Rules

Governing

Water and Electric Service

October 2008

As amended by Resolution 010 331, 010 362, 011 121, 013 115, 013 246, 017 180, 019 170, 019 201, 024 028 and 027 048

Los Angeles Department of Water and Power

As Established September 4, 1983 and Amended by Resolution

TABLE OF CONTENTS

Rule		Page
1.	Definitions	1
2.	Description of Service	8
3.	Application for Service	15
4.	Contracts	18
5.	Special Information Required on Forms	19
6.	Establishment and Reestablishment of Credit	21
7.	Deposits	22
8.	Notices	23
9.	Rendering and Payment of Bills	24
10.	Disputes of Bills and other Department Practices	27
11.	Discontinuance and Restoration of Service	28
12.	Rates and Optional Rates	31
13.	Temporary Service	32
14.	Continuity of Service	36
15.	Distribution System Extensions	38
16.	Service Connections and Customer's Facilities	54
17.	Meter Tests and Adjustment of Bills for Meter and Utility Errors	69
18.	Supply to Separate Premises and Use by Others	71
19.	Water Conservation (Retrofit on Resale) Ordinance Exemptions	73
20.	Replacement of Overhead with Underground Electric Facilities	75
21.	Installation of Public Fire Hydrants	77
22.	Determination of Charges, Costs, Deposits, and Interest Rates	78
23.	Utilitarian Street Lighting Services	79
	INDEX	80

RULE NO. 1

DEFINITIONS

That for the purpose of these Rules, the terms and expressions listed below shall have the meanings set forth opposite them:

General

Advance: Cash payments made to the Department prior to the initiation of any work done by the Department which is not covered by allowances.

Applicant: Any person, public or private association or corporation, partnership, unincorporated association, entity, or governmental agency requesting the Department to supply water or electric service or service connection or changes in electric or water service.

Application: A request to Department authorized personnel for water or electric service, as distinguished from an inquiry as to the availability of or charges for service.

Approval (s, ed, ing, al): Whenever such wording appears in the Rules, it shall be construed as Department approval only, unless otherwise specified.

Billing Period: The time interval between two consecutive meter reading dates used for billing purposes.

Board: The Board of Water and Power Commissioners of the City of Los Angeles.

Character (Description) of Service: The character of service furnished is as indicated in Rule No. 2 titled "DESCRIPTION OF SERVICE."

Charges: The various charges specified throughout these Rules, as determined from time to time by the General Manager.

City: The City of Los Angeles, a municipal corporation existing under a charter granted pursuant to the provisions of the Constitution of the State of California.

Class of Service: A division of Customers based on character of end use and/or equipment served.

Commercial Service: Water or electric service for Premises devoted primarily to business or professional activities.

Consumption: The amount of water or electricity used as measured over a given period of time.

Cost: The actual cost to the Department including all labor, material, supplies, equipment, and miscellaneous items together with any applicable indirect and general charges in accordance with the accounting practices of the Department.

Customer: Any person, public, or private association or corporation, partnership, unincorporated association, entity, or governmental agency supplied with water or electric service by the Department, or requesting the Department to supply water or electric service or service connection or changes in electric or water service, in accordance with established rates and charges. The term "Customer" will also be used to refer to parallel generators even though they may not actually be purchasers of the Department's energy.

Date of Presentation: The date on which a bill or notice is mailed or delivered by the Department to the Customer.

Department: The Department of Water and Power of the City of Los Angeles, a department of the City existing under and by virtue of the City Charter.

Department's Approval: Approval by a Department employee who is authorized to give approval by virtue of the employee's assigned responsibilities.

Department's Operating Convenience: The utilization by the Department under certain circumstances, of facilities or practices not ordinarily employed which contribute to the overall efficiency of the Department's operations, as distinguished from (i) Customer convenience and from (ii) the use of facilities or adoption of practices required to comply with applicable laws, ordinances, Rules or regulations, or similar requirements of public authorities other than the Department.

Domestic Service: Service supplying water or electricity to single-family, multi-family units, mobile homes or other similar living accommodations used primarily for household and related purposes, as distinguished from commercial, professional, and industrial purposes.

Facilities Installation Charge: The actual cost of installing a new facility or of changing an existing facility; it may be an average, determined by the General Manager from time to time, based on cost experienced by the Department for the size and type of facility to be installed or changed, and according to conditions of installation or change.

Flat Rate Service: Unmetered Service for which the charges are based on the type of service, number of units or rating of equipment served, or as estimated by the Department.

General Manager: The General Manager of the Department of Water and Power.

Industrial Service: Water or electric service for Premises where the use is primarily in activities which create products or change material into other forms or products.

Legal Requirement: Whenever such wording appears in the Rules, it shall be construed as compliance with any applicable Rules, regulations, ordinances or other laws adopted or enforced by any governmental agency, whether local, state, or federal, having jurisdiction over the activity, operation or location to which the term Legal Requirement refers.

Master Meter: A meter used for billing purposes serving a group of otherwise unmetered dwelling units or other establishments or a group of subordinate meters.

Meter: A device used for the measurement of water quantity (cubic feet), energy (kilowatt-hours), or demand (kilowatts) for billing or other purposes.

Metered Service: Water or electric service for which charges are based on measured quantities of water or electricity.

Minimum Charge: A fixed charge for water or electric service per month or multiple or fraction thereof; the smallest charge a Customer may receive under any given rate schedule.

Permanent Service: Service which, in the opinion of the Department, is of a permanent or established character. Permanent service may be continuous, intermittent, or seasonal in nature.

Premises: Integrated land area including improvements thereon, undivided by public thoroughfares or railroads and where all parts of the Premises are operated under the same management or for the same purpose. A division of the integrated land area may be permitted for electric service to industrial, agricultural, oil fields, resort enterprises, and public or quasi-public institutions. "Public or quasi-public institutions" include public utilities, publicly owned educational institutions, privately owned universities, colleges, and hospitals. Indications of "Same Management" include, but are not limited to, common access, parking, lighting, landscaping, and combined maintenance of common areas. A single premises may consist of several lots, properties and/or joint/multiple owners and/or several businesses.

Protective Structures: Fences, retaining walls, sound barriers, posts, or barricades and other structures as required by the Department to protect distribution equipment.

Residential Service: Service supplying water or electricity to single-family accommodations or to a grouping of single-family accommodations. This service is used primarily for household and related purposes, as distinguished from commercial, professional, and industrial purposes.

Rules: The entire body of orders, enacted by resolution of the Board, which set forth the applicability and other conditions of all charges and services when such applicability or conditions are not set forth in and as a part of the rate ordinance.

Service: The term water or electric service includes the availability of water or electricity to Premises through facilities of the Department and any water or electricity supplied through such facilities.

Service Point (or Point of Delivery): The point where the Service Connection facilities of the Department are connected to the facilities of the Customer.

Single-Family Accommodation: An individually metered living unit designed for one family, whether freestanding or part of a structure containing other such units.

Temporary Service: Water or electric service to installations of a temporary or transitory character for construction work, circuses, bazaars, fairs, and other uses such that service is required for only a limited time, generally not to exceed six months, or to any Premises which require Permanent Service but a Permanent Service cannot be installed at the time of application.

True Value: 100 percent of a quantity measured.

PART 1-W TERMS AND EXPRESSIONS GENERALLY APPLICABLE TO THE WATER SYSTEM

Acreage Supply: Acreage Supply Charge District: The area within boundaries fixed by the Department where an Acreage Supply Charge, in addition to normal facilities installation charges, is made to each Applicant for service therein.

Acreage Supply Charge: The Acreage Supply Charge Rate applied on the acreage in the Gross Area of Applicant's Property to apportion the cost of water supply facilities within the Acreage Supply Charge District.

Acreage Supply Charge Rate: The average rate to be charged per acre, or fraction thereof, of the Gross Area of the Applicant's Property. The Acreage Supply Charge Rate is computed by dividing the total acreage in the District Net Area into the total cost of additional water supply facilities required to supply the District. The cost of normal Distribution Mains, and water production and treatment facilities is excluded from this computation.

Billing Unit: A measured quantity of water equivalent to 100 cubic feet (748 gallons).

Chief Engineer of Water Works: The Chief Engineer of Water Works and Assistant Manager.

Distribution Mains: Distribution pipelines located in streets, highways, public ways or private rights-of-ways, exclusive of Service Connections which are used to serve the Customer with water.

Distribution System: The water mains and related facilities used for the purpose of delivering water to Customers, including any supply mains, pumping facilities, storage facilities or other facilities required for service. The Distribution System is primarily installed in dedicated streets.

District Net Area: All the land within an Acreage Supply Charge District except:

1. Land areas of open, uncovered flood control facilities.

2. The portion of freeway rights-of-way designed to accommodate vehicular traffic. Those portions usually landscaped are included in the District Net Area.

3. Land areas which are planned as open areas not subject to development, improvement, or any use requiring water service.

4. All operating property under the control of the Water System of the Department.

5. The land areas of parks, playgrounds, golf courses, and lakes without water service, provided that such areas are owned by

the City and under the control of the Department of Recreation and Parks as of June 23, 1972. Land areas owned by the City and under control of the Department of Recreation and Parks acquired after June 23, 1972, will be subject to normal charges for Acreage Supply Charge Districts.

Gravity System: That portion of the water Distribution System which normally receives water by gravity flow from the Los Angeles Aqueduct System, facilities of the Metropolitan Water District or the local ground water system, without the installation of special storage facilities, supply mains, or pumping facilities; the Gravity System may include pumps utilized for delivery of water from wells into the Gravity System and Distribution Line booster pumps used to improve operating conditions.

Gross Area of Applicant's Property: The contiguous land area owned or controlled by an Applicant; including streets, and one-half the land area of the abutting streets to which legal, recorded access exists at the time of application for water service. Land areas within Applicant's Gross Area which will not require water service may be excluded in accordance with the Department's determination of the District Net Area. Open space to comply with subdivision requirements or zoning regulations will not normally be excluded from Applicant's gross area.

Irrigation Service: Water service furnished for use solely for irrigation of parcels of land of not less than five (5) acres used exclusively for the commercial production of agricultural, horticultural, or floriculture products in conformance with recognized practices of husbandry.

Such irrigation shall be limited to production for the following purposes:

1. Human consumption or for the market;

2. Feeding of animals for human consumption or for the market;

   or

3. Feeding of animals for the purpose of obtaining their products for human consumption or for the market.

Main Extension: The extension of water Distribution Mains beyond previously existing facilities.

Open Space: Land area within an Applicant's Gross Area that has potential for development and is so designated to comply with subdivision requirements or zoning regulations.

Private Fire Protection Service: Water service to Premises solely for fire protection purposes.

Pumped System: Any portion of the water Distribution System which because of topography or elevation may not readily be served by a normal extension of the Gravity System and which requires the installation and operation of special pumping facilities to provide service.

Service Connection: A water Service Connection consists of the pipe or tubing, fittings, valves, and related facilities necessary to conduct water from the distribution main to the meter or to the shutoff valve on an unmetered Service Connection, where connection is made with facilities of the Customer.

Sewer Service Charge: A charge imposed by the City Council for the receiving, transportation, pumping, treatment, and disposal of sewage through the sewer system.

Water System: The organizational division of the Department responsible for providing water service to its Customers.

PART 1-E TERMS AND EXPRESSIONS GENERALLY
APPLICABLE TO THE ELECTRICAL SYSTEM

Across-the-Line Starting Current: Current that is taken by a motor, at starting, with full-line Voltage and frequency impressed thereon and with normally driven load mechanically connected thereto. A stop-ammeter having not more than 15 percent over

swing, or an oscillograph, shall be used when it is necessary to determine such starting current; values indicated by oscillograph during the first ten cycles following energizing of the motor shall be disregarded.

Added Facility: Any item of material, equipment apparatus or assembly thereof furnished and installed by the Department at the Customer's request which, in the Department's opinion, is in addition to or in substitution for, in whole or in part, any service or related whole or in part, any service or related facilities which the Department would otherwise provide at its own expense in accordance with its Rules or rate schedules.

Ampacity: Current carrying capacity, expressed in amperes, of a Wire or Cable under stated thermal conditions.

Assistant General Manager - Power: The Assistant General Manager - Power.

Base Rate Revenue: Revenue from that portion of a Customer's bill derived from applying the applicable Department rate schedule excluding the Energy Cost Adjustment.

Billing Demand: Billing demand is the maximum kilowatts recorded for a 12-month period specified in each rate class upon which the facilities charge is based.

Busway: An assembly consisting of a sheet metal or equivalent insulated enclosure having a continuous ground, enclosing and supporting fixed rigid Conductors. For the purpose of administering these Rules, Cable-type Busway shall be treated in the same manner as Cable in Conduit.

Cable: Either a stranded Conductor (single-Conductor Cable), or a combination of Conductors insulated from one another (multiple-Conductor Cable).

Cabling: Conductors, connectors, switches, as required by the Department for primary, secondary, and service installations.

Changed Facility: The removal and reconstruction or relocation at the Customer's request of any of the Department's existing Permanent Service or related facilities which, in the Department's opinion, is for the Customer's convenience and does not include any change in facilities which the Department would otherwise make for its own operating convenience or for the conversion of overhead lines and equipment to underground.

Circuit: One set of Conductors or two or more sets of Conductors in parallel.

City Electricity Users Tax: A tax imposed directly on the electricity user by the City as a percentage of the total electric bill.

Conductor: A Wire, Cable, or other form of metal suitable for carrying current.

Conduit: Ducts, pipes, or tubes of certain metals, plastics or other materials acceptable to the Department (including pull wires and concrete encasement where required) for the installation and protection of electric wires and cables.

Connected Load: The sum of the rated capacities of all of the Customer's equipment that can be connected to the Department's Power System at any one time.

Demand: See Maximum Demand

Demand Attachment: A device attached to a kilowatt-hour meter to indicate demand in kilowatts.

Distribution Line (Primary or Secondary): The overhead lines, underground lines, and facilities from which electricity supply is given through Service Connections to Customers, which are designed to supply two or more services.

Distribution Line Extension: New distribution facilities that are a continuation of, or branch from, the nearest available existing permanent Distribution Line (including any facility rearrangements and relocations necessary to accommodate the extension) to the point of connection of the last service. Includes transmission underbuilds and converting an existing single-phase line to three-phase in order to furnish three-phase service to an Applicant, but excludes transformers, meters and services.

