account is more than 30 days past due.
  2. The customer has failed to provide a deposit or guarantee as required.
  3. The customer has engaged in unauthorized use of the utility's service.
  4. The customer has failed to comply with the terms and conditions of a Special Payment Agreement or a winter protection plan.
  5. The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises or for the removal of a meter.
  6. The customer misrepresented his or her identity for the purpose of obtaining service or put service in another person's name without permission of the other person.
  7. The customer has violated any policies of the ZBPW so as to adversely affect the safety of the customer or other persons or the integrity of the system.
  8. A tenant lived in a residence when all or part of a delinquent account was incurred and left unpaid within the last three years. The ZBPW may transfer a prorated amount of the debt to the customer's current account, based upon the length of time that the customer resided as a tenant at the former residence. This does not apply if the customer was a minor while living at the former residence.
  9. An owner/landlord, as a customer, has not paid for service at a premise occupied by a tenant in any of the following circumstances and proper notice is given:
    - i. It is not feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities, as determined by the utility.
    - ii. The customer supplies a written, notarized statement that the premise is unoccupied.
    - iii. The premise is occupied and the occupant agrees, in writing, to the shut off of service.
    - iv. It is feasible to provide service to the occupant as a customer without major revision of existing distribution facilities and the occupant refuses to put the account in their name.
- b) If a customer claims an inability to pay their account in full, they will be allowed to enter into a payment plan for the amount owed that is not in dispute. The ZBPW is not required to enter into a subsequent payment plan until the customer has complied with the terms of an existing or previous payment plan unless the customer demonstrates a significant change in economic circumstances and requests a modification of the plan. If the customer defaulted on the terms and conditions of a







1. That the customer has defaulted on a payment plan or has failed to pay a monthly installment on a preexisting arrearage.
2. The nature of the default.
3. That unless the customer makes the payments that are past due within ten (10) days of the date of mailing, service will be shut off.
4. The date on or after which service will be shut off, unless the customer takes appropriate action.
5. That the customer may dispute the claim in writing before the date of the proposed shutoff of service by contacting the ZBPW in accordance with Section V-7.
6. That the utility will not shut off service pending the resolution of a dispute.
7. The telephone number and address where the customer may make inquiry, enter into a payment plan, or file a complaint.
8. That the customer should contact DHHS immediately if the customer believes he or she might be eligible for emergency economic assistance.
9. That the shut off will be postponed if a certified medical emergency exists at the customer's residence.
10. That a deposit and restoration charge may be required if service is shutoff for nonpayment of a delinquent account.

### **III-9 Section 7 – Critical Care and Medical Emergency Customers**

- a) Shutoff shall be postponed for not more than 21 days if the customer or a member of the customer's household is a critical care customer or has a certified medical emergency. The customer's certification shall identify any medical or life-supporting equipment being used, and the specified time period during which the shutoff of service will aggravate the medical emergency. Shut off may be extended for further periods of not more than 21 days, not to exceed a total postponement of shutoff of service of 63 days, only if the customer provides additional certification that the customer or a member of the customer's household remains a critical care customer or has a certified medical emergency. If shutoff of service has occurred without any postponement being obtained, the service shall be restored for not more than 21 days, and shall continue for further periods of not more than 21 days, not to exceed a total of 63 days in any 12-month period per household member. Annually, shutoff extensions totaling more than 126 days per household will not be given.

### **III-9 Section 8 – Definition of Terms**

- a) "Heating season" means November 1 through April 15.
- b) As used in this Policy: (Customer is responsible for providing documentation proving eligibility for 1, 2, 3, and 4 below)





### **IV-3 Tree Trimming**

The ZBPW shall have the right, privilege and authority to trim trees, overhanging branches, hedges, shrubs, or other obstructions which might endanger the safety or interfere with construction, operation and maintenance of any cross-arms, wires, conductors, insulators, or other electrical fixtures, devices, or apparatus of the ZBPW. By acceptance of electric service from the ZBPW, each electric customer shall be deemed to have granted such right.

## **V. RESPONSIBILITY FOR PAYMENT OF BILLS:**

### **V-1 General**

Each ZBPW customer is responsible to pay all utility bills as rendered on or before the due date shown thereon. Bills are rendered on approximately a monthly basis. Bills will be distributed by mail or electronically to customers approximately eighteen (18) days before the due date shown on the bills. The customer shall pay the billed net amount on or before the due date on the bill. If a bill remains unpaid the ZBPW has the right to discontinue service as defined in the ZBPW Shut off Policies. (See Sections III-8, Section III-9, and Section III-10)

### **V-2 Estimated Consumption**

While it is the ZBPW standard to read meters monthly, 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 ZBPW on the basis of prior consumption or operating characteristics of the facility and equipment.

