



City of Westerville Electric Division

Terms and Conditions Of Electric Service

139 East Broadway Avenue

Westerville, Ohio 43082

614-901-6700

www.westerville.org/electric

Revised June 2024

Table of Contents

1.	INTRODUCTION	5
2.	REQUESTS FOR SERVICE	5
3.	SERVICE CONTRACTS	5
4.	SERVICE DEPOSITS	5
5.	YOUR ELECTRIC BILL	6
6.	DISCONNECTION OF SERVICE	6
7.	REASONS FOR DISCONNECTION	7
8.	SERVICE CONNECTIONS	8
9.	TEMPORARY AND EMERGENCY SERVICE	10
10.	METERS AND METERING EQUIPMENT	10
11.	METER BASES	11
12.	METER TESTING	12
13.	DEMAND TESTING	12
14.	LOCATION AND MAINTENANCE OF THE CITY'S EQUIPMENT	12
15.	NOMINAL SERVICE VOLTAGES	12
16.	METERED VOLTAGE	13
17.	LIMIT OF OUR LIABILITY	13
18.	CUSTOMER'S LIABILITY	13
19.	CUSTOMER'S RESPONSIBILITIES	14
20.	YOUR ENERGY USE	14
21.	RATE CLASS	15
22.	CUSTOMER OWNERSHIP OF PRIMARY FACILITIES	15
23.	SERVICE FEES	15
24.	Holidays	15
25.	Late Payment Fee	15
26.	Meter Testing Fee	15
27.	Demand Testing Fee	16
28.	Reconnection for Non-Payment	16
29.	Reconnect/Disconnect at Customer's Request	16
30.	Reconnect/Disconnect of Vacant Premises	17
31.	New Residential Subdivision Development	17
32.	New Commercial Development	17

33.	Residential Overhead to Underground Service Conversion	18
34.	Meter Bases	18

DEFINITIONS

- **The City of Westerville Electric Division** is hereafter referred to as “the City,” “we,” “our,” or “us.”
- **Customer:** the individual or business listed on the utility’s records as the entity liable for utility service payment and charges assessed on the utility account. The Customer is referred to as “customer,” “your,” or “you.”
- **Reconnection:** the commencement of utility services to a customer or business after the utility lawfully disconnected service; also referred to as re-energize.
- **Disconnection:** an event or action taken by the utility or requested by the customer to terminate or discontinue the provision of service; also referred to as de-energize.
- **Transmission:** the part of electricity delivery that moves bulk electricity from the generation sites over long distances to substations closer to areas of electricity demand (such as the City of Westerville). Transmission lines move large amounts of power at a high voltage level – a level that is too much to be delivered directly to a home or business. Transmission lines, transformers, substations, and other equipment have voltages of 69 kV (69,000 volts) and above.¹
- **Distribution:** power traveling on a voltage level that can be delivered directly to a home or business. Distribution lines are the lines many people see along streets. The voltage of distribution lines – the lines many people see in their neighborhoods – is approximately 13 kV (13,000 volts); a typical household runs on 110 volts.²
- **Terms and Conditions of Service (or Terms and Conditions):** electric customers agree to Terms and Conditions by accepting service from a utility.
- **Rate Class:** refers to the category of customer (residential, general service medium, transmission, etc.) as defined in the Table of Rates in Westerville’s Codified Ordinance.
- **Table of Rates (Electric) or Table of Rates:** The Table of Rates (Electric) is adopted by City Council. All references to the Table of Rates (Electric) in this document refer to the most recently adopted version, which shall be on file with the Clerk of Council.
- **Metering/Metering Equipment:** equipment owned and maintained by the City of Westerville Electric Division used to measure electric usage per customer and compatible with the City’s Advanced Metering Infrastructure (AMI) system
- **Advanced Meter:** an electric meter that meets the pertinent engineering standards using digital technology and is capable of providing two-way communications with Westerville Electric Division to provide usage and/or other technical data.
- **Customer Owned Equipment:** equipment that is “behind the meter” in a residence or business and, therefore, the customer’s responsibility (i.e. all internal electric equipment including panels and breakers, meter bases, siding, etc.). “Behind the meter” is also referred to as the “energy user’s side of the meter.”
- **Demand:** how much electricity is being used by a customer at any given time. The more electricity a customer uses at any moment, the higher that customer’s demand.