Distribution System: The electric Conductors and related facilities including transformers, Conduit, poles, fixtures, services, and meters necessary for the purpose of delivering electricity to Customers at various Voltage Supply Points.

Electric Extension (or Line Extension): All facilities for Permanent Service, including transformer capacity and meters required to extend electric service from the Department's existing permanent facilities to one or more Supply Points.

Energy Cost Adjustment: A provision in the rate schedules that provides for adjustment of the amount of the bill as the cost of fuel and purchased energy varies.

Frequency: Alternating current at a regulated frequency of 60 cycles per second (60 Hz).

General Purpose Motor: A motor having a continuous duty rating at 220 hp or less at speeds of 450 rpm or more, and designed, listed, or offered for use without restriction to a particular application.

Hertz (Hz): Frequency in cycles per second.

Horsepower (hp): A practical unit of power representing the ability to do work by some kinds of electrical equipment. One hp is equivalent to 746 watts (.746 kilowatts) of electrical power.

Intermittent Duty Operation: A requirement of service demanding alternate operation or where load conditions are regularly recurrent. A motor shall be considered as performing intermittent duty when its operation is controlled by automatic switches of types actuated by pressure, liquid level, temperature, or other similar means, or where operation is not normally subject to manual control and the operating cycle has more than four starts and stops in any eight-hour period.

Kilovolt (kV): Volts times 1,000.

Kilovolt-Amperes (kVA): Volts times amps times 1,000.

Kilowatt (kW): The electrical unit of power or rate of consuming energy. The rate of energy transfer equivalent to one ampere flowing under a pressure of one volt at unit power factor (one watt) times 1,000.

Kilowatt-Hour (kWh): A unit of measurement of electrical energy. An electrical load of one kilowatt supplied with energy for one hour consumes one kWh.

Maximum Demand: The Customer's average kilowatt load to the nearest one-tenth kilowatt during the 15-minute period of greatest use during the month as indicated or recorded by the Department's meter.

Photoelectric Controller: A device that turns appliances on or off (usually street lights) based on ambient light levels.

Pole Line: Poles, cross-arms, insulators, conductors, switches, guy-wires, and other related equipment used in the construction of an electric overhead line.

Power Factor: The ratio of real power kW (kilowatts) to the apparent power kVA (kilovolt-ampere) for any given load and time. Generally, it is expressed as a percentage. For billing purposes, the Department uses the ratio of energy (kWh) to apparent energy (kVAh) during the high peak period as defined in the Electric Rate Ordinance.

Power System: The organizational device of the Department responsible for designing and operating the Department's facilities utilized in providing electric service for its Customers.

Primary Line: Any Wire, transformer, switch, or apparatus operating higher than 600 volts.

Revolution Per Minute (rpm): Number of rotations in a minute.

Sanitation Equipment Charge: A charge upon the occupants and the owner of each dwelling unit subject to the charge imposed by

the City of Los Angeles and applied to each Customer in whose name the electric meter serving each dwelling unit is listed upon the records of the Department. This charge is used to finance the acquiring and repairing of sanitation equipment, namely vehicles utilized in the collection and disposal of household refuse.

Service Conductors: The Department-owned Conductors which extend unbroken from a Supply Point to a Service Point and which operate at the same Voltages as the service entrance Conductors to which they connect. (Spliced Conductors or those connected together in a wiring enclosure installed for pulling purposes are considered to be unbroken.)

Service Conduit: Conduit and related equipment for the purpose of enclosing any of the Department's Service Conductors.

Service Connection: An electric Service Connection consists of a set of Service Conductors and related facilities required to deliver electric energy from a Supply Point to a Service Point.

Service Facilities: Transformers, meters, service wires, service Conduit, poles and other related facilities installed for the purpose of delivering and measuring electric energy.

Service Drop: That portion of the Department's overhead service Conductors which forms the connection between the last Department pole and the first point of attachment on the Customer's building or other permanent structure.

Service Entrance Conductors: The Customer-owned Conductors which form the connection between a Service Point and the line terminals of the Customer's service equipment.

Set of Conductors: Not more than four related Conductors.

Special Purpose Motor: A motor which is specifically designed and listed for use on a particular power application where the load requirements and duty cycle are definitely known.

Spinning Reserve: Generating units connected to the bus, spinning at synchronous speed, and ready to take load.

State Electric Utility Surcharge (Energy Resources Surcharge Rate): A tax upon the consumers of electrical energy imposed by the State Board of Equalization and applied to each kWh of electricity used. This surcharge is used to finance the State Energy Commission.

Substructures: Surface and subsurface structures which are necessary to contain or support the Department 's electric facilities. This includes, but is not limited to, such things as splice boxes, pull boxes, equipment vaults and enclosures, foundations, and pads for surface-mounted equipment.

Supply Point: Any transformer, pole, manhole, pull box, or other such facilities at which the Department has connected, or intends to connect at a future date, one or more sets of Service Conductors. Supply Points may be located on public or private property.

System Reliability: The ability of the Power System to sustain the loss of a major generating unit or transmission line and continue to meet the Customer's demand for energy.

Underground Distribution System: An electric Distribution System with all Wires installed underground except those Wires within surface-mounted equipment enclosures.

Voltage: Difference of potential or "electric pressure" in an electrical Circuit measured in volts.

Wire: A slender rod or filament of drawn metal.

RULE NO. 2

DESCRIPTION OF SERVICE

PART 2-W DESCRIPTION OF WATER SERVICE

A. Supply and Pressure

The Department will endeavor to render a dependable supply of potable water, from available sources, in quantities adequate to meet the reasonable needs of its Customers. The delivery of such supply will be at the Service Connection.

Generally, the Department will maintain operating pressures at the Service Connection of not less than 25 pounds per square inch. Pressures may be lower at times of Maximum Demand or because of unusual elevations or other special conditions.

B. Impairment of Service to Other Customers

Where the use of water is unusually intermittent or is subject to violent fluctuations of a character that may impair service to other Customers, the Department may require that the Customer provide, at the Customer's own expense, suitable equipment to reasonably limit fluctuations in use and pressures caused by the Customer's equipment or operations.

C. Other Conditions to Service

Before water service will be provided by the Department, the Customer shall obtain any approval of Customer-installed or furnished facilities required by the Department of Building and Safety or the Fire Department of the City of Los Angeles or any other authority whose approval is required by law.

PART 2-E DESCRIPTION OF ELECTRIC SERVICE

D. Alternating Current

1. Frequency, Voltage, and Phase

   a. Service supplied will be alternating current at a regulated frequency of 60 Hz. Voltage values stated herein are nominal although reasonable variations may occur in actual values thereof, as well as in other conditions of service.

   b. Single-phase service is generally supplied at 120 volts, through two Wires, or at 240/120 volts through three Wires. Single-phase loads, when supplied at 240/120 volts, must be reasonably balanced between the two energized Conductors of the service with respect to the neutral Wire. Single-phase loads with a service Ampacity of 600 amperes or less at 240/120 volts normally will be supplied through one main meter. Where such service Ampacity is in excess of 600 amperes, approval must be obtained from the Department regarding metering requirements and related facilities, including switches and Circuits.

   c. Three-phase service is generally supplied at 240/120 volts, 480Y/277 volts, and 208Y/120 volts through four Wires with the fourth Wire grounded. However, services at 208Y/120 volts or 480Y/277 volts are of special character and require sufficient connected load to warrant spot transformation. Load connected to a three-phase service shall be reasonably balanced between the phases. The Department shall not be required to supply three-phase service in any single-family residential district area.

   d. A combination of 240-volt, three-phase and 240/120 volt, single-phase service will normally be furnished through four Wires. The fourth Wire will be grounded. The single-phase portion of the load shall be reasonably balanced between the phase Conductors with respect to the neutral Wire. The three-phase portion of the load shall be reasonably balanced between phases. When service is supplied in this manner, large motors, welders, or x-ray equipment, whether single-phase or three-phase, may cause Circuit Voltage fluctuation (light flicker). The Customer must obtain Department approval prior to installing such equipment. If at any time, the character or size of the loads, in the opinion of the Department, makes it reasonably necessary to separate the three-phase and single-phase services, all necessary equipment required to receive the separate services shall be supplied by the Customer.

   e. The Department will not be required to supply service in excess of 1500 kVA at 240/120 volts or less or in excess of 3750 kVA at 480Y/277 volts, either three-Wire or four-Wire. When larger capacity is required, the load may be served at high Voltage or two or more services may be installed at the same location.

   f. For services in excess of 1500 kVA, the service Voltage must be 480Y/277 volts or higher. For services in excess of 3750 kVA, the service Voltage must be 4160Y/2400 volts or higher. For services in excess of 30 MVA, the service Voltage must be 34,500 volts. For services of 80 MVA or greater, the service Voltage may be 138,000 volts provided at the sole discretion of the Department. Service voltage provided at 138,000 volts is limited to availability on the Department's system, and will be available only if determined to be feasible following comprehensive transmission studies. All equipment or structures on customer premises necessary for the utilization of service delivered by the Department from 138,000 volts or above shall be owned and maintained by the Customer. However, some equipment may be installed by the Department on the Customer's premises. All conduit and conductors required from the nearest 138,000 volt source to the Service Point will be installed by the Department and the cost paid by the Customer. If the Customer requests to be served at a lower service Voltage than that of the guidelines, the Customer will pay for the additional installation cost.

   g. The Department may furnish primary service (at 4800 volts, 34,500 volts, or other Voltages as may be specified by the Department) only when, in its opinion, the size or special character of the load, or the location thereof, warrants furnishing service on such basis. In the event the Department has determined that service will be provided at 4800 volts, the Customer must first agree to comply with any special conditions imposed by the Department.

   h. Services separately metered may be totalized at a Customer's request, or for the Department's convenience, provided the Customer's equipment configurations conform to the Electric Service Requirements. Loads fed separately from the subtransmission and primary systems will not be totalized.

2. Gaseous Tube Lighting

When gaseous tube lighting equipment or systems of any type or size are to be served, the Department will require that the Customer provide at the Customer's expense, power factor corrective apparatus to increase the operating power factor of each complete unit or system to not less than 90 percent (lagging or leading). Such correction will be required with each "tube-rated" unit of 15 watts or over and where such auxiliaries are used for individual fixtures, they shall be similarly corrected. Each tube transformer having manufacturers' rating over 150 volt-amperes and used with gaseous tube systems or signs shall be equipped to provide such power factor correction.

3. Motor Loads

a. General

Motor loads may be served under any rate schedule which provides for service to power loads for general purposes, but subject to other applicable provisions of the Department's Rules.

b. Single-Phase Service

(1) Any single-phase motor having locked-rotor current not exceeding 46 amperes, and full-load running current not exceeding 12 amperes, may be operated at 120 volts.

(2) Single-phase, 240-volt motors installed for residential air conditioning shall be limited so that the arithmetical sum of the locked rotor currents of all motors in a particular unit shall not exceed 450 percent of the similar sum of full-load currents nor a total of 150 amperes.

(3) Single-phase motors of five hp or more may be connected to a service supplying lighting only upon special permission from, and in the manner specified by, the Department.

c. Polyphase Service

(1) Three-phase service generally will be supplied for motor installations aggregating more than five hp. Such service generally will not be otherwise limited as to capacity, either of individual motors or of the installation in aggregate. The Department may, however, require that large installations be served from transformer stations located on the Premises of Customers, in accordance with the provisions set forth in Rule No. 16 titled "SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES" except as otherwise provided in the following subparagraph (2), service will generally be at 240 volts.

(2) When the load is to be supplied from overhead distribution facilities, three-phase service at 480 volts may be supplied for motor installations where the aggregate load at 480 volts is 50 hp or more; and the Department may not be required to continue service at such Voltage if connected load is reduced below 50 hp at 480 volts. When load is to be supplied from secondary Voltage underground distribution facilities, approval of the Department engineers must be obtained in advance for any 480-volt, three-phase service.

(3) Polyphase motors not exceeding 20 hp each and designed for "across-the-line starting" may be connected to the Department's system, for either constant or intermittent duty operation, provided the starting kVA demand does not exceed six kVA per rated hp.

(4) Polyphase motors in excess of 20 hp, but not more than 50 hp each and designed for "across-the-line starting" require approval of the Department before they may be connected to its electric system.

(5) Polyphase motors of capacity exceeding 50 hp each will require special approval by the Department, and the following information shall be furnished to the Department in writing before such approval will be considered:

(a) Rated hp;

(b) Motor type;

(c) Starting current test or guaranteed locked-rotor current;

(d) Duty - constant or intermittent, and maximum number of starts in an eight-hour period; and

(e) Whether more than one motor is to be started simultaneously from a single control.

4. Heating, Cooking, and Miscellaneous Power Loads

a. General

Single-phase commercial cooking and heating loads and other miscellaneous single-phase power loads may, at the option of the Department, be supplied through a three-phase service at 240 volts. However, approval for such service shall be obtained in advance if none of the individual loads to be supplied is three-phase.

b. X-Ray Units Over Five kVA

When x-ray equipment in units exceeding five kVA in capacity is to be supplied, Department approval must be obtained on the proposed method of connection before installing any such equipment.

c. Welders

(1) Any welder exceeding three-kVA capacity when supplied through a residential service requires approval by the Department prior to installation.

(2) All welders for commercial or industrial use (of gun, butt, seam, flash, or similar type) of 15-kVA capacity or more require approval by the Department prior to installation. Welders having a rating in excess of 15 kVA may require special serving facilities. Service thereto will be subject to provisions of the following subparagraph (3).

(3) Single-phase welders may be served through a three-phase service provided the individual single-phase load units are equally distributed among the three phases; if such single-phase units are not so distributed, approval by the Department, before service is supplied, must be obtained as to maximum permissible unbalance between phases, and the two Conductors supplying the greatest single-phase load shall be suitably tagged or otherwise identified at the point of connection to the service Conductors.

E. General Provisions

1. Impairment of Service

The Department may require that any load installation, where the use of electricity is unusually intermittent or is subject to significant fluctuations, as in the case of hoists, welders, furnaces and equipment of a character that may impair service to other Customers, be supplied through a service separate from all other loads. The Customer may provide, at the Customer's own expense, suitable equipment to reasonably limit the voltage fluctuations caused by the equipment involved.