### **V-3 Billing Errors**

Errors in billing can occur for a variety of reasons. In some cases the error can be clearly identified and quantified, while in other cases the error can only be estimated. When an error is found to exist in the billing rendered to a customer, the ZBPW will correct such error to recover or refund the difference between the original billing and the corrected billing.

- In cases in which a customer is overcharged, corrected billings will not be rendered for periods in excess of three (3) years from the date the error is discovered.
- In the case in which a customer is undercharged, the ZBPW may bill the customer for up to the twelve (12) month period immediately preceding the discovery of the error. A customer may request a repayment plan up to the number of months used to calculate the undercharge amount.

Refunds to customers will normally be made promptly upon discovery of the error.

### **V-4 Receipt of Payment**

Full and partial payments shall be applied in the following manner:

- 1) To the oldest outstanding arrears.
- 2) 65% to remaining outstanding electric account  
15% to remaining outstanding water account





- 4) Based on ZBPW records, the customer's allegations and all other relevant materials available, the ZBPW shall resolve the dispute, attempting to do so in a manner satisfactory to both the ZBPW and customer.
- 5) Within three working days of completion of the meeting, the ZBPW shall notify the customer of their decision resolving the dispute.
- 6) If the decision is unsatisfactory to the customer, the customer, within three working days of their notification of the ZBPW's decision, may request a hearing before the Board of Public Works General Manager.
- 7) The hearing before the ZBPW General Manager shall be held within five working days of the ZBPW's receipt of the customer's request.
- 8) At the hearing, the ZBPW and the Customer shall be entitled to present all information that is, in the ZBPW General Manager's view, relevant and material to the dispute.
- 9) Based on the hearing, the ZBPW General Manager, within three working days of the completion of the hearing, shall issue their decision resolving the dispute. The decision shall be final and binding on the ZBPW and customer.

Utilization of the abovementioned dispute procedure shall not relieve a customer of their obligation to timely and completely pay all other undisputed ZBPW charges and the undisputed portion of the amount which is subject to the present dispute. Failure to timely and completely pay all such undisputed amounts shall subject the customer to all applicable late charges and to termination of service in accordance with ZBPW Rules and Regulations.

### **V-8 Account Security Deposits**

The standard residential security account deposit will be 2 times the average monthly bill as determined by the ZBPW and applied according to the current ZBPW Schedule of Fees and Charges (See Attached).

The ZBPW shall require the standard residential account security deposit for all residential accounts serving leased residential properties, including mobile home parks, and for customers who have filed for bankruptcy and continue to live in their homes.

Moreover, if any residential account has been disconnected for nonpayment, an additional deposit equal to the standard residential security deposit will be required each time any residential account is disconnected for nonpayment, before service will be reconnected.

The ZBPW may require an account security deposit up to two month's billing for commercial or industrial accounts.

An additional standard deposit will be required for properties in Holland and Zeeland Townships which elect to exempt properties from the potential utility non-payment lien through the Notice of Lease provisions in the Township's utility lien ordinances.

The ZBPW will refund deposits to all customers who have voluntarily terminated service and paid all charges due.

### **V-9 Lien as a Security for the Collection of Service Charges**





#### **VI-4 Multiple Occupancy Buildings**

The metering 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 any other ZBPW approved location where they will be accessible at all times to ZBPW authorized personal. Metering in multiple occupancy buildings shall be plainly marked with metal tag or neat lettering identifying the portion of the building served. Such identification is the responsibility of the owner.

#### **VI-5 Meter Calibration Request**

Upon customer request (no more than once per year) and subject to applicable fees, the ZBPW 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.

#### **VI-6 Damaged Meters**

The customer shall be held liable for damage to the meter from acts of carelessness, negligence, or willful damage performed by the owner or their tenants. The ZBPW will repair or replace any meter so damaged, and the cost shall be billed to the customer.

#### **VI-7 Primary Metering Guidelines**

For customers that would prefer to take advantage of owning their own transformer and being serviced at primary voltage, a primary metering cabinet can be installed. Such installations must be done in accordance with ZBPW guidelines as follows.