¹ PJM Learning Center. www.learn.pjm.com. January 2024.

² PJM Learning Center. www.learn.pjm.com. January 2024.

1. INTRODUCTION

This document sets out the Terms and Conditions of Electric Service that apply to you, as a City of Westerville Electric Division customer, when the City provides electric service to you.

Electric service may be either a transmission service or a distribution service. You can generally determine whether your service is a transmission or a distribution service depending on the voltage of the service. Transmission service is at a higher voltage (more than 69 kV), and distribution service is at a lower voltage (13 kV). The Table of Rates (Electric) sets out the rates you will pay for the type of service you receive (your Rate Class). The Table of Rates (Electric) can be found at www.westerville.org/services/electric/rates. The fees associated with these Terms and Conditions of Electric Service are provided in [Section 23](#) of this document.

2. REQUESTS FOR SERVICE

You can request service within the City's service area. You may request service over the phone or in person. You cannot complete your service request over the phone if you require a contract. When you call for service, we will connect you with the people responsible for contracts.

3. SERVICE CONTRACTS

Depending on the level and nature of your service (your Rate Class), you may be required to complete a contract with the City. A contract with us, if required, must be accepted by an officer or authorized representative of the City. Unless a contract term is limited by law or specified in the Table of Rates, your service will be for the term you request or as agreed to in your contract with us.

4. SERVICE DEPOSITS

When you apply for electric service, you must pay a deposit if you are a residential or commercial customer who rents, leases, or manages the premises to which the electric service will be provided. A deposit may also be required if your electric service has been turned off for non-payment or your credit rating is too low. We may waive the deposit if you have no credit infractions with the City, or you can show that you have no credit infractions with another utility. If you have no credit infractions with the City for twelve consecutive months, we will refund your deposit upon request from you or your authorized representative. The City will pay no interest on your deposit. Any amount on your final bill that exceeds your deposit amount will still be owed to the City.

The required deposit amounts may be found by calling (614) 901-6430 (City of Westerville Utility Billing). Deposits are subject to change.

Deposits are as follows:

Rate Class	Deposit
Residential Rate Class - electric-heated homes	\$175
Residential Rate Class - gas-heated homes	\$100
General Service Small Rate Class	\$500
General Service Medium Rate Class	\$800
General Service Large Rate Class	\$1,200
General Service Large - Primary Power Rate Class	\$2,000
General Service Large - School Rate Class	\$1,200
General Service Large - School - Primary Power Rate Class	\$1,200
General Service Large - High Load Factor Rate Class*	Minimum \$2,000
General Service Transmission Rate Class*	Minimum \$15,000

*General Service Large - High Load Factor and General Service Transmission Rate Class deposits may be calculated and billed based on an estimate of the customer's average monthly bill. The above amounts are the minimum deposit amounts for these two rate classes.

5. YOUR ELECTRIC BILL

You will be responsible for all the charges related to the electric energy delivered to your premises in a billing period. A billing period is an approximate thirty (30) day period, which may fluctuate slightly depending on the length of the calendar month. A bill will be sent to you each month, payable on or before the due date on the bill. Payment is generally due and payable by the fifteenth of the month.

If your meter stops or fails to register the correct amount of electric energy delivered to your premises, your consumption for that billing period is based on an estimate. The estimate will be calculated based on your normal energy consumption in a similar period, based on a meter test, or based on a combination of these two methods.

6. DISCONNECTION OF SERVICE

If you fail to pay your bill by the due date, a late payment fee will be charged to you on your next bill. The late payment fee amount is provided in [Section 23](#) of this document. Failure to receive your bill for any reason other than the City's error will not entitle you to a discount, and you will still be charged a late payment fee if your bill is not paid by the due date on the bill you did not receive.

If you fail to pay any amount on your final bill from the City for service to your location and we are providing service to you at another location within our service area, we may transfer the unpaid balance of your final bill to your account at your other location. The service at your other location may be for any Rate Class. Any unpaid balance transferred to your account at another location will be designated as past-due on that account and, if left unpaid, will be subject to collection, or service at your other location may be disconnected. However, if a residential customer who is not responsible for your past-due amount resides at your other

location, service will not be disconnected. You will still be responsible for the outstanding amount, and that amount is subject to collection.