2. Special Power Apparatus

Arc rectifying devices, x-ray equipment, high-Voltage testing and bombarding transformers, Wireless telegraph or radio transmitting equipment, electric welders and furnaces, and other equipment with similar load characteristics will be considered as power apparatus and therefore are subject to provisions of subsection F of this Rule.

3. Other Conditions of Service

All equipment and loads of the Customer are subject to provisions of the "Electric Service Requirements" of the Department of Water and Power, as established pursuant to Rule No. 16 titled "SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES." Services and all conditions related thereto, are also subject to applicable provisions of other Rules.

Approval by the Department of Building and Safety of the City of Los Angeles, and by any other authority whose approval is required by law, shall be obtained by the Customer for any installation furnished and/or installed by the Customer before installation will be energized by the Department of Water and Power.

4. Revenue Insufficient to Warrant Expense

Whenever the estimated revenue, in the sole discretion of the Department, from a proposed new service, or a proposed increase in load on an existing service or from a proposed renewal of a discontinued service, does not justify the additional investment necessary, the Department may disallow, in whole or in part, any allowances as provided for in Rule No. 15 titled "DISTRIBUTION SYSTEM EXTENSIONS" or may require suitable guarantees which will warrant making expenditure for the service.

F. Connected Load and Maximum Demand

1. Change of Connected Load

In the event that the Customer shall make any material change either in the amount or character of the electrical load connected upon the Customer's Premises and supplied with electric energy by the Department, the Customer shall immediately give the Department written notice of the fact so that, if necessary, the Department may change its line and/or service equipment.

2. Connected Load

a. General

The Customer's "Connected Load" shall signify the rated capacity of the maximum load that can be energized directly and simultaneously from the Department's lines. Such "Connected Load" shall be expressed only to the nearest 1/10 (0.1) kW. For the purpose of applying rates, the following shall be considered as equivalent to one kW of connected load:

Three-fourths (3/4) multiplied by each hp of rated capacity of standard motors,

Each kVA maximum input rating of mercury arc, tungar, and dry-plate rectifier units,

Each kW of rated capacity of other stationary apparatus, except standard distribution transformers,

Each kVA of standard distribution transformer capacity, and Each kVA of output capacity of frequency changers.

In cases of resistance, welding devices, x-ray units, and other installations where energy demand is intermittent or subject to severe fluctuations or in case of multiple-rated motors or where connected loads are indeterminate or transient in nature, the basis on which determination of connected load shall be made is reserved to the Department through its authorized representatives. Manufacturers' equipment ratings will be used where practicable although the right to establish maximum input or output in each individual case is reserved to the Department through its authorized representatives.

In the event the Customer requests or the Department determines that it is necessary to provide capacity greater than is normally provided for such equipment, establishment of a rating for the equipment will be made by the Department through its authorized representatives.

b. Indeterminate and Transient Loads

(1) Rating Plate Not Correct, Incomplete or Missing

When the rating plate on any unit of load is not correct for any reason or the name plate is missing, a rating for such unit on the basis of ratings of similar standard equipment or as provided in these Rules will be established by the Department through its authorized representatives and "Connected Loads" shall be determined on the basis of such rating.

(2) Test Panels or Test Circuits

All testing panels or testing Circuits shall be considered as "Connected Load" on the basis of the maximum capacity. The Circuit or panel shall be limited to such capacity by a suitable load limiting device acceptable to the Department.

(3) Portable Loads

Portable loads for use on a Customer's Premises shall be counted as "Connected Load" on the basis of the sum of the ratings of the largest units of load that are simultaneously used as determined by the Department through its authorized representatives.

c. Synchronous or Static Condensers (Capacitors), Regulators, Balancers, and Similar Devices

Where a condenser is used solely for the purpose of correcting power factor, or where it is determined by the Department that a regulator, balance, or any other device is installed by the Customer solely for the purpose of maintaining favorable Voltage or load characteristics, such equipment shall not be considered as "Connected Load."

d. Auto Transformers

The load connected to an auto transformer shall be considered as energized directly from the Department's lines and such load, and not the auto transformer itself, shall be considered as "Connected Load."

e. Control Apparatus

Control apparatus such as overload or under Voltage relays, pilot lights, magnetic brake releases, and control panels on freight and passenger elevators, automatic printing press controls, and any device acting in an auxiliary way to control motor-operated machines shall not be counted as "Connected Load."

3. Maximum Demand

a. In administration or application of rates, Maximum Demands may be established as estimates founded on Department tests or other reasonable bases, under circumstances as follows:

(1) For limited interim periods pending installation of demand indicating meters following initiation of service or otherwise.

(2) When installation of demand indicating meters may not be practical or necessary, generally where load is either small or use is notably uniform.

b. Where demands are intermittent or subject to severe fluctuations and Maximum Demand is to be based on transformer capacity, as provided for by rate ordinance, such Maximum Demand shall be established in accordance with the following:

(1) General

Transformer capacity required to serve shall be determined by Department engineers where the Customer's load includes units whose character and use is such that required capacity is not adequately indicated by average demand recorded by meters. In cases where Billing Demand respecting total service, as prescribed by rate ordinance, is based on average demand recorded by meters and it exceeds the amount of transformer capacity determinable hereunder, such capacity shall be disregarded for application of rates.

(2) Welders and X-Rays

Where Customer's load includes resistance-type welders or x-ray equipment, transformer capacity required to serve shall be determined in accordance with the following:

(a) Such transformer capacity shall be deemed equivalent to capacity of welder and/or x-ray equipment in cases where only a single unit of such equipment is involved.

(b) Such transformer capacity shall be specifically determined, as provided in subparagraph F.3.b (2) (a) of this Rule, in each case where more than a single unit of such welder or x-ray equipment is involved. In such determination, consideration will be given to relevant factors such as number and types of units, character of operation thereof, and distribution among phases of service.

(3) Test Services, Special Capacity Contracts, and Miscellaneous Other Pertinent Circumstances.

Required transformer capacity, as a basis for establishing Maximum Demand, where Customer's load includes test equipment or other units not covered by subparagraph F.3.b (2) of this Rule, shall be specifically determined in each case as provided under subparagraph F.3.b (1) of this Rule, considering type and operation of units, amount of transformer capacity especially contracted for, and any other pertinent circumstance.

RULE NO. 3

APPLICATION FOR SERVICE

A. General

1. Each prospective Customer, or agent of the Customer, shall apply for the service desired, establish credit as required by these Rules, and pay a Start Service Charge.

2. An application may be made in person at any business office of the Department or to a duly authorized representative by phone, mail, or the Internet.

3. In the event the Customer is a corporation, the Department considers the Customer to be the corporation as it exists at the time of the application for service. Any dissolution, merger, consolidation, or other reorganization of the corporation, or the sale or other transfer of the assets of the corporation in an amount greater than ten percent, or the sale or other transfer of stock ownership of the corporation, voluntary or involuntary or by operation of law, greater than ten percent shall be deemed a termination of service and a request for new service and therefore is subject to the provisions of those Rules concerning new service and termination of service, including the establishment and/or reestablishment of credit. Continuation of any deposits on file with the Department shall require the consent of the previous owner. Failing such consent, a new deposit will be required. The provisions of this Rule shall not apply to corporations, the stock of which is listed on and traded through a recognized exchange.

   In the event the Customer is a partnership, the Department considers the Customer to be the partnership as it currently exists. A withdrawal or change, voluntary or involuntary or by operation of law of any partner or the dissolution of the partnership shall be deemed a termination of service and a request for new service and therefore is subject to the provisions of these Rules concerning new service and termination of service, including the establishment and/or reestablishment of credit.

   In the event the Premises at which the Customer is receiving service is a leased Premises, any transfer of the lease, voluntary or involuntary or by operation of law, shall be deemed a termination of service and a request for new service and therefore is subject to the provisions of those Rules concerning new service and termination of service including the establishment and/or reestablishment of credit.

   In the event the application is for master-metered residential service, unpaid bills are deemed to be the responsibility of the property owner in that this service constitutes a special benefit to such property. A public or private auction sale resulting from a foreclosure results in the purchaser being deemed the Department's Customer from the date of the auction purchase.

   As a condition of service and continuation of service, any corporation, partnership, or Customer subject to the provisions of this Rule, or to which the provisions of this Rule become applicable, shall notify the Department in writing in advance of such event. Failure to notify the Department shall be grounds for immediate termination of service.

4. The application is a request for service. It does not, in itself, require the Department to serve the Customer nor does it require the Customer to take service if the application is accepted, for a period longer than the minimum period required under the rate ordinance. The Department's refusal to serve shall be based upon these Rules, and service at any time shall be rendered only under reasonable conditions and in accordance with these Rules.

5. Acceptance of applications for service to Customers located outside of the City but within the Los Angeles Metropolitan Area is at the Department's option and may be subject to approval by the Board. Only surplus water or electricity, owned or controlled by the City and not required for use of Customers served by the City within its limits, may be supplied or distributed outside the City.

B. Information to Be Furnished by Applicant

1. Name of prospective Customer and agent, if applicable.

2. Date of application.

3. Location of Premises to be served.

4. Date service is desired.

5. Whether the Premises have been heretofore supplied with water or electricity by the Department.

6. Purpose for which service is to be used.

7. Type of service desired - water and/or electric.

8. Prospective Customer's mailing address and if residential, the place of employment, and if business, the residential address of the prospective Customer. Prospective Customer's mailing address shall be the address for receipt of notices unless the Customer specifies, in writing, another address for notices.

9. Whether the prospective Customer is the owner or tenant of the Premises to be served.

10. For master-metered residential service - name, address, and telephone number of property owner, if other than the Customer of record.

11. Rate schedule requested if optional rates are available.

12. Information required to evaluate the credit of the prospective Customer.

13. Such other information as the Department may reasonably require.

14. Signature of prospective Customer or agent may be required.

C. Individual Liability for Joint Service

Two or more parties who join in one application for water and/or electric service shall be both individually and jointly liable thereunder and only one bill shall be periodically rendered for service supplied in accordance therewith.

D. Start Service Charge

A Start Service Charge per Premises shall be established from time to time by the General Manager and shall be collected from each Applicant for starting water and/or electric service to the Premises.

If the application is for a change of name on an established account which does not require a closing bill, there shall be no charge.

A Customer who converts master-Metered Services to individually metered Electric Services may have the Start Service Charge waived, at the initial conversion only, when services are retained in the Customer's name.

E. Maintenance of Electric Service Application

A Customer may place a Landlord Agreement on file for the purpose of maintaining continuous electric service in rental units when tenants move out, if the following requirements are met:

1. The Customer must be the Customer of record for the common water service or services.

2. There must be at least one individually metered electric service.

3. The services must be at the same or contiguous addresses within a complex of rental units.

4. The common water service or services and all electric services covered by the Landlord Agreement must be in the same bimonthly or corresponding monthly billing cycles.

5. Failure to comply with any of the above requirements will result in cancellation of the Landlord Agreement.

F. Type of Water Service Requirements

The Department's requirements for the type of water service desired must be met before an application will be approved. If the water main, Service Connection, or meter required for service to the Premises has not been installed and/or paid for, the Applicant will be informed of the terms and conditions which must be met before an application for service will be approved.

G. Failure to Pay Charges Owed as Former Customer

When an application for service is made by a former Customer who has failed to pay charges owed to the Department, service may be refused until such charges are paid and Customer establishes credit as required in Rule No. 6.

H. Use of Water or Electricity Without Application for Service

Any person, persons, association, corporation, or entity using water or electricity without making proper application for such service shall be responsible for all charges for the service. The amount of such charges shall be determined by the Department either by meter reading or on the basis of the estimated consumption for the time the service was used. Liability for charges due is in addition to any other civil or criminal penalty authorized by law.

When the Department finds that water or electricity is being used without proper application for service or Service Connection, the service may be discontinued without notice. If such use of water or electricity is unsafe or hazardous, the service may be discontinued in the manner prescribed in Rule No. 11 titled "DISCONTINUANCE AND RESTORATION OF SERVICE."

RULE NO. 4

CONTRACTS

A. Special contracts may be required as a condition precedent to service:

1. When required by provisions of a Rule or rate schedule;

2. When required in connection with extension or installation of facilities pursuant to Rule No. 15 titled "DISTRIBUTION SYSTEM EXTENSIONS," Rule No. 16 titled "SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES," or in connection with Rule No. 13 titled "TEMPORARY SERVICE"; or

3. When the Department, in its discretion, requires such a contract because of special circumstances of service.

B. When a service is requested to supply a Premises situated at such an elevation that it cannot be assured of a water supply at adequate pressure from the Distribution System, the water service shall not be furnished until the property owners of record execute an agreement to accept such water service as the Department is able to furnish from its existing Distribution System and provide any additional facilities required by an applicable law or plumbing code. To serve public notice of the conditions of supply, the Department shall record the agreement in the Office of the County Recorder of the County in which the Premises is located.

RULE NO. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

In accordance with the Rules of the Department as promulgated by the Board under the authority of the City Charter, each contract for water or electric line extension or service will contain information to the effect that the contract shall at all times be subject to such changes or modifications by the Board as said Board may, from time to time, direct in the exercise of its powers.

B. Customer's Bills

Information printed on all regular bills for water and/or electric service will include the following:

1. Information that bills for service, except as provided otherwise in the rate ordinance, are due and payable upon issuance and shall become delinquent 19 days after the date of issuance;

2. A statement, as provided for in the rate ordinance, to read substantially as follows: "If bills are not paid upon becoming delinquent, the Department may impose a Late Payment Charge and/or discontinue the service in accordance with applicable law or Department Rules."

3. A statement describing the disputed bill procedure; and

4. Information concerning the rate schedule or code number under which water or electric service is billed.

5. Any other statement required by law.

C. Final Notice

In addition to the information specified by B.3 of this Rule, information printed on each Final Notice will include the following:

1. Information to the effect that a charge will be assessed when a field collector either leaves a disconnect notice or collects the delinquent bill;

2. A statement to the effect that the bill is past due and must be paid on or before 5:00 p.m. of the date specified;

3. A statement to the effect that if payment is not received, service will be discontinued without further notice; and

4. A statement to the effect that if service is discontinued, payment of a reconnection charge will be required.

5. Master-Metered Residential Service

   A statement to the effect that City ordinance provides for utility liens as an alternative to service discontinuance for delinquency where residential service is provided through a meter serving more than one single-family accommodation. This statement can be printed on (or included with) the bill, unless the method of notification is specifically provided for by law, or these Rules or ordinance.