1. Board of Public Works
  - A. Will furnish, install and maintain the primary service and metering equipment in accordance with the applicable rates and extension policies. "Primary service" is defined as the utility's overhead drop or underground lateral conductors from the last pole, switchgear or other BPW structure to the service point located as close as possible to the customers property line.
  - B. Will make the final connection of the customer termination to BPW equipment.
2. The Customer
  - A. Installs and owns cables on load side up to Primary metering terminals. A two hole NEMA standard lug shall be provided for each conductor including the neutral bus. Primary metering may be pad mounted or on a riser pole (as specified by the BPW).
  - B. Shall make application to the BPW for the proposed primary service and obtain approval of the location, equipment, and design before starting installation of the service entrance.
  - C. Will submit a plan view drawing of the installation and shop drawings of switchgear to the BPW for approval prior to finalizing orders for service equipment to avoid delays and unnecessary expense for the customer and the BPW.
  - D. Service entrance equipment located at the service point shall include a three-phase, gang-operated load break disconnection means and overcurrent protection. The disconnect shall be located to provide a visible open and operating capabilities to both the customer and the BPW.
  - E. Any exceptions to the above requirements must be approved by the BPW.

















The ZBPW may restrict both the individual and combined horsepower and locked rotor current of three phase motors installed in a customer's facility. The ZBPW 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 ZBPW electric distribution system. If the ZBPW determines that a larger sized transformer than what would normally be installed is required to supply the locked rotor currents, the customer shall be responsible for the added cost.

Customers planning the use of three phase motors should consult with the ZBPW for characteristics, adequacy and availability of service.

## **XI. PARALLEL POWER SOURCES: ( Interconnection for Distribution and Renewable Energy Generators )**

The following guidelines are provided to assure safety for ZBPW employees as well as to maintain reliable electric service to all Customers. These requirements include all customer systems 20 kW or less. Systems over 20 kW will be addressed by the ZBPW on an individual basis. All units over 10kW must be three phase units unless specifically exempted by the ZBPW.

These requirements apply to both existing and newly proposed installations.

- A. The Customer shall submit for ZBPW approval detailed electrical diagrams and equipment data, including interface & protection devices, and control systems of the Customer's power source. Application and Generator Interconnection Standards can be obtained by contacting the ZBPW Electric Operations Manager.
- B. The completed installation must meet all local, state and national codes and is subject to inspection and test by the ZBPW and local code enforcement authorities before initiation of parallel operation. Moreover, said installation may be periodically inspected by the ZBPW as needed.
- C. The Customer shall obtain approval from the ZBPW prior to making any revision to the Customer's power source, its control systems or interface between the Customer and ZBPW power system, following installation.
- D. The Customer's control and protection system must be acceptable to the ZBPW. The Customer's system shall provide for automatic separation from the ZBPW's distribution system in the event of a fault. The Customer's control system shall also provide for automatic paralleling with the ZBPW system when conditions are acceptable for parallel operation. Manual paralleling is not permitted without specific prior approval of the ZBPW. Under-frequency, over-frequency, under and over voltage control may also be required. The Customer shall be liable for any damage or injury associated with a failure of the Customer's protective scheme due to a lack of maintenance or Customer negligence.
- E. The Customer is required to install a disconnecting device with visible break suitable for use as a protective tag location so as to be accessible by ZBPW personnel or its agents and in reasonable close proximity to the billing meter. This device shall accept a ZBPW padlock and shall be located on the outside of all buildings. In no case will the Customer tamper with or attempt to bypass the disconnect switch with the ZBPW locked in the open position.
- F. In the event that parallel operation of the Customer's generating source causes interference or affects voltage, frequency or harmonic content of the ZBPW system or to another Customer's service, the Customer shall cease parallel operation until the condition has been corrected. In such cases, the Customer will be charged for all costs associated with any modification of ZBPW equipment required for proper operation of the Customer's generating equipment in parallel with the ZBPW system. The Customer will also be liable for costs of future changes due to safety or adverse effects on the ZBPW and/or other Customer's systems.

- G. If a Customer does not meet all aforementioned requirements, the ZBPW may require termination of parallel operation. In such event, failure to terminate parallel operation shall cause the ZBPW to interrupt electric service to the Customer.
- H. The Customer is required to sign a contract with the ZBPW before commencing parallel operations. In signing such contract, the Customer, shall among other things, accept liability for any damages or injuries caused by the Customer's parallel operation.
- I. ZBPW requirements do not address concerns such as: environmental permitting, local ordinances, or fuel supply. Nor does it address agreements that may be required with the ZBPW and/or transmission provider, or state or federal licensing, to market the "Project's" energy. A generator interconnection request does not constitute a request for transmission service.
- J. The ZBPW reserves the right to limit the size, and total system parallel generation capacity.

## **XII. NET METERING:**

A customer that installs renewable energy generation connected to operate in parallel with the ZBPW electric system may be eligible to participate in the Net Metering Program. As a participant in the Net Metering Program the customer can receive a credit as specified in the "NET METERING SCHEDULE NM SERVICE RIDER" for energy supplied to the ZBPW system, in accordance with the Net Metering Program guidelines. Customers interested in participating in the ZBPW Net Metering Program should contact the Manager of Electric Operations at the Zeeland Board of Public Works for information.



