The charges you owe us, if not paid by the due date on the bill, will be designated as overdue. When two consecutive bills are unpaid, your electric service will be disconnected for non-payment. If your electric service is disconnected for non-payment, you must pay a reconnection fee before the City will reconnect your service. A deposit may also be required from you if your electric service has been disconnected for non-payment or when we determine that you are a credit risk. The reasons for disconnection are explained in the next section of this document ([Reasons for Disconnection](#)). The fees for re-connection due to non-payment are provided in [Section 23](#) of this document. You must be present on your premises when we re-connect your service unless you obtain written authorization from the City not to be present.

If a member of your household has a medical condition where the disconnection of electric service due to non-payment would be especially dangerous to health, you may be eligible for a medical certification which would retain or restore service for a period of 30 days. Medical certification forms will be provided upon request to the Westerville Utility Billing and must be completed by a certified health care professional. Medical certifications may only be used three times per household in a 12-month period.

If you have questions or concerns about your bill or services, contact Westerville Utility Billing ((614) 901-6430; askutilitybilling@westerville.org). Customer service representatives are available to assist you with questions, issues, and concerns you may have regarding your electric service. If Westerville Utility Billing is not able to address your concern regarding disconnection, you may submit a written complaint to: The City of Westerville Electric Division, Attention: Disconnection Complaint, 139 East Broadway Avenue, Westerville, Ohio 43081-2119.

7. REASONS FOR DISCONNECTION

The City has the right to discontinue your electric service, disconnect our lines, and remove our property for any of the following reasons:

- A. For any violation of or refusal to comply with the contract and/or the general service rules and regulations provided in this Terms and Conditions of Electric Service document that apply to your service.
- B. If you use electricity in a manner detrimental to our services to other customers.
- C. When providing service to you is in conflict or incompatible with City codes or ordinances, general laws of the State of Ohio, laws of any political subdivision of the State of Ohio, or laws or regulations of the federal government or any of its agencies.
- D. If you have vacated your premises or moved from the service location and no new customer is on record.
- E. When supplying electricity to you creates a dangerous condition on your premises or where termination of the supply of electricity to you is reasonably necessary because of conditions beyond your premises. Service will not be restored until the dangerous

condition or conditions have been corrected, and the City's Electrical Inspector has determined it is safe to restore service. If we discontinue your service because of conditions beyond your premises, we will inform you in advance unless the conditions require an urgent response and there is insufficient time to tell you.

- F. If you engage in a fraudulent practice to obtain electricity service or benefit from a fraudulent practice by someone other than you. We will not restore your service until you have provided satisfactory assurance that any fraudulent practices will be discontinued and you have paid to the City an amount determined by us to be reasonable compensation for the service you fraudulently obtained. This may include equipment damage fees, permit costs, fines, and labor fees.
- G. If the City's meter, metering equipment, advanced meter or other property owned by the Westerville Electric Division and used to supply your electricity service has been tampered with, damaged, or the ability to function properly has been limited by you, your employees, or agents, We will not restore your service until you have provided satisfactory assurances that Westerville's property will not be damaged, and you have paid to repair any damage to the City's property. Repairs may require the issuance of permits and a passed electrical inspection before power restoration.
- H. For maintenance and repair of the City's equipment. We will not always provide advance notice before maintenance or repairs on electrical equipment. If appropriate, staff will provide a courtesy knock upon arrival.
- I. For non-payment, as explained in [Section 6](#) of this document.
- J. If you request that we discontinue your electric service or temporarily disconnect your electric service.
- K. If, after notice and a reasonable period of time, you prevent City personnel from replacing a meter, metering equipment, or other City property used to supply service.
- L. If you refuse or obstruct access to City's meter, metering equipment, advanced meter or other property owned by the Westerville Electric Division on your property.
- M. When a safety hazard to you or your property, the public, or to the City's personnel or facilities exists.