6. Any other statement required by law.

D. Discontinuance of Service Notices

Information printed on each discontinuance of service notice will include the following:

1. Multiple-Family Dwellings

    a. A statement to the effect that water or electric service is provided through one meter serving all residents at the address shown, that bills for service have not been paid, that current unpaid bills remain the responsibility of the current Customer and that service will be shut off unless the bills are paid or arrangements are made for future service;

    b. Methods of arranging payment for future service to actual users who are not the Department's Customers; and

2. A statement to the effect that the service has been discontinued for failure to pay the bill.

E. Deposit Receipts

Each deposit receipt for a cash deposit to establish or reestablish credit for water or electric service in accordance with these Rules will include the following:

1. A statement regarding the criteria for refunding a Customer's deposit; and

2. A statement regarding interest on deposits which the Department will pay.

RULE NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A. Establishment and Maintenance of Credit

Each Applicant for water or electric service may be required to furnish and maintain a satisfactory guaranty, by deposit or otherwise, for payment of charges in connection with such service, provided that such guaranty may not be required where it appears to the Department that the Applicant's credit is sufficient to assure payment of any such charges as they become due. Unless the guaranty is required, each Applicant's credit shall be deemed established and thereafter maintained until any bill rendered by the Department for service has become delinquent or until information is obtained which indicates that the Customer's credit has been impaired. Whenever it is deemed necessary because of delinquency in payment, or otherwise, that the Customer be required to reestablish credit, the Department will mail or deliver to the Customer a suitable written notice.

When the Applicant is a limited partnership, the Department will evaluate the credit standing of the limited partnership, the general partner and the limited partners. The Department may in its discretion deny such credit unless the following occurs: (i) That an individual or corporation having an acceptable credit standing agrees to be liable for the obligations resulting from the Department's furnishing service; or (ii) That a limited partner, having an acceptable credit rating, (whether an individual, corporation, or partnership) agrees to be a surety for the limited partnership or guarantees the obligations of the limited partnership resulting from the furnishing of service. The individual or corporation agreeing to be liable for the obligations arising from furnishing of service must do so independently of the limited partnership and not be a participant in the control of the business as a general partner.

B. Reestablishment of Credit

Any Customer may be required to reestablish credit in any of the following cases:

1. If Customer's deposit has been applied, in whole or in part, to the payment of any bill or bills for service;

2. If the Applicant was a water or electric Customer of the Department and service was discontinued for cause;

3. If the Customer's credit has not been maintained as required by this Rule;

4. If, for any reason, the guaranty furnished by the Customer becomes inadequate under the provisions of this Rule; or

5. If a Customer must reapply for service under provisions of Rule No. 3.A.3.

6. If a Customer owns master-metered residential property which, within the last two years, had an application for a lien and/or a lien for public utilities filed against that property while owned by the Customer.

RULE NO. 7

DEPOSITS

A. Amount of Deposit

1. Where the Residential Applicant or Customer is required to make a deposit, pursuant to Rule No. 6 titled "Establishment and Reestablishment of Credit," either for guaranteeing payment of charges for service or for re-establishment of credit, the amount thereof shall generally not exceed a sum equal to the average bill for service as estimated for two billing periods.

   Where the Non-Residential Applicant or Customer is required to make a deposit either for guaranteeing payment of charges for service or for re-establishment of credit, the amount thereof shall be no less than two times the average periodic bill or three times the estimated average monthly bill.

   In any event, for a Residential or Non-Residential Applicant or Customer, the deposit shall not be less than a minimum amount to be determined from time to time by the General Manager.

2. When a Customer's credit record indicates to the Department that the Customer poses a risk that the bills rendered at any location at which the Customer is receiving service may not be paid, in the Department's discretion, a deposit larger than the amount of deposit set forth in subparagraph A.1 of this Rule may be required for any such location prior to continuation of service. A risk that the bill will be unpaid occurs when the Customer has been delinquent in payment of bills; the Customer's service has been shut off on one or more occasion; the Customer is delinquent at other locations than the location at which service is being rendered, or when credit reports or any other indications are received that the credit of the Customer may be impaired. The deposit will be fixed in an amount at which the Department will not be required to risk a loss as the result of nonpayment of bills.

B. Disposition of Deposit

When a Customer has furnished a deposit to guarantee payment of Department bills, and service has been terminated, such deposit will be refunded to the Customer after deduction of any unpaid charges or indebtedness due to the Department.

C. Deposit for Temporary Service

This Rule shall not apply to any deposit as may be required in conjunction with supplying of Temporary Service.

D. Interest on Deposits

The Department will pay simple interest on cash deposits held to guarantee payment of bills from the date the deposit is paid in full at a rate to be determined from time to time by the General Manager, computed on a daily basis. Such interest will be paid at the time the deposit is applied to the Customer's account or refunded.

RULE NO. 8

NOTICES

A. Meter Reading and Billing

When notices from the Department to a Customer are required, they will normally be given in writing, either mailed to the address specified by the Customer for the receipt of notices, or delivered to the service address, except that in emergencies, the Department may give oral notices. Required written notices will either be mailed to the address specified by the Customer for receipt of notices, or delivered or mailed to the service address, or in the case of master-metered residential accounts, mailed to the property owner as identified on the latest equalized tax roll at the address listed for mailing of the tax bill.

B. Notices from Customers

Notices from a Customer to the Department may be given in writing mailed to any business office of the Department or may be given orally by the Customer or agent of the Customer at any business office of the Department or by phone except when written notice is specifically required by law or by these Rules or by ordinance. Notices written on the bill will not be effective.

RULE NO. 9

RENDERING AND PAYMENT OF BILLS

A. Meter Reading and Billing

1. General

Regular bills shall be rendered at intervals of one month or multiples thereof, as may be established from time to time by the Board or by ordinance. Except as provided in A.4 of this Rule, and in the water or electric rate ordinance, bills for water or electric service will be based upon delivery as indicated by the Department's meter. Insofar as is practicable, meters will be read at regular intervals for the preparation of regular bills, and meters will be read as required for the preparation of opening, closing, and special bills.

Except as otherwise specifically provided for in schedules of the rate ordinance or unless an agreement under A.4 of this Rule is in effect, if for any reason service is unmetered or the meter is in a locked compartment or otherwise cannot be read or fails to register correctly, water consumption and/or energy use may be estimated by the Department based on the following:

a. Previous consumption by Metered Service to the Premises; or

b. The average consumption for the corresponding billing periods during which the meter is known to have registered correctly; or

c. The consumption as registered by a substitute meter; or

d. By giving consideration to the nature of use, volume of business, seasonal demand and any other factors that may assist in determining such consumption.

2. Proration of Bills

Rate schedules stated on a monthly basis are related to a 30-day consumption interval as a standard month. Whenever actual meter read intervals differ from a standard 30-day period or multiples thereof, bills related thereto, computed from monthly schedules, are subject to proration on a 30-day basis.

However, at the discretion of the Department, in computing and rendering regular bills, minor variances between actual read intervals and any established regular read interval need not be considered, in accordance with the following:

a. Where bills are regularly rendered monthly, computation from monthly rate schedules may be made directly whenever actual read intervals are not more than five days greater or not more than five days lesser than the standard 30-day interval.

b. Where bills are regularly rendered bi-monthly, computation from monthly rate schedules may be made on the basis of multiples of two (except as to electrical demand) of the stated rate schedules whenever actual read intervals are not more than eight days greater or not more than six days lesser than the standard 60-day interval.

Charges for metered or unmetered services may be calculated on a daily, monthly, bi-monthly, quarterly, semi-annually, or annual basis. Whenever a change of the charges under a rate schedule becomes effective, bills shall be prorated with respect to the effective date of the change.

If a time-of-use meter is installed, bills shall not be prorated. Whenever possible, the change to a time-of-use rate schedule shall be effective for the entire billing period during which the time-of-use meter recorded an entire billing period of consumption.

3. When Readings of Separate Meters May be Combined

For the purpose of computing charges, each meter upon the Customer's Premises will be considered separately, and readings of two or more meters will not be combined as equivalent to measurement through one meter, except when such combination is for the convenience of the Department or is provided for by rate ordinance. When two or more water meters are substituted for a single meter on the same Service Connection, the size of the service shall be substituted for the sizes of the meters in billing under the applicable rate schedule.

4. Agreements for Billing on an Estimated Basis

The Department may, at the discretion of the Board, enter into agreements with governmental agencies which provide that billings to such agencies will be on an estimated basis, provided that an adjustment will be made at least annually or more often to account for any difference between the estimated billings and that which the billings would have been had they been based on applicable rates and actual meter registrations.

For purposes of this Rule, "governmental agencies" shall include the United States and its departments, agencies, and bureaus, the State or any local government or any agency thereof, or public districts.

B. Application of Service Availability or Special Metering Charges

The Service Availability or Special Metering Charges specified in rate schedules shall apply to each direct service meter (as distinguished from subordinate meters).

Direct service meters shall include those meters the readings of which are combined with readings of other meters as measurement through one meter.

Subordinate meters are attachment metering devices, demand meters, power factor metering devices, totalizing devices, and submeters.

C. Metering at Voltages Other Than Delivered Voltages

All new services shall be metered at delivery Voltage. When the service Voltage of an existing facility is changed, the metering shall be changed to correspond with the new service Voltage. Installations which are not metered at delivery Voltage, in service on January 1, 1982, may continue to be metered at Voltage other than delivery Voltage until a change is made in delivery Voltage.

D. Payment of Bills

All bills are due and payable upon issuance, and payment shall be made at the offices of the Department in person, by electronic transfer of funds, by mail, or at the Department's option, to duly authorized collectors of the Department. Bills are delinquent 19 days after the date of issuance or as prescribed by law, these Rules or ordinance.

Customers, owners, and/or operators of residential property served through Master Meter(s), who are unwilling or unable to pay for such service, subject the property to assessment and/or lien for the cost of such unpaid service as provided for by law, these Rules or ordinance, and thereafter, these costs shall be paid in the same manner as payment is made for other essential public service furnished to and benefiting real property.

Bills for connection or reconnection of service and payments for deposits or to reinstate deposits as required under the Rules of the Department shall be paid before service will be connected or reconnected.

If a deposit is required under these Rules and such deposit is not made, the Department may refuse or immediately discontinue water and/or electric service to the Applicant or Customer.

E. Notice of Bill Dispute Hearing Procedure

Notice of the bill dispute resolution hearing procedure provided for in Rule No. 10 titled "DISPUTES OF BILLS AND OTHER DEPARTMENT PRACTICES" shall be provided to the Customer.

F. Remittance Reversal Charge

Whenever a check is received by the Department in payment of billing for water or electric services, security deposits, or other charges, and when negotiated, said check is not paid by the issuing bank, the Department will assess an additional charge consisting of an amount to be determined from time to time by the General Manager.

G. Late Payment Charge

Whenever payment of a regular bill for water or electric service is received after 5:00 p.m. of the date specified on the original bill, a late payment charge, in an amount to be determined from time to time by the General Manager, may be assessed.

H. Field Collection Charge

A Field Collection Charge, in an amount to be determined from time to time by the General Manager, will be assessed when a field collector either leaves a disconnect notice or collects the delinquent bill.

I. Attorneys' Fees and Court Costs

In the event recourse to litigation is required against a Customer arising from nonpayment of charges for either electric service or water service, as defined by these Rules, in addition to sums due and payable for water or electric service, the Customer shall be liable to pay reasonable attorneys' fees, as well as all court costs incurred by the Department in the litigation, whether it proceeds to judgment or not. The court shall, upon application by the City Attorney, assess reasonable attorneys' fees in an amount sufficient for the City and its Department of Water and Power to recover its costs incurred in pursuing the litigation.

The City Attorney may waive all or a portion of such fees and costs, when, in the judgment of the City Attorney, the facts related to nonpayment of charges for water service or electric service, reflect a reasonable dispute as to the amount and basis of such charges.

Assessment Lien Processing Fees

In the event that an assessment and/or lien filing is required against property arising from nonpayment of charges for either master-metered residential electric or water service, in addition to sums due and payable, the property owner shall be liable to pay reasonable costs incurred by the County or City or any of its departments for this action as required by Rule No. 23 titled "LIEN-MASTER-METERED-RESIDENTIAL REAL PROPERTY."

RULE NO. 10

DISPUTES OF BILLS AND OTHER DEPARTMENT PRACTICES

Whenever the correctness of any bill, or part thereof, for water or electric service or in cases where the correctness of other charges or practices of the Department is disputed by the Customer, the Department shall, upon request, conduct an investigation. This investigation shall determine if an adjustment is warranted. Bill adjustments for meter errors shall be made pursuant to Rule No. 17 titled "METER TESTS AND ADJUSTMENTS OF BILLS FOR METER AND UTILITY ERRORS."

The Department's bill is due and payable upon issuance and is delinquent if it remains unpaid 19 days after issuance. In order for a Customer to preserve the right to a dispute determination before termination of service, the request for a dispute determination must be filed in writing with the Customer Relations Office within the 19-day period, and all undisputed amounts must be paid at the same time. The request for dispute determination will be resolved by the Department within 30 days for multifamily master-metered residential services and within 60 days for all other services by referral to an appropriate Department manager empowered to resolve the dispute.

Requests for dispute determination which are not filed in a timely manner, not in writing, or not accompanied by the undisputed amount of the bill, will be investigated but will not guarantee the stoppage of delinquent processing, including termination of service.

If a Customer disputes the correctness of any bill, or part thereof, for electric service and consequently requests a rereading of the electric meter to be performed and such rereading would be outside the Department’s standard electric meter reading schedule for that Customer, the Customer will be required to pay an amount as determined by the General Manager to cover the cost of this electric meter rereading unless the electric meter rereading indicates that the Department’s prior electric meter reading was incorrect.

In cases where facts, not subject to exact determination, must be decided in order to determine the application of rate schedules, General Provisions of the Water or Electric Rate Ordinances, or other provisions of these Rules, the Rates Manager shall establish such facts and shall authorize billing adjustments to be made.