If your service is discontinued for any the reasons stated above, your contract and agreeance to these Terms and Conditions with the City will remain in force until we terminate your service contract. You must provide authorized agents or City employees free access to your premises at all reasonable hours for disconnecting and reconnecting service; during emergencies, all hours are deemed reasonable. [Section 23](#) of this document provides the fees for re-connection.

8. SERVICE CONNECTIONS

If you do not have a service connection, you must have a qualified electrician or individual obtain the necessary permit(s) from the City of Westerville Planning and Development

Department at 64 East Walnut Street, Westerville, Ohio 43081. The City will specify the facilities required for your Rate Class (see Westerville Codified Ordinance 939.04 by searching: <https://www.westerville.org/government/codified-ordinances>) and the point of delivery at which service will be brought into your premises, along with any other information your electrician may need. If applicable, you can pick up your metering equipment at the City of Westerville Electric Division, 139 East Broadway Avenue, Westerville, Ohio 43081.

Each individual point of delivery is considered a Contract Location for billing purposes and will be metered and billed as a separate service. If the City requires separate points of delivery to provide your electricity service at a single Contract Location, the metering for two or more delivery points may be combined for billing as a single service.

If your area is served by overhead power lines, the City will provide your service from the overhead distribution system. A standard overhead connection is a single span of approximately 150 feet from our overhead distribution system to the facilities at your premises. If you require an overhead connection with a span greater than 150 ft in length, or if other facilities are required to provide the service you have requested (for example, 400-ampere service), you may be required to pay the cost of any additional facilities. The City will notify you if you will be responsible for the cost of any additional facilities at the time you request service.

Your point of delivery must be at a location convenient to the City's distribution service facilities. You must arrange for any rights of way or easements needed to install your service. You can arrange for the necessary rights of way or easements at the City of Westerville Planning and Development Department at 64 East Walnut Street, Westerville, Ohio 43081.

If you want to convert your service connection from overhead to underground, the fees to do so are provided in the Table of Fees in [Section 23](#) of this document. The City will determine the pole from which to run your underground service connection, the routing of the underground service connection, and the location of the meter base or bases.

The equipment at the point of delivery to your premises (your main breaker) must be properly grounded and installed so that it is easily accessible to you in case service is disconnected. Any conduit, wires, or other equipment at your premises that you furnish, install, and maintain must conform to the National Electrical Code and any applicable government requirements.

The City recommends that the service wires coming out of your building to connect your service be no smaller than #6. The point of delivery at which the service wires for connection come out of your building must be no more than 25 feet and no less than 15 feet from the ground. If the construction of your building will not allow for the minimum 15-foot height, there may be exceptions under the National Electrical Code allowing you to deviate from the 15-foot minimum.

Each service wire must extend at least three (3) feet from the weatherhead to the end of the conduit or cable for your service connections. Service conductors and equipment must conform with the National Electrical Code and any other applicable government requirements.

The City will inspect any wiring, breakers, and/or other equipment installed and owned by you before connecting, reconnecting, or energizing your service (turning your service on). Any inspections we make ensure your equipment is adequate and safe for you, the property, and the City and its employees. Any obligations under these Terms and Conditions of Service will apply, and you will be required to resolve anything that does not comply with our Terms and Conditions of Service before the City connects, reconnects, or energizes your service.

If an existing service is disconnected, the City will not reconnect your service without first inspecting your equipment. This inspection can only be done by the City's Electrical Inspector. The reasons for disconnecting your service that require an inspection include but are not limited to repairing damaged or defective electrical equipment you own, violating electrical codes, or your premises being vacant for seven (7) days or longer.

Only qualified personnel representing the City can access or connect to any circuits or wires that are part of the City's distribution or transmission system.

9. TEMPORARY AND EMERGENCY SERVICE

You may request temporary electric service from the City. If you require temporary or emergency electric services, you may be required to pay the cost for us to install the necessary facilities and for us to remove those facilities. You may also be required to pay a cash deposit covering the estimated cost of any work to provide your electric service before the work commences.

Service to customers using energy only during certain seasons of a year at the exact location and requiring facilities that may not be removed entirely and replaced shall not be classed as temporary service.

10. METERS AND METERING EQUIPMENT

Depending on your Rate Class and the configuration of your point of delivery, you will need one or more meters. The City will supply, install, own, and maintain your premises' electric meter(s). Electric meters will be compatible with the City's Advanced Meter Infrastructure (AMI) system. As specified in Section 7, the City reserves the right to disconnect service to customers who refuse installation or replacement of a meter, obstruct access to the meter, or limit the meter's ability to function properly. You must install and maintain any necessary meter mounting, meter bases, or meter enclosures.

Your electric meter(s) must be installed outside your premises. Your electric meter(s) must be installed outside in a safe and accessible location at a height of five feet six inches (5'6") plus or minus six inches (6") above the grade of your property. The location of your meter(s) must be approved by an authorized representative of the City. You are prohibited from placing, storing, or building anything over or around your meter(s) or within five feet (5') of your meter that may interfere with the City reading and maintaining your meter(s). If the placement of your meter(s) does not comply with any of these requirements, you may be required to relocate your meter(s) and pay the relocation expense. If the location of your meter(s) causes the

meter(s) to register incorrectly, the City may require you to provide a new, acceptable meter location and to pay the expense of relocation.

If you want to change the location of your meter(s), an authorized representative of the City must approve the new location. Any cost the City incurs to relocate your meter(s) made upon your request or required because of how you use your premises will be payable by you.

No one other than an authorized representative of the City can legally connect, disconnect, or tamper with, adjust, or serve an electric meter. Electric contractors may not connect, disconnect, remove, tamper, or serve your electric meter. You will be held responsible and legally liable for tampering with, interfering with, or breaking the seals on your meter(s) or other equipment of the City installed on your premises. You cannot legally interfere with, or allow others to interfere with, the City's meter(s) or any of the wiring or facilities on our side of the meter. Any tampering, adjusting, serving, interfering, breaking seals, or other interferences of the meter may result in disconnection or tampering fees and will likely result in police engagement. Any wiring or facilities on your side of the meter are your responsibility.

Authorized agents or employees of the City must be given free access to your premises at all reasonable hours to inspect, install, read, test, and remove meters or other equipment belonging to the City. Agents or employees of the City must be given free access to your premises during electrical emergencies.

11. METER BASES

The following are the meter base requirements of the City:

All meter bases must be grounded. All meter bases, including CT cabinets, must be installed five feet six inches (5'6") plus or minus six inches (6") from the ground. This height ensures the meter base is accessible for technicians and during emergencies.

All commercial services must have an arc flash rating permanent placard installed. This placard must be placed in a visible and accessible location on the front of the meter base. You can obtain the fault information from the City's Electric Division by calling (614) 901-6700.

All commercial and meter packs must have a permanent address placard installed. You are encouraged to install a hard plastic placard that is glued and screwed into the meter base, thereby permanently adhering the placard to the meter base. This placard should include the building address and unit number (if applicable). The text on the placard should not be handwritten. The placard should be placed in a visible and accessible location on the front of the meter base.

Residential and commercial meter bases should be installed using #12 current wire. Residential and commercial meter bases must be installed no farther than 30 feet one way (not measured linearly but in total conduit length from the transformer to the meter base).

Current Transformer (CT) cabinets must be at least 36 inches by 36 inches (36"x36") and eight inches (8") deep. The cabinets must be one foot (1) from the meter base. CTs should be mounted on the cabinet house or at the weatherhead. CTs mounted inside the transformer

must have the meter base installed on the unistrut within five feet (5') of the transformer, using two-inch (2") conduit and pull string. Polaris lugs are required on all hots (connected or energized conductors) and neutrals inside the CT cabinets to allow for CT replacement, if necessary.

Once all requirements are met, including establishing a billing account at Utility Billing and passing an inspection, the City will connect the electrical service, wire CTs (if necessary), and install the meter (connecting, reconnecting, or energizing the property).

12. METER TESTING

The City will test your meter(s) at the City's discretion or when you request that your meter be tested. We will test your meter at your request once at no charge. However, each subsequent test you request will be charged \$66 if your meter is found to be registering accurately (see [Section 23](#)). Any meter, when tested, that is found to be registering up to two (2) percent fast or slow will be considered as registering accurately. Any meter, when tested, that is found to be registering more than two percent fast or slow will be repaired or replaced by us at no cost to you. No billing charge or credits are issued for meters determined to be running fast or slow.