If after determination by the appropriate authority that all or a portion of the disputed amounts are due and the Customer disputes the findings, then the Customer may, within 10 days, and upon further written request, accompanied with payment of the entire outstanding bill, be granted a hearing before Department Management pursuant to the provisions of the Department’s then current Disputed Bill Procedure.

Any payment that is not made as prescribed by this Rule will terminate the Customer's right to a dispute resolution and will subject the service to termination or other methods of securing the payment in accordance with law, or these Rules or ordinance.

Customers will be informed of the investigation, disputed bill procedure, and other Department practices required by this Rule by a statement on the bill or by other appropriate prescribed methods.

RULE NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A. Discontinuance of Water and/or Electric Service at Customer Request

Each Customer who intends to discontinue responsibility for payment for water and/or electric service shall notify the Department specifying the date discontinuance is desired. Normally service may be discontinued on any regular working day if the Department receives advance notice of not less than one working day from the Customer. The Customer will be held responsible for payment for service furnished until one working day after the Department receives the Customer's notice or until the day specified in such notice, whichever is later.

B. Discontinuance of Water and/or Electric Service by Department

1. Nonpayment of Bills

   A Customer's service may be discontinued for nonpayment of a bill for service rendered if said bill has not been paid within 19 calendar days after presentation as prescribed by ordinance, and a written notice of termination is thereafter first sent, except when specifically prohibited by law, or these Rules or ordinance.

   A Customer's service at a subsequent location may be discontinued for the nonpayment of a delinquent bill rendered for service at a previous location served by the Department.

   If a Customer is receiving service at more than one location, service at any or all locations may be discontinued if bills for service at any one or more locations are not paid within the time specified above, provided, however, residential service shall not be discontinued because of nonpayment of bills for nonresidential service.

   In the event a Customer is a resident of a dwelling unit under the jurisdiction of the Housing Authority of the City of Los Angeles and becomes delinquent in the payment of their electric bill, the Department shall notify such Authority and the County of Los Angeles Department of Social Services not less than seven (7) calendar days prior to the discontinuance of electric service to such Customer. The Customer is deemed to have authorized and consented to the Department providing such notice to these public agencies.

2. Noncompliance with Court Judgment

   In addition to any other remedies available for nonpayment, when a judgment has been obtained from a court of competent jurisdiction for nonpayment of charges for either water or electric service and judgment is not satisfied within 30 days, with such interest as is allowed by law, the Department may terminate all service to the Customer against whom such judgment was obtained at any location where the Customer is served, whether water or electric service, or both. In the event collection of the judgment is deferred under a payment plan approved by the Department, the Customer shall be considered to have one combined account for service, no matter how many Service Connections used. Failure to keep the combined account current by (i) not making the specified payments under the plan and (ii) not paying all charges for current service, shall permit the Department to terminate all service at any location where the Customer is served, whether water or electric service, or both.

3. Noncompliance with the Department's Rules

   If a Customer fails to comply with any of the Department's Rules, the Department will advise the Customer of such failure in the manner prescribed in Rule No. 8 titled "NOTICES." After giving such notice, the Department may discontinue service to the Customer if the Customer fails to comply within the time specified in the notice.

4. Conditions Unsafe or Damaging to the Department or its Customers

   If an unsafe or hazardous condition is found to exist on the Customer's Premises, or if the use of water or electricity by apparatus, appliances or other equipment is found to be unsafe or damaging to the Department or its Customers, service may be refused or discontinued without notice. The Department will notify the Customer of the reasons for the refusal, discontinuance or potential discontinuance and of the corrective action to be taken by the Customer.

   Unsafe or hazardous conditions include, but are not limited to the presence of primary lines above swimming pools and/or spas, and faulty Customer provided substructures and facilities. A Customer shall not construct, maintain, permit, or allow any unsafe or hazardous condition, including but not limited to swimming pools and/or spas under the Department's primary lines or in the distribution easement, and faulty Customer provided substructures and facilities.

   New and/or existing legally permitted dwellings or a part thereof, including but not limited to accessory dwelling units (ADU) located under the Department's primary lines or in the distribution easement, are allowed and are not considered to be unsafe or hazardous conditions for purposes of this Rule provided such dwellings comply with prevailing CPUC General Order 95 clearance standards, as they may be amended from time to time, and are not located within an LADWP easement where the deed or easement document explicitly prohibits structures within the easement.

   The Customer shall be wholly responsible to pay all the Department's costs to ensure any new and/or existing dwelling or improvement meets prevailing GO 95 requirements, as they may be amended from time to time, or eliminate any unsafe or hazardous conditions including, but not limited to, line relocation costs and safety or reliability related mitigation of faulty Customer provided substructures and facilities. In no event shall a pole higher than 55 feet be installed along a residential property line in order to accommodate any structure.

   Failure of the Customer to pay the Department's demand for payment to ensure any new and/or existing dwelling or improvement eliminates any unsafe or hazardous conditions, meets prevailing GO 95 requirements, or complies with any conditions explicitly set forth in the Department's distribution easement documents shall be deemed a failure to comply with these Rules and shall be a basis for refusal or discontinuance of service to the Customer.

5. Misrepresentation, Fraud, Theft, Damage, or Abuse

   The Department may refuse to serve any Premises or discontinue any service at any time if necessary in order to protect the Department against misrepresentation, fraud, theft, damage, and/or abuse of its equipment.

6. Inspection of Customer's Facilities

   The Department does not assume the duty of inspecting the Customer's lines, pipes, appliances or apparatus, or any part thereof, nor assume any liability therefore.

7. Notification of Apparent Defects

   In the event that the Customer reasonably believes the service to be defective, and it appears that the defect may be due to service from the Department, the Customer should immediately notify the Department to that effect.

8. Master-metered residential service is deemed to be an essential public utility and may not be discontinued except at the direction of the General Manager and Chief Engineer and in accordance with law, or these Rules or ordinance.

C. Unmetered Services

1. Unapproved unmetered water and/or electric services

   Unmetered Services installed without prior Department approval shall be subject to immediate discontinuance and no notice shall be required.

2. Approved unmetered water and/or electric services

Service for unmetered use, or through connections bypassing existing meters shall be in accordance with Rule No. 13 titled "TEMPORARY SERVICE."

D. Water and/or Electric Service Restoration Charge

1. Where service has been discontinued for failure to comply with the Rules prescribed by the Department or with provisions of the applicable rate ordinance, the Department may charge and collect, in addition to other amounts due, a charge per meter, in an amount as determined from time to time by the General Manager for restoration of service. In the event the Customer restores the service or allows or causes it to be restored after it has been discontinued, for either reason, the Department may again discontinue the service, and may charge and collect the Service Restoration Charge per meter. In addition, for any further unauthorized restoration of service, the Department may collect appropriate charges to cover investigation expenses, expenses incurred in discontinuing and restoring the service, and any other amounts due the Department before service was discontinued.

2. If the Customer restores the service or allows or causes it to be restored after it has been discontinued because of a condition as described in B.4 of this Rule, the Department may remove the meter and/or the service and not reinstall it until such condition is corrected. The Department may collect appropriate charges to cover expenses incurred in investigation and discontinuation and restoration of the service.

E. Theft of Water and/or Electricity

Where theft of water and/or electricity has been verified by the Department, the Department may take appropriate action in order to stop such theft and to gain restitution of amounts estimated to be the value of such theft including termination of service, filing of criminal charges, and/or civil action.

In addition, the Department may collect appropriate charges to cover investigation expenses, expenses incurred in discontinuing and restoring the service and any other amounts due the Department before service was discontinued.

RULE NO. 12

RATES AND OPTIONAL RATES

The rates to be charged by the Department for water or electric service are those approved by adoption of a City ordinance of the City of Los Angeles, state of California. Copies of these rates are available for public inspection at the Department's offices and the Department’s web site.

In accordance with Rule No. 8 titled "NOTICES," the Department will provide to all Customers written notification of proposed electric rate changes and new electric Customers with descriptions of existing rates.

In the event a new water rate ordinance is proposed, all Customers shall be notified of the date and locations of the public hearing where the proposed ordinance will be considered at least 45 days prior to such hearing. Written protests to a proposed water rate ordinance shall be evaluated in compliance with the provisions of Articles XIII C and XIII D of the California Constitution, and the Proposition 218 Omnibus Implementation Act. In the event a new water or electric rate ordinance is adopted, the Department shall cause the new rate ordinance to appear in some daily newspaper which is published in the City of Los Angeles. These actions constitute the Department's entire responsibilities for notifications to any Customer of changes in the rate ordinance.

The Department will advise an Applicant for water or electric service of any optional rate schedules or provisions which are available and the Applicant shall designate a choice. The Department will, upon request, advise any Customer of available rate schedules or provisions. The Department is not required by these Rules or its operating practices to notify a Customer of available rate schedules or provisions which may be utilized as a result of changes in the Customer's equipment or operations. Should a Customer elect to change to another applicable rate schedule or provision authorized by the currently effective rate ordinance, the change will become effective for the billing period during which the Customer has requested the change. However, the Department shall not be required to make such change at intervals shorter than those authorized by the rate ordinance or these Rules.

RULE NO. 13

TEMPORARY SERVICE

PART 13-W TEMPORARY WATER SERVICE CONNECTIONS

A. Establishment of Temporary Water Service

1. The Department will, if no hardship will result to its existing Customers, furnish temporary water service when the Applicant has requested service on this basis or where the Department reasonably expects the service to be temporary.

   A Temporary Service may be disconnected at any time after expiration of the period for which Applicant stated it was required or when, in the opinion of the Chief Engineer of Water Works, the service is no longer temporary in nature or when the use of such Temporary Service no longer conforms to Department practice. Applicants shall make in advance the payments provided in this Rule.

   a. Temporary Service from Existing Connections

      An existing connection which is not being used may be used for Temporary Service, but if it is required at any time to permanently serve the property which it enters, its use for Temporary Service shall be discontinued. A charge consisting of an amount to be determined from time to time by the General Manager will be made for providing such temporary use.

   b. Installation of Temporary Service Connection

      Where installation of a temporary Service Connection is required, Applicant shall pay the applicable charge.

   c. Meter May Be Required

      The Department may require that a meter be installed on any temporary Service Connection and charge the applicable ordinance rate for the service provided. The charge for a meter shall be as provided for in Rule No. 16 titled "SERVICE CONNECTION AND CUSTOMER'S FACILITIES." If a metered Temporary Service is terminated and the meter is recovered within two years from the date of installation by the Department, the meter charge will be refunded upon application as follows: If recovered within three months, 85 percent; six months, 75 percent; two years, 50 percent.

B. Temporary Water Supply from Fire Hydrants

1. General Provisions

   A temporary supply of water for purposes other than extinguishing fires may be secured from existing fire hydrants on application in accordance with the provisions of this Rule. The Applicant shall designate the period of time and purpose for which water is to be used. The Department may discontinue the supply and remove its equipment at the expiration of the period so designated or if the supply is used for any purpose other than designated by the Applicant. The supply is subject to limitations as to rate of flow of water and on times of use. The Department may require that a meter be installed and charge the applicable ordinance rate for the service provided.

   The Department will install all equipment necessary to furnish a temporary water supply and no water shall be used until such equipment is installed and arrangements have been made to pay for water to be used. A back flow prevention device may be required.

   Applicant shall establish credit as provided for in Rule No. 6 titled "ESTABLISHMENT AND REESTABLISHMENT OF CREDIT," to secure payment of the Department's charges for furnishing, installation, removal, inspection, and rental of the equipment installed on a fire hydrant and charges for the water used. If credit is established by making a deposit, the amount

thereof shall be sufficient to secure payment for water used and the other charges by the Department.

The fact that some fire hydrants are already equipped with auxiliary valves shall not change the application of this Rule.

The Applicant shall not operate the main fire hydrant valve except in an emergency.

2. Charges

In addition to the applicable ordinance rate for water services; Applicants for temporary supply from fire hydrants shall pay charges in an amount to be determined from time to time by the General Manager, for the following:

a. Service charge for each application.

b. The cost of installing and removing equipment to furnish and measure the temporary water supply. The cost of a meter will not be included in the installation costs when the meter is connected to a fire hydrant.

c. Rental for equipment on each fire hydrant for metered and unmetered Services.

d. Costs of an employee required by the Department, or requested by the Applicant, to be present to operate equipment for temporary water supply.

e. Costs of an employee to observe water consumption for billing purposes.

f. Costs of repairing Department-furnished equipment, damaged through carelessness or abuse, shall be charged to the Applicant. If any such equipment is removed from the fire hydrant by others and not recovered by the Department, the replacement cost thereof shall be charged to the Applicant.

g. Charges may be deducted from any deposit hereunder.

PART 13-E TEMPORARY ELECTRIC SERVICE

C. Applicability

This Rule applies to electric service installations of a temporary or transitory character including construction work, bazaars, fairs, and circuses.

D. Availability

If, in its opinion, the furnishing of Temporary Service will not work an undue hardship upon the Department or its existing Customers, the Department will furnish such Temporary Service when the Applicant has requested service on this basis or where the Department reasonably expects the service to be temporary under conditions specified in the following sections of this Rule.

E. Establishment of Temporary Electric Service

1. Facilities for Connection

The Applicant shall provide facilities for connection of a Temporary Service complying with Electric Service Requirements of this Department and with all applicable code requirements including those of the Los Angeles Electrical Code (a portion of the Los Angeles Municipal Code), and apply for service as provided for in Rule No. 3 titled "APPLICATION FOR SERVICE."

2. Charges

Except as otherwise provided in subsection E.3 of this Rule for certain cases, charges covering the cost of installation and

removal of any facilities necessary to furnish Temporary Service, to be paid by the Customer and collected by the Department, shall be made using current material and labor costs for such work. In addition to the charges for installation and removal of Temporary Service facilities, the Customer shall be charged for all energy used under the appropriate rate schedule established by the then effective rate ordinance.

3. Description (Character) of Service

   a. Service to temporary loads, supplied through a main switch or breaker with a rating not exceeding 100 amperes, will be supplied at 240/120 volts, three-Wire, single-phase, or 240 volts, four-Wire, three-phase where available.

   b. Supply shall be from available existing distribution facilities, requiring only:

      (1) A single span of overhead service Conductors, in which case the Customer shall pay the Department a charge as determined from time to time by the General Manager for the installation and removal of Temporary Service facilities; or

      (2) Connection at a pullbox in its permanent location to underground service Conductors installed for permanent loads, in which case the Customer shall pay to the Department a charge as determined from time to time by the General Manager for the installation and removal of Temporary Service facilities.

4. Deposit

   Each Applicant for Temporary Service may also be required to deposit with the Department a sum of money equal to the estimated amount of the Department's bills for such service or to otherwise secure, in a manner satisfactory to the Department, the payment of any bills which may accrue by reason of such service so furnished or supplied.

5. Termination of Temporary Service

   Where Temporary Service has been provided for construction purposes, the Department, at its option, will remove such service as soon as practicable after the structures have been completed or are in regular use.

6. General

   Nothing in this Rule shall be construed as limiting or in any way affecting the right of the Department to collect from the Customer any other or additional sums of money which may become due and payable to the Department from the Customer by reason of the Temporary Service furnished or to be furnished hereunder.

F. Temporary Street Lighting Turn-ons

Motion picture production companies and others may request temporary turn-ons of street lighting Circuits, at times other than the regular burning hours, subject to the convenience of the Department, its Customers, and the public. Charges for such service shall be as specified in the currently effective electric rate ordinance.

G. Unmetered Electric Service

Electric service for unmetered use (Cut-Flat Service) through connections made ahead of existing meters, or where there are no meters, shall be in accordance with the following:

1. It is the policy of this Department to restrict the use of unmetered Services. Temporary service of not more than seven working days' duration may be connected without a meter (cut-flat), subject to the convenience and approval of the Department.

2. To avoid existing energized, but unmetered Services, the Department will set meters on these services whenever the Customer, the electric service attachment, and metering facilities meet the electric service requirements established by the Department. If these requirements are not met, the Customer will be given notice to correct any deficiencies within seven

working days or have the service disconnected. These meters are for billing purposes on facilities already energized. The Department will not make any inspection of facilities beyond the meter. Lists of all Customers for whom meters are set as a result of this procedure will be sent to the Department of Building and Safety, Electrical Division. If the Department of Building and Safety, Electrical Division, finds there is an Electrical Code violation sufficient to warrant disconnection, the Department of Water and Power will disconnect the service at the request of the Department of Building and Safety in accordance with established disconnection procedures.

3. Temporary service for longer than seven working days' duration must meet the requirements of other sections of this Rule.

4. When the Customer or an authorized representative of the Customer fails to obtain approval of this Department prior to making any unmetered connections, the service to which such connections were made will be subject to immediate disconnection as required by Rule No. 11 titled "DISCONTINUANCE AND RESTORATION OF SERVICE."

5. The Customer may be required to establish credit as provided for in Rule No. 6 titled "ESTABLISHMENT AND REESTABLISHMENT OF CREDIT" before such temporary unmetered Service is approved.

6. The Department reserves the right to determine the kWh consumption by estimate, as provided for in Rule No. 9 titled "RENDERING AND PAYMENT OF BILLS," and to charge for such service at the established rates which the Department deems appropriate for the character of service rendered.

7. The Department shall not assume any liability for damages to any and all persons or property resulting from the unmetered connections or the use of such service.

8. Connections will be made only to existing service switches, fuse clips, bus bars, meter loops, or similar points for convenient attachment and ahead of any existing meters.

9. Connection will not be made to service switches or other Circuit points without first securing the owner's or authorized agent's consent thereto.

10. Under no circumstances are persons not authorized by the Department permitted to enter vaults or to climb poles of the Department of Water and Power; or to connect or attempt to connect to the Department wiring of such facilities, including service Wires which extend from such facilities to buildings.

RULE NO. 14

CONTINUITY OF SERVICE

A. Customer's Consent to Service Subject to Rules and All Conditions of Pressure, Voltage, and Supply

Service provided by the Department shall at all times be subject to the Rules promulgated by the Board. All Applicants for or Customers receiving water or electric service shall be required to accept and shall be deemed to have consented to accept water or electric service subject to such Rules and applicable provisions of rate ordinances and to conditions of pressure, Voltage, and supply as may be provided from time to time by the Distribution System at the location served and to hold the City and the Department harmless from any damages arising from low or high water pressure or electric Voltage, fluctuations of pressure or Voltage, interruptions of service, and shortage or insufficiency of supply.

B. Shortage of Water or Electric Supply and Interruption of Delivery

1. The Department will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of water or electric energy to the Customer, and to avoid any shortage or interruption of delivery. It cannot, and does not, however, guarantee a continuous or sufficient supply or freedom from interruption.

2. The Department will not be liable for interruption, shortage, or insufficiency of supply caused by fires, strikes, riots, acts of God or of the public enemy, or any cause beyond its control, or through ordinary negligence of the employees, servants, or agents of the Department.

3. The Department may, without liability therefor, and without prior notice, interrupt water or electric service to any Customer or Customers in the event of an emergency threatening the integrity of its system if, in its sole judgment, such action will prevent or alleviate the emergency condition. In such a case, the Department may apportion its available supply of water or energy among all Customers in the manner that appears to it most equitable under conditions then prevailing and with due consideration for public health, safety, and welfare.

4. The restoration of interrupted delivery or to full and sufficient supply will be performed by the Department as rapidly as practicable and in the manner which, in the opinion of the Department, will result in the greatest public benefit.

5. The Department may suspend temporarily the delivery of water or electricity for the purpose of making repairs or improvements to its system. Such repairs or improvements will be made as rapidly as practicable. Customers dependent on a continuous water supply should provide adequate storage for emergencies.

C. Emergency Water Conservation Plan of the City of Los Angeles

The water service provided to all Customers of the Department shall be subject to the restrictions and prohibitions in the use of such water provided by the Department to its Customers, regardless of where located, as set forth in the provisions of Ordinance No. 168437 as now or hereinafter amended. Said ordinance added Chapter XII to the Los Angeles Municipal Code, and is known as "THE EMERGENCY WATER CONSERVATION PLAN OF THE CITY OF LOS ANGELES."

It is the intent of the Board, in adopting this Rule to subject all Customers of the Department to substantially uniform treatment in the use, allocation, and restriction of use of water provided by the Department, without regard to the location of the Customer. Copies of L.A.M.C., Chapter XII are on-line at http://www.cityofla.org/ and on file with the City Clerk of the City of Los Angeles, the Secretary of the Board of Water and Power Commissioners, the County Clerk of Inyo County, and all commercial offices of the Department of Water and Power.

D. Emergency Energy and Capacity Curtailment Plan of the City of Los Angeles

The electric service provided to all Customers of the Department shall be subject to the restrictions and limitations upon the use of electrical energy and electrical capacity provided by the Department to its Customers as enumerated in the L.AM.C. Chapter "THE EMERGENCY ENERGY AND CAPACITY CURTAILMENT PLAN OF THE CITY OF LOS ANGELES."

It is the intent of the Board, in adopting this Rule, to subject all Customers of the Department to substantially uniform treatment in the use and allocation of the electrical energy and electrical capacity provided by the Department, without regard to the location where the user thereof is situated.

Copies of said Ordinance and Amendments thereto are online at http://www.ladwp.com/electricrates and on file with the City Clerk of the City of Los Angeles, the Secretary of the Board of Water and Power Commissioners, and all commercial offices of the Department.

RULE NO. 15

DISTRIBUTION SYSTEM EXTENSIONS

Extensions of the Department's Water Distribution System which are necessary to make water service of a permanent character available to Applicants, will be made in accordance with the provisions set forth in Part 15-W of this Rule as follows:

Part 15-W WATER DISTRIBUTION SYSTEM EXTENSIONS

A. General

1. Where Facilities will be Constructed

   The Department generally will install water Distribution System facilities only in public streets, alleys, roads, and highways and on other public and private property where satisfactory rights-of-way can be obtained without direct purchase, lease, or condemnation.

2. Installation in Non-dedicated Streets

   The Department will install a water main in a private street or thoroughfare to provide service to Premises along such street or thoroughfare only under the following conditions:

   a. Approval by the Chief Engineer of Water Works;

   b. The street or thoroughfare conforms to applicable ordinances of the City of Los Angeles or other applicable laws;

   c. Rights-of-way are provided which are satisfactory to the Department.

   d. The Applicant or Applicants pay the full cost of the installation; however, if in the opinion of the Chief Engineer of Water Works, the immediate estimated annual revenues from the service to be provided will be not less than 12.5 percent of the cost, then the charge for the installation may be in accordance with subsection B of this Rule; and

   e. The Department has no obligation for maintenance or repair of the surface of such street or thoroughfare, except for the repair or replacement of normal surfacing required to be cut or removed by the Department for the purposes of maintaining, repairing, replacing, or removing such mains or attachments. The maintenance or repair of any special, architectural, or decorative surfacing shall be the responsibility of the Applicant.

3. Conditions of Street as Prerequisite to Construction of Mains and Related Facilities

   a. Streets in New Subdivisions

      In order to expedite the installation of mains, Service Connections, and fire hydrants, each Applicant for extension of the Distribution System may be required to fill out a questionnaire furnished by the Department. The Applicant shall provide the Department all plans approved by the City Engineer which must show established street grades and location of improvements, including storm drains, sewers, paving, curbs, street lighting, and other features.

      The Department will install water mains, fire hydrants, water service, and related facilities after curbs have been constructed. If curbs are not to be constructed at the time or in the near future, the Applicant must obtain from the City Engineer's office and furnish to the Department the approved location of curbs and provide lot stakes, curb stakes, and visible centerline stakes properly set at Applicant's expense.

      The streets must be graded to a subgrade approved by the City Engineer before mains, services, fire hydrants, or related services are installed. If such facilities are installed and thereafter have to be raised or lowered or otherwise relocated

because of the failure of Applicant to supply correct information as to location or grade of curbs, property lines, etc., all costs of making such changes shall be paid by the Applicant.

If the Applicant permits streets to be paved before mains, fire hydrants, Service Connections, or related facilities are installed, the Applicant shall pay the costs of cutting and replacing pavement necessitated by the installation of such facilities.

b. Unimproved Dedicated Streets Not in New Subdivision

When a Main Extension is requested in a street which is not at a grade approved by the City Engineer or other appropriate official, the extension may be made in accordance with subsection A.6 of this Rule. In lieu thereof, the Department may install a temporary Service Connection at the nearest existing main. In the latter case, any necessary rights-of-way must be obtained by the Applicant.

4. All Extensions to Be Property of the City

All extensions of the Department's Water Distribution System, however provided for, shall become the property of the City under control of the Department of Water and Power.

Title to any facilities constructed by others shall be tendered to the City prior to service being rendered through such facilities by the Department. Approval and acceptance shall be within the sole discretion of the Department.

5. Special Facilities

When facilities in addition to those required for extension of the Gravity System under the Department's normal design standards are required especially to provide capacity, pressure, or storage exclusively for the requested service, the Applicant shall pay the added cost of such facilities in addition to other regularly applicable charges under these Rules.

6. Extensions Under Special Conditions

In lieu of the charges otherwise provided for in these Rules, the Department may require the Applicant to pay up to the full cost of any extensions or necessary enlargements or additions to water distribution facilities under the following circumstances:

a. Where the service to be provided may not be permanent because of the lack of adequate permanent distribution facilities in the area;

b. Where the Premises to be served are outside the City of Los Angeles (other than service area of acquired systems); or

c. Where, in the opinion of the Chief Engineer of Water Works, the estimated revenue from the service to be provided does not justify the additional cost necessary for local distribution facilities.

7. Enlargement for Special Requirements

When service required by an Applicant for other than Domestic Service requires replacing an existing main with one of larger size, the Applicant may be required to pay up to the full cost of such replacement, less credit for the expired life of the existing main.

8. Payment of Charges to Cover Extensions or Enlargements

All charges provided by these Rules or ordinances of the City of Los Angeles applicable to an extension or enlargement of water distribution facilities shall be paid in advance by the Applicant before such extensions or enlargements are made by the Department except where arrangements for payments have otherwise been made with the Department.

9. Changes or Adjustments

Any person, firm, agency, or corporation, public or private, requesting or otherwise necessitating adjustments to or sidelining of any Water System facilities shall pay the Department the costs of making such changes or adjustments.

10. Service Connections, Meters, and Customer's Facilities

Service connections, meters, and Customer's facilities will be installed in accordance with the provisions of Rule No. 16 titled "SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES."

B. Main Extensions

The following charges for Main Extensions shall be paid in addition to all other applicable charges under the Rules of the Department including but not limited to charges for Service Connections, meter installation, or acreage supply charge, and any other charges.

1. Service from Existing Mains

Every Applicant for a Service Connection or for water service from the main then existing or to be provided, whether constructed with funds of the Department or advances from other Customers shall, unless the equivalent thereof has otherwise been paid with respect to the Premises to be served, pay per foot of such Premises on the street in which the main is located one-half of the current cost per lineal foot of the main of a size determined by the Department to be adequate to serve the Premises.

Up to a maximum of 60 feet of paid water main charges for each existing Service Connection shall be credited to Premises, under own ownership, on which one or more water Service Connections exist.

Water main charges applicable to Premises under one ownership, having water main frontages on more than one street, shall be one-half the total frontages due, less credit for any existing water Service Connection(s).

a. Public Beautification Projects

Individual written applications for deferral of water main charges applicable to a Premises where a public beautification project has been proposed may be presented to the Board of Water and Power Commissioners for consideration, provided each of the following conditions have been satisfied:

(1) For the purposes of this Rule, a public beautification project is a project which substantially improves either the physical environment or the aesthetics of the City or a well-recognized and defined neighborhood thereof and which project will inure to the benefit of the public generally. Properties, including parks and playgrounds owned by the City and under the control of the Department of Recreation and Parks, do not qualify.

(a) There is an existing water distribution main which is adequate to serve the project and no additional capital investment is required.

(b) The project is located on a publicly owned right-of-way or on other property which for the life of the proposed beautification project will be open to the public.

(c) The beautification project is of general public benefit to the City.

(d) The project proponent is a public agency, a public service organization or an established community organization acceptable to the Department as a water service Customer.

(e) The water service Customer of record and the project proponent are one and the same.

(f) At such time as the beautification project terminates or ceases to exist, for any reason, the deferred water main charges shall become fully due and payable.