13. DEMAND TESTING

Where your Rate Class includes a demand charge as part of your rate, you can request periodic testing to determine your demand. You are entitled to no more than one demand test at no cost in any 12-month period. Additional demand test(s) that you request will result in a \$66 charge to you. This fee for any additional demand test is further provided in [Section 23](#) of this document.

14. LOCATION AND MAINTENANCE OF THE CITY'S EQUIPMENT

The City has the right to erect and maintain its poles, lines, and circuits on your property and to place and maintain its transformers and other apparatus on your property in your building(s), or within any property easement. You must let the City install any equipment required to provide your electric service in a location where it will be protected from damage.

Transformers and other equipment placed on your property or in your building(s) will be installed in a suitable room or vault you provide in accordance with the National Electrical Code. When our equipment is installed outside (for example, on a mat or slab), you will be required to adequately protect our equipment against loss, damage, or injury to people or property. You will be required to provide minimum clearances that we specify around our equipment for operation and maintenance purposes.

15. NOMINAL SERVICE VOLTAGES

The City will determine your electric service's appropriate voltage and other characteristics. Depending on your Rate Class and the facilities from which your service is provided, one of the following nominal service voltages will be available.

Secondary Distribution System	Alternating current, 60 hertz at nominal voltages of 120, 120/208, 120/240 or 240/480 volts, single phase; and 208Y/120, 120/240, 240, 480, 480Y/277 volts, three-phase
Primary Distribution System	Alternating current, 60 hertz 3 phase at nominal 13,200 volts
Transmission System	Alternating current, 60 hertz, 3 phase at nominal, unregulated 69,000 volts

The City designs and operates its distribution and transmission systems so that the voltage delivered to you for the systems listed in the above table is maintained within plus or minus five (5) percent of the nominal voltage (except for the Transmission System voltages) under normal operating conditions. If voltages vary outside of the plus or minus five percent range, the City will promptly initiate corrective action to restore the voltage levels to within the expected range.

16. METERED VOLTAGE

The rates for General Service Rate Classes in the Table of Rates assume delivery and measurement of energy at a uniform voltage equal to the nominal voltage for your Rate Class. If your delivered voltage fluctuates outside the expected range of plus or minus five (5) percent of the nominal voltage, your delivery voltage for billing purposes will be adjusted. For transmission customers only, measurements may be taken at the low side of a customer-owned transformer, in which case we will apply a multiplier of 1.01 to the secondary meter readings. The City will, at its discretion, determine the voltage measurement for you at your location.

17. LIMIT OF OUR LIABILITY

We will use all reasonable means to ensure your electric service is safe and reliable. However, in the event your electric service is interrupted or fails due to an act of God, actions of a public enemy, accidents, strikes, legal processes, Federal, State, or Municipal intervention, extraordinary repairs, breakdowns, or damage to the City’s facilities, or for any other reason beyond our control, the City will not be liable for any damages to you resulting from the electric service interruption or failure.

The City will also not be liable to you for any loss, injury, or damage resulting from your use of your equipment, your use of the energy delivered to you, or the connection of the City’s wires to your wires or appliances.

18. CUSTOMER’S LIABILITY

If loss of or damage to the City’s property or equipment results from your misuse or negligence or the misuse or negligence of your employees, agents, or guests, the cost of any necessary repairs or replacement shall be repaid to the City by you. You will be held responsible for any tampering, interfering with, or breaking of the seals of meters or other equipment of the City installed on your premises. You will be held liable according to law.

The City will not be responsible for any loss, injury, or damage caused by or resulting from the inadequacy of or defects in your wires, switches, equipment, or appliances or from their installation, maintenance, or use.

19. CUSTOMER'S RESPONSIBILITIES

The service connection, transformers, meters, and other equipment the City supplies for your electric service have a defined capacity limit. Without our written consent, you may not alter our equipment or significantly increase the electricity you consume (electrical load) beyond its capacity limits.

If you discover any defect or deficiency in your electric service or any damage to our equipment, you must notify the City promptly so that the City may continue to provide safe and reliable service.