(g) Water service to the Premises of a beautification project upon which charges are deferred under this Rule shall be limited to that reasonably necessary to support the beautification project and may not be used for other uses on the Premises.

(2) At such time as water service is requested for uses on the Premises other than directly for the beautification project, all charges shall be due and payable.

(3) Only those applications meeting all of the above requirements and where the Board finds there is a reasonable probability that the public beautification project will not proceed without a waiver, due to a lack of financial resources by the project proponent, will be considered.

(4) The Board retains complete discretion to approve or disapprove any proposed application.

2. Extensions from Existing Mains

a. Advanced Payment

The Applicant shall advance the total cost of an extension to the nearest property line of the property to be served in addition to any amount due under subsection B.1 of this Rule.

b. Refunds

Refunds without interest of monies collected under subsection B.2.a of this Rule will be made to Applicant or Applicant's assigns at the rate of one-half of the amount advanced per lineal foot of main, per front foot of the property of each additional Customer subject to the charge under subsection B.1 of this Rule, who is served from the extension within ten (10) years from the date the advance is made by Applicant. The total amount of refund shall not exceed the amount advanced.

c. Exclusion from Measurements

Frontages of Premises entitled to service from the main to be extended shall be excluded from the measurements for any extension.

C. Acreage Supply Charge Districts

An acreage supply charge district shall be established when conditions of topography or elevation are such as to require expenditure for facilities in addition to those which would be installed for extension of the Gravity System grid or network of Distribution System facilities according to normal Gravity System standards, in order to provide pressures and supply which are determined adequate by the Department in an area not heretofore served, or to permit serving additional Customers in an area already served. The Chief Engineer of Water Works shall determine the additional facilities required, the cost thereof, and the boundaries of the area to be served by them. The area within such boundaries shall be designated an Acreage Supply Charge District. Where conditions warrant, the Chief Engineer of Water Works may establish a Gravity System Acreage Supply Charge District. The additional cost of the District supply system as compared with normal Gravity System development, including pumping facilities, supply mains, regulators, storage facilities, up to the full cost of any extension from the nearest main of adequate size to the District supply system, and any other facilities shall be used as the basis for establishment of a District Acreage Supply Charge Rate by the Chief Engineer of Water Works so as to spread such added costs to each Applicant for service within the District in the ratio that the gross area of Applicant's property within an Acreage Supply Charge District bears to the District Net Area.

The Chief Engineer of Water Works shall maintain and have available for inspection with respect to each Acreage Supply Charge District: (1) a map showing the boundaries of the District; (2) itemized estimates showing the current cost of the District supply facilities and the development of the Acreage Supply Charge Rate; (3) the administrative Rules of the Department with respect to Acreage Supply Charge District facilities, including connections for service thereto, application of charges, information to be furnished by Applicants and related matters.

1. Charges

Except as hereinafter provided, Applicants for extension of distribution facilities within an Acreage Supply Charge District or for a new service, other than Irrigation Service and Temporary Service, from the District supply facilities shall pay the applicable Acreage Supply Charge in addition to all other applicable charges provided by these Rules including Main Extension charges under subsection B of this Rule and the additional cost of any special facilities required to meet the water needs of the Applicant which are in excess of those for which the District Supply System is designed.

a. Payment of Charges on a Portion of Property

(1) The Department may permit an Applicant to pay the District Acreage Supply Charge on a portion of the Applicant's contiguous property, provided the remaining portion is comparable in character and topography and can be developed in a manner similar to the parcel for which the District Acreage Supply Charge is to be paid.

(2) When it appears to the Chief Engineer of Water Works that the ownership of property within the District has been divided in such a manner as to avoid payment of Acreage Supply Charges on land not to be served, the Department shall have the right to compute and apply a new District Acreage Supply Charge Rate which shall be based on the area which may be served within the District instead of the net area of the entire district.

b. Application of Charges

(1) New Service

An Applicant for any new service, other than temporary or irrigation, from the District Water System shall pay the District Acreage Supply Charge, except as hereinafter provided.

An Applicant for service in an area where the ultimate system is not available may take service from the existing system upon payment of applicable charges for that system and execution of an agreement to pay the charges in effect for the ultimate system when it becomes available.

(2) Relocation of Existing Service

An Applicant for the relocation of an existing service from another district to a District main shall pay the currently applicable District Acreage Supply Charge less any previous Acreage Supply Charge collected.

(3) Irrigation Service

Customers being served by Irrigation Service are required to pay the Acreage Supply Charge upon application for a change to any other type of District service before the change is approved.

(4) Property Deferred from Acreage Supply Charge

(a) Property within the District that was served prior to the establishment of the District by a system which became a part of the District system, may be deferred from the District Acreage Supply Charge if: (i) there is no increase in the property area for which service was initially granted; and, (ii) there are no Service Connections added to the property.

(b) Property that is being served by an existing main which is part of another system shall be deferred from the Acreage Supply Charge if: (i) the Department uses the existing main to supply District water service; or, (ii) the Department installs a new main to supply District water service and abandons the existing main.

(c) When property on which Acreage Supply Charges has been deferred is subdivided, that portion of the property to which the water is mainly served or containing the principal building or dwelling shall continue to be deferred and the remaining area shall be subject to the District Acreage Supply Charge.

(5) Advance Payments

(a) Where the cost of the supply facilities planned for an Acreage Supply Charge District which are necessary to serve to and through an Applicant's property less the credit allowed for normal distribution main installation in streets along the supply main is greater than the Applicant's Acreage Supply Charge, the Applicant shall be required to advance the difference. Such advance payments shall be in addition to any payments otherwise required by these Rules.

(b) Advance payments of the Acreage Supply Charge by an Applicant will be subject to refund without interest during a period of ten years from the date of advance payment. Such refunds shall be made from payments collected as Acreage Supply Charges within a refund area designated by the Department at the time the advance is made. If a refund area includes any area where further District supply facilities are required, no refund shall be made until financing of District supply facilities in that area has been completed. The total amount of refunds to an Applicant shall not exceed the amount advanced by Applicant.

(6) Municipal Improvement Districts within Acreage Supply Charge Districts

Property within Municipal Improvement Districts shall be subject to the applicable Acreage Supply Charge less a credit for the cost of water facilities provided through the applicable Municipal Improvement District. The amount of such credit shall be determined on a per acre basis by dividing the cost of such water facilities by the gross area within the applicable Municipal Improvement District.

D. Water Facilities Installed Under Private Contract

1. An Applicant for service requiring Main Extensions is required to design and install or arrange for such extensions and Service Connections to be designed and installed by the Applicant under private contract. Such facilities must be designed and installed in accordance with the terms and conditions of an agreement between the Applicant and the Department. All costs of the Department in connection with said facilities designed and installed under private contract shall be paid by the Applicant.

2. The material installed and the work performed must comply with plans approved by and specifications furnished by the Department and shall be subject to Department inspection at all times. The Applicant shall pay in advance the charges for engineering and inspection services, materials, and general and administrative expenses and other costs determined in accordance with the accounting practices of the Department.

3. Upon completion of the installation in accordance with the agreement, title to the facilities shall be tendered to the City by the Applicant prior to rendering of service through such facilities. Approval and acceptance shall be within the sole discretion of the Department.

4. Notwithstanding the requirements of paragraph D.1 above, the Department, in its sole discretion, acting by and through the Assistant General Manager - Water, or a duly authorized representative, may determine to design and/or install Service Connections and Main Extensions by Department forces. The determination may be based on the Department's operating needs, work schedules, staffing levels, Water System requirements, or other relevant factors. The cost of any such Department designs and/or installations shall be borne solely by the Applicant.

E. Deferred Payment of Charges

The Board of Water and Power Commissioners and/or the General Manager may waive the requirement of advance payment of charges for water facilities or for adjusting, replacing, or enlarging water facilities and permit such charges to be temporarily deferred or paid in installments over a period generally not exceeding two years under the following terms and conditions:

1. Deferred Payments

Deferred payments may be permitted when required installations, adjustments, replacements, or enlargements of water facilities are to be performed at a future time. The Department's charges for these facilities shall be paid prior to any investment by the Department for any such installation, adjustment, replacement, or enlargement. Such deferred payments shall be secured by a corporate bond or a letter of credit acceptable to the Department. Charges for the installation, adjustment, replacement, or enlargement of water facilities, which are in effect at the time of completion of the required work, shall apply, and the total amount computed, shall constitute the amount, less advance payments, due the Department.

2. Installment Payments

a. Installment payments for Acreage Supply Charges and Water Main Frontage Charges may be permitted when no investment in water facilities is required, except where advance payments which are subject to refund have been made by other Customers for the installation of such facilities.

b. Installment payments for Service and Meter Installation
Charges may be permitted when the proponent is a public service organization or an established community organization acceptable to the Department which provides beneficial services to the residents of the City at no charge or without profit.

c. Installment payments allowed by subsections (a) and (b) will be in accordance with the following conditions:

(1) Approval of installment payment requests may be granted in the discretion of the General Manager after first determining the financial ability of the proponent to make timely installment payments.

(2) Service provided pursuant to an approved installment payment request shall be Temporary Service and subject to immediate termination upon default in payment terms and conditions. No refunds of any installment payments shall be allowed. Upon full payment of the installment payment agreement, the Temporary Service will be converted to Permanent Service.

(3) The sum of all approved installment payment requests pursuant to subsection (b) shall not exceed $100,000 during any one fiscal year (July 1 - June 30).

(4) Installment payment requests approved pursuant to subsection (b) shall be limited to single service and meter installation requests three inches in size or smaller.

d. Installment payments for the installation of water facilities may also be permitted in the sole discretion of the Board of Water and Power Commissioners under the following conditions:

(1) The installation of water facilities is required by the occurrence of a major disaster, either natural or man-caused, resulting in wide spread destruction to property and is declared by the Mayor and confirmed by the City Council to be a local emergency. Further, the installation of water facilities must be required in order to restore service to Premises destroyed or rendered substantially unusable as a result of the major disaster, as well as to those built in addition to or in lieu of such Premises or;

(2) The installation of water facilities is required by a change in either statutory or administrative law, which change imposes substantial new water facility requirements upon the Applicant of a character not normally anticipated in the ordinary course of business.

(3) Installment payments allowed under subsections (1) and (2) shall be subject to each of the following conditions:

(a) A written application specifying in detail the basis for the installment payment request, the property to be served, and verifiable financial information sufficient to apprise the Department of the ability of the Applicant to make the installment payments.

(b) Installment payment contracts will only be accepted by the Department from Applicants whom it determines in its sole discretion as financially capable of making the installment payments and who are current on their Department bills.

(c) Service provided pursuant to an approved installment payment request shall be Temporary Service and shall be pursuant to contract only and not in fulfillment of any utility duty to serve and shall be subject to immediate termination upon default in payment terms and conditions, including bills for Department services. No refunds of any installment payments shall be allowed. Upon full payment of the installment payment agreement, the Temporary Service will be converted to Permanent Service.

(d) Installment payments may be granted in whole or in part of the amount required for the installment of water facilities. The installment payment contract shall require a 10-percent down payment or payment in full of the amount not deferred, whichever is greater, however in no case shall the amount to be deferred exceed $100,000.00.

(e) A lien shall be required in each instance of installment payments pursuant to this provision which shall be recorded against the property to be served as a guarantee of payment of the deferred sum. The lien shall be in a form satisfactory to the Department.

(f) The deferral of payments of installation charges pursuant to this provision is subject to periodic assessment of conditions prevailing in the City and in the Department and of the objectives of the Department; and the Department reserves the right in its sole discretion to reject any or all applications for installment payment contracts at any time.

3. General Provisions

Interest, where required under any contract or note, shall be at the rate of interest as determined from time to time by the General Manager. The form of all bonds, contracts, and notes shall be subject to the approval of the City Attorney.

Each bond shall be executed by the Applicant as principal and a surety company, acceptable to the Department, authorized to write surety bonds in the State of California, as surety, for a term not to exceed one year.

PART 15-E ELECTRIC DISTRIBUTION SYSTEM EXTENSIONS

This Rule is applicable to extension of electric Distribution Lines of the Department's standard Voltages (34.5 kV or less) necessary to furnish permanent electric service to Applicants, which will be made in accordance with the following provisions:

H. General

1. Distribution Line Extension Basis

   a. Design. The Department will be responsible for planning, designing, and engineering Distribution Line Extensions using the Department's standards for material, design, and construction.

   b. Ownership. The Distribution Line Extension facilities installed under the provisions of this Rule shall be owned, operated, and maintained by the Department. The Customer shall own, operate and maintain the Conduits, Substructures, and Protective Structures of line extensions located on private property, except as in part 2.a.(2) below.

   c. Private Lines. The Department shall not be required to serve any Applicant from Distribution Line Extension facilities that are not owned, operated, and maintained by the Department.

2. Distribution Line Extension Locations

   a. Rights of Way:

      The Department will own, operate and maintain Distribution Line Extension facilities only:

      (1) along public streets, alleys, roads, highways and other publicly dedicated ways and places which the Department has the legal right to occupy, and

      (2) on public lands and private property across which the Department may obtain right-of-way and permits satisfactory to the Department without cost or condemnation.

   b. Normal Route of Line

      The length and normal route of a Distribution Line Extension will be determined by the Department and considered as the distance along the shortest, most practical, available, and acceptable route, which is clear of obstructions from the Department's nearest permanent and available distribution facility to the point from which the Service Facilities will be connected.

   c. Alternative Routes

      Where applicable laws or regulations prevent the utilization of what otherwise would be the shortest practicable route for a line extension for the purpose of delivering electric service to the Applicant, the Applicant shall, subject to the provisions of this Rule, provide the Department an alternative longer right-of-way satisfactory to the Department and pay the incremental cost of the longer route. If the Applicant chooses to request underground delivery over what would otherwise be the shortest practicable overhead route, the Department may, where feasible, provide such underground delivery in accordance with the underground extensions provisions of this Rule.

   d. Special Facilities

      Under this Rule, the Department will install only those facilities which the Assistant General Manager - Power deems are necessary to extend its permanent Distribution System to points from which Service Connections may be made in accordance with the Department's Rules and rate schedules. Where the Applicant requests facilities in addition to, or in substitution for, the standard distribution facilities the Department normally would install, as determined by the

Assistant General Manager - Power, the extra cost thereof shall be paid by the Applicant if the Department agrees to install such facilities.

3. Underground Distribution Line Extensions

a. Underground Required

Underground Distribution Line Extensions shall be installed where required to comply with applicable laws and ordinances or similar requirements of governmental authorities having jurisdiction and where the Department maintains or desires to maintain underground distribution facilities.

b. Underground Optional.

When requested by Applicant and agreed upon by the Department, underground Distribution Line Extensions may be installed in areas where not required, as provided in Section H.3.a.

c. Underground Designated Areas

In areas where the Department maintains or desires to maintain underground distribution facilities for its operating convenience, these areas may be designated for underground distribution and that portion of the Conduit system located on public property will be furnished, installed, and maintained by the Department at its expense except that modifications to the Conduit system on public property required to provide or upgrade service to an Applicant or group of Applicants will be made subject to provisions prescribed by this Rule.

4. Overhead Distribution Line Extensions

Overhead Distribution Line Extensions may be installed only where underground extensions are not required as provided in Section H.3.a.

5. Temporary Service

Facilities installed for Temporary Service or for operations of speculative character or questionable permanency shall be made in accordance with the fundamental installation and ownership provisions of this Rule, except that all charges and refunds shall be made under the provisions of Rule No. 13, Temporary Service.

6. Services

Service Facilities connected to the Distribution Lines to serve an Applicant's Premises will be installed, owned and maintained as provided in Rule No. 16 L, Service Connections.

7. Conversions of Overhead to Underground

The replacement of existing overhead Distribution Lines with underground Distribution Lines will be made in accordance with Rule No. 20, Replacement of Overhead With Underground Electric Facilities.

8. Contracts

Each Applicant requesting a Distribution Line Extension may be required to execute a written contract(s), prior to the Department performing its work on the Distribution Line Extension.

I. Installation Responsibilities

1. Underground Distribution Line Extensions

Conduit and structures for underground line extensions in public property will be designed by the Department. The Department will bear all the costs for underground distribution line extensions in public property when the Department determines that said distribution infrastructure will benefit both current and future customers, except that, if the underground distribution line extension in public property is needed due to a load request deemed excessive by the Department, considering factors, including but not limited to conditions of voltage, supply, and capacity, reliability, degree of public benefit, and magnitude of cost, the Customer will be required to share with the Department a portion of these line extension costs as determined by the Department to avoid the Department bearing costs in excess of the calculated benefits of completing the line extension. For Conduit and structures that are required for the exclusive use by a Customer, with no identified benefit to other customers or the Department, the Customer will be responsible for 100 percent of the actual costs. The Customer shall pay its share of any estimated cost prior to any work being undertaken by the Department. Notwithstanding anything to the contrary, the Department shall bear the Customer's share of costs for Conduit and structures for underground extensions in public property for any project that is designated by the Mayor's office as a 100 percent affordable or supportive housing project and newly submitted during the existence of a local emergency due to homelessness declared by the Mayor or of a shelter crisis declared by the City.

Where mutually agreed upon by the Department and the Applicant, the Conduit and related structures for an underground extension may be installed by the Applicant in accordance with the Department's design, specifications, and requirements. Installation shall not commence until the Department provides the design, specifications, and requirements to the Customer. Upon acceptance by the Department, ownership of such facilities shall be deemed transferred to the Department.

When an Applicant elects to have the underground extension work in public property performed by a third-party contractor, the Department will reimburse the Applicant only for the Department's applicable share of actual costs under this Section. Aside from the underground line extension itself, subject to advance approval by the Department, the Applicant will receive credit for off-site or extra facilities for future system needs installed by the Applicant's contractor which are not reasonably related to the Applicant's electric service. All credits will be based on the Department's estimate of standard costs and will be applied after the facilities are accepted. Credits will be deducted from the Department's charges for the project, and any remaining credit will be reimbursed by the Department to the Applicant.

No reimbursements will be made in excess of Applicant's lowest cost quote submitted for contractor work, or the Department's estimated cost, whichever is less, and/or later than 12 months after the Department's inspection completion and acceptance of the installed facilities.

Cable in underground extensions in public property will be installed, owned, and maintained by the Department provided the Applicant pays in advance a nonrefundable sum equal to the estimated difference between the cost of the Cable extension and the allowance calculated under Section J below.

2. Overhead Distribution Line Extensions

The Department is responsible for furnishing and installing all facilities required for the Distribution Pole Line Extension provided the Applicant pays in advance a nonrefundable sum equal to the estimated difference between the cost of the extension and the allowance calculated under Section J below.

J. Distribution Line Extension Allowances

1. General

The Department will complete a Distribution Line Extension without charge provided the Department's total estimated installed cost does not exceed the Allowances from permanent, bona-fide loads to be served by the Distribution Line Extension within a reasonable time, as determined by the Department. Should the total estimated installed cost exceed the

Allowances, the Department will complete a Distribution Line Extension under the conditions set forth in section K, "Contributions or Advances By Applicant."

2. Basis of Allowances

Allowances shall be granted to an Applicant for Permanent Service, or to an Applicant for a subdivision or development under the following conditions:

a. The Department is provided evidence that construction will proceed promptly and financing is adequate, and

b. Applicant has submitted evidence of building permit(s) or fully-executed home purchase contract(s) or lease agreement(s), or

c. Where there is equivalent evidence of construction, occupancy or electric usage satisfactory to the Department.

d. The allowance amounts are calculated by service credits. Credit value is determined by the General Manager and is published in Schedule E (Charge Attachment Sheet – Energy Services).

3. Seasonal, Intermittent, Stand By and Insignificant Loads

None of the Allowances provided for in Section J of this Rule will apply for electric service in establishments occupied seasonally or intermittently, as in seasonal resorts, cottages, or other part-year establishments or for equipment used for standby or emergency purposes only.

K. Contributions or Advances By Applicant

1. General

Contributions or Advances by an Applicant to the Department for the installation of a Distribution Line Extension, shall be made in advance.

2. Project Specific Cost Estimates

The Department's total estimated installed cost will be based on a project-specific estimated cost.

3. Cash Advance

A cash advance will be required if the Applicant's allowance is less than the Department's total estimated installed cost to complete a Distribution Line Extension.

4. Refundable and Non-Refundable Amounts

Applicant shall contribute or advance, before the start of the Department's construction, the following:

a. Underground Refundable Amount

Applicant's refundable amount is the portion of the Department's total estimated installed cost, to complete the underground Distribution Line Extension (excluding services and betterments) that exceeds the amount of Distribution Line Extension Allowances determined in Schedule E. This includes the cost of conversion of existing single-phase lines to three-phase lines, if required.

b. Overhead Refundable Amount

Applicant's refundable amount is the portion of the Department's total estimated installed cost to complete the overhead Distribution Line Extension (excluding distribution transformers and betterments) that exceeds the amount of Distribution Line Extension allowance determined in Schedule E for:

(1) Pole Line

All necessary facilities required for an overhead Distribution Pole Line Extension and, if required, the conversion of existing single-phase lines to three-phase lines; plus

(2) Transmission Underbuilds

The Department's total estimated installed cost of the underbuild, where all or a portion of an overhead Distribution Line Extension is to be constructed on existing transmission poles of the Department.

5. Joint Applicants

The total contribution or Advance from a group of Applicants will be apportioned among the members of the group in such manner as they may mutually agree in writing.

6. Payment Adjustments

a. Contract Compliance

If, after six (6) months following the date the Department is first ready to serve residential loads for which Allowances were granted or one (1) year for non-residential loads, Applicant fails to take service, or fails to use the service contracted for, Applicant shall pay to the Department an additional contribution or Advance, based on the Allowances.

b. Excess Facilities

If the loads provided by Applicant(s) results in the Department having installed facilities which are in excess of those needed to serve the actual loads, and the Department elects to reduce such excess facilities, Applicant shall pay the Department its estimated total costs to remove, abandon, or replace the excess facilities, less the estimated salvage of any removed facilities.

L. Method of Refund

The amount advanced in accordance with Section K hereof will be subject to refund as follows:

1. General

Refunds of an advance, without interest, are based on the Allowances and conditions in effect at the time the contract is signed.

2. Total Refundable Amount

The total amount subject to refund is the sum of the refundable amounts made under Section K.4.

3. Refund Period

The total refundable amount is subject to refund for a period of ten (10) years after the Distribution Line Extension is first ready for service.

4. Residential

Refunds will be made on the basis of a new Customer's Permanent Load, which produces additional revenues to the Department. The refund will be deducted from the total refundable amount, and the remaining amount subject to refund represents that portion of the Distribution Line Extension cost not supported by revenues. (See Section L.10 for Series Refunding Provisions.)

5. Unsupported Distribution Line Extension Cost

When any portion of a refundable amount has not qualified for a refund at the end of twelve (12) months from the date the Department is first ready to serve, Applicant will pay to the Department an Ownership Charge on the remaining refundable balance. Monthly ownership costs are in addition to the refundable amount and will normally be accumulated and deducted from refunds due to Applicant. This provision does not apply to individual residential Applicants.

6. Refund Timing

Refunds will be made within ninety (90) days after the date of first service to new permanent loads, except that refunds may be accumulated to a minimum amount as published in Schedule E (Charge Attachment Sheet – Energy Services) or the total refundable balance, if less than said minimum.

7. Maximum Refund

No refund shall be made in excess of the amount advanced nor after a period of ten (10) years from the date the Department is first ready to serve. Any unrefunded amount remaining at the end of the ten-year period shall become property of the Department.

8. Previous Rules

Refundable amounts contributed or Advanced under conditions of a Rule previously in effect will be refunded in accordance with the provisions of such earlier Rule.

9. Joint Applicants

When two (2) or more parties make joint contributions or Advances on the same Distribution Line Extension, refunds will be distributed to parties in the same proportion as their individual contributions or Advances bear to the total refundable amount, or as they mutually agree in writing

10. Series of Distribution Line Extensions

Where there is a series of Distribution Line Extensions, commencing with a Distribution Line Extension having an outstanding amount subject to refund, and each Distribution Line Extension is dependent on the previous Distribution Line Extension as a direct source of supply, a series refund will be made as follows:

a. Additional Service Connections supplied from a Distribution Line Extension on which there is a refundable amount will provide refunds first to the Distribution Line Extension to which they are connected; and

b. When the amount subject to refund on a Distribution Line Extension in a series is fully refunded, the excess refundable amount will provide refunds to the Distribution Line Extension having the oldest outstanding amount subject to refund in the series.

M. Overhead Distribution Line Extensions for Subdivisions or Developments

1. Overhead Distribution Line Extensions may be constructed in residential subdivisions or developments only where either subsections (a) or (b) below are found to exist:

a. The lots within the residential subdivision or development are not required to be underground in accordance with Subsection N of Section 17.05 of the Los Angeles Municipal Code, and significant overhead lines exist within the subdivision or development.

b. The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local government authority, is three (3) acres and Applicant for the Distribution Line Extension shows that all of the following conditions exist:

(1) Local ordinances do not require underground construction;

(2) Local ordinances or land use policies do not permit further division of the parcels involved such that parcel sizes less than three (3) acres could be formed;

(3) Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on a parcel of less than three acres, or any portion of a parcel of less than three (3) acres.

N. Advance Payment for Power System Engineering and Drafting Services

The Department requires payment in advance to cover engineering and drafting services for all Distribution Line Extension work requested including, but not limited to all new business jobs with or without Customer requirement drawings, Customer station jobs, formal estimate requests for relocations, removal, replacements, or conversions to underground, attachment to poles by non-joint pole users such as those involved with Cable television, communications, or other such equipment or systems. An advance payment is also required for the estimated engineering and drafting costs incurred for the redesign of Customer stations, Distribution Systems, and additional formal estimates requested by others.

An advance payment under this section is not required for nonbonding informal, rough estimates which may be used as the basis for decision as to the feasibility for continuing with a request for a formal estimate.

The required advance payment to be collected for engineering and drafting services will be as estimated for the specific type of work involved or seven percent of a rough estimate of the total charges, including, but not limited to poles, overhead Wire, Conduit and Cable, with a minimum advance payment of an amount to be determined from time to time by the General Manager.

If changes made by the requester cause excessive time to be spent in preparing further estimates an additional advance payment may be required.

If the requester should decide to proceed with the project after receiving the price estimate for which the engineering and drafting services were requested, the advance payment, other than payments received for redesign work, shall be applied toward the total charges resulting from the project.

If the requester should decide not to proceed with the project after receiving the price estimate for which the engineering and drafting services were requested, the advance payment shall be retained by the Department as payment for Department services.

Advance payments made for engineering and drafting services for tract designs, Customer station designs, and other new business work which are in excess of the amounts due the Department because of allowances given in Section J of this Rule will be refunded.

A price estimate shall remain in effect for a period of not less than 60 days. At any time after 60 days, the estimate shall be subject to review and adjustment.

O. Special Conditions

1. Contracts

Each Applicant for service and persons requesting an extension in advance of applications for service will be required to execute either a contract covering the terms under which the Department will install lines or a contract covering line

extensions and shall, prior to receiving such service or extension, make a deposit in the amount of the estimated total cost of that portion of the added facilities necessary to provide such service, less any credits immediately allowable under other provisions of this Rule.

2. Periodic Review

The Department will review its cost of construction annually and will prepare a revision of the Allowances published in Schedule E, Charge Attachment Sheet – Energy Services.

3. Temporary Service

Extensions for Temporary Service or for operations, which the Department determines, are of a speculative character or questionable permanency will not be made under this Rule, but will be made in accordance with the Rules pertaining to Temporary Service.

4. Service from Transmission Facilities

This Rule does not apply to the extension of transmission facilities unless the Department desires to extend such facilities for its operating convenience.

5. Exceptional Cases

In unusual circumstances, when the application of this Rule appears to be impractical or unjust to either the Department or the Applicant, or in the case of the extension of lines of higher Voltage, the matter may be referred to the Board for special ruling or for the approval of special conditions which may be mutually agreed upon, prior to commencing construction.

6. Facility Relocation or Rearrangement.

Any relocation or rearrangement of the Department's existing facilities, at the request of, or to meet the convenience of an Applicant or Customer, and agreed upon by the Department, normally shall be performed by the Department. In all instances, the Department shall abandon or remove its existing facilities at the option of the Department. Applicant or Customer shall pay in advance an amount equal to the Department’s estimate of costs