20. YOUR ENERGY USE

The operation of certain electrical appliances and equipment can result in disturbances (e.g., voltage fluctuations, harmonics, undesirable power factors, etc.) on the City's transmission and distribution systems that can adversely affect customer distribution service. If you are a non-residential customer, you must abide by industry standards, such as those in ANSI/IEEE 519 or the IEEE/GE voltage flicker criteria, when operating electrical equipment. The City may refuse or disconnect service to you for using equipment that adversely affects distribution service for other customers.

Any appliances or equipment connected to the City's lines must be suitable in every respect for the electric service supplied to you. Your appliances and equipment cannot be operated in a manner that causes voltage fluctuations, harmonics, or other issues in the City's distribution system or is detrimental to the City's service delivery. All appliances and equipment you use must provide the highest practicable commercial efficiency and power factor characteristics and maintain the proper balancing of phases. Your appliances and equipment must also have adequate circuit protection devices approved by the City.

Motors frequently started or arranged for automatic control must provide maximum starting torque with minimum current flow and be equipped with appropriate controlling devices, such as variable frequency drives (VFDs), to minimize voltage fluctuations/deviations. If you have neon, fluorescent, and other types of lighting equipment, or motors or other equipment with undesirable power factor characteristics, you may be required, upon notice in writing from the City, to furnish, install, and maintain at your expense corrective measures to increase the power factor of your individual non-compliant units or an entire group of non-compliant units to not less than 90 percent.

The City's electrical service provided to you must not be utilized in parallel with any source or sources of power supply except under certain circumstances and only with written consent from the City.

21. RATE CLASS

If you satisfy the requirements for more than one Rate Class in the Table of Rates (Electric), the City will endeavor to advise you which Rate Class is the most advantageous for you. You may then select your Rate Class, and the City will base your contract for service on your preferred Rate Class. However, the City does not guarantee that the Rate Class you are billed is the most favorable for you.

If you satisfy the requirements for a different Rate Class, you may change your Rate Class to another applicable Rate Class at any time by either providing Utility Billing with written notice from you or your authorized representative or agent or by you or your representative or agent executing a new contract for your preferred Rate Class. However, if you change your Rate Class, you must continue in the Rate Class for at least 12 months unless your Rate Class is modified in the Table of Rates (Electric) or the City offers you an alternative Rate Class.

Additional Rate Class information may be read within the Codified Ordinances of the City of Westerville (939.04).

22. CUSTOMER OWNERSHIP OF PRIMARY FACILITIES

Customer-owned primary facilities must be designed, constructed, and maintained by the owner and must be aligned with NESC standards. Customers who own primary facilities may qualify for the General Service Large (GSL) - Primary Power (PP) Rate Class.

23. SERVICE FEES

The fees that apply for miscellaneous services related to the provision of electric service are provided in the tables below for each category of miscellaneous service. The City Manager determines these miscellaneous service fees based on applicable labor, material, and overhead costs on the recommendation of the Finance Director and the Electric Utility Manager.

24. Holidays

The City of Westerville designates the hours for miscellaneous services. Holidays are New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. If a holiday falls on a weekend day, it may be recognized on a Friday preceding the holiday or the Monday following the holiday. Holidays are subject to change.

25. Late Payment Fee

A late payment fee of 1.5 percent of the total amount owing on your outstanding bill payment will be added to your next bill.

26. Meter Testing Fee

The City will test your meter at its discretion or at your request or the request of a customer. Any meter found by test to be registering two percent or less than two percent either fast or slow will be considered as registering accurately. The City will test the meter at the request of the consumer once at no charge to the consumer. Each subsequent test, in which the meter is found

to be registering accurately, will result in a \$66 fee to the customer.

27. Demand Testing Fee

Periodic tests for determination of demand, where provided for in various schedules, will be made at the request of the consumer, provided that not more than one such request is made in any 12 month period. Additional requests result in a \$66 fee to the customer.

28. Reconnection for Non-Payment

If your electric service has been disconnected for non-payment, you must pay a reconnection fee before your electric service is reconnection. Reconnection fees are as follows:

Service	Fee
Reconnection	\$49
Reconnection - Holidays*	\$66
Install Locking Devices	\$100
Install Locking Devices - Holidays*	\$164
Removal and Resetting of a Meter (due to tampering)	\$100
Removal and Resetting of a Meter (due to tampering) - Holidays*	\$164
Reconnection at Pole/Transformer	\$114
Reconnection at Pole/Transformer - Holiday*	\$228

*Holidays are set by the City (see [Holidays](#)).

29. Reconnect/Disconnect at Customer's Request

A notice of two working days (Monday-Friday) must be given to the Electric Division before any request for disconnection and/or reconnection. The following fees apply when you request that your electric service be disconnected or reconnected, other than to transfer your account to a new location or due to service disconnection for non-payment. Note that any reconnection after electrical work on the premises will likely require an electrical inspection. Inspections may be scheduled by contacting the Planning and Development Department. Reconnection will not be made until your property passes an electrical inspection.

Service	Fee
Disconnect or reconnect service remotely for account transfer at customer's request	No charge
Physical disconnect or reconnection service for account transfer at customer's request	No charge
Disconnect or reconnect service remotely at customer's request	\$49
Physical disconnect or reconnect service at customer's request on holidays*	\$66
Reconnect at the pole/transformer at customer's request	\$144
Reconnect at the pole/transformer at customer's request on holidays*	\$228

*Holidays are set by the City (see [Holidays](#)).

30. Reconnect/Disconnect of Vacant Premises

An existing service to vacant premises that has been disconnected for a period of seven (7) days or longer will only be reconnected after the premises have been inspected by the City’s Electrical Inspector. Related permit and inspection fees may be assessed by the City of Westerville Planning and Development Department and charged to you. Once the inspection is approved by the City, electric service may be temporarily reconnected for no longer than one business day with payment in advance. Reconnection may be scheduled by appointment on all days except holidays. Reconnection fees are:

Service	Fee
Disconnect or reconnect on non-holidays	\$66
Disconnect or reconnect on holidays*	\$144

*Holidays are set by the City (see [Holidays](#)).

31. New Residential Subdivision Development

When electric distribution and street lighting facilities are to be installed as part of a new residential subdivision development, the following fees apply:

Underground Electric Distribution Fee	Fee
Per single-family residential lot	\$400.00
Per multi-family dwelling (3 meters or less each)	\$500.00
Per apartment building (greater than 3 meters each)	\$600.00
Street Lights	
Per centerline lineal foot of subdivision roadway. <i>The developer is to supply the streetlights and install foundations as specified by the City.</i>	\$2.00

32. New Commercial Development

When electric distribution and street lighting facilities are installed as part of a new commercial development, the developer will be responsible for a proportionate share of the underground electric infrastructure engineering and construction expense. Unless a separate agreement between the City and the developer has been executed, the proportion of electric infrastructure expense to be borne by the developer will be as follows:

Service Description	Developer Share
Design of all (electric, communication, etc.) conduit banks and manholes per City specifications	100 %
Construction of electric conduit banks and manholes	33 %
Design of decorative street lighting per City specifications	100 %
Construction of decorative street lighting	100 %
Transformer pads per WED specifications	100%

The City will review all engineering and construction cost estimates obtained by the developer before authorizing the engineering design and/or construction. All engineering and

construction must be performed in accordance with the City’s construction specifications for similar work. Failure to comply with this requirement may result in the City paying only what is deemed appropriate for the work performed based on our recent formal or informal quotations for similar work.

The developer will be responsible for all transformer foundations constructed to comply with City specifications and all secondary cables, conduits, and connections.

33. Residential Overhead to Underground Service Conversion

You may convert your residential overhead electric service to an underground electrical service. The following fees apply:

Service Description	Fee
Overhead to underground service conductor conversion 150 feet or less in total length	\$1,000
Cost per foot for all additional lengths over 150 feet	\$3/foot

34. Meter Bases

You are not required to purchase your meter base from the City. Commercial meter bases may be available for purchase at the following rate.

Meter Base	Fee
Commercial single-phase or polyphase meter base	\$305

In the case of apartment-style residential developments, the developer must procure the appropriate multiple-position meter bases in accordance with City specifications.

This commercial single-phase or poly-phase meter base charge will be applied to each prospective service within the commercial development. The developer will pay the cost of instrument transformer cabinetry, if required. The City will provide the specifications and locations of the instrument transformer cabinetry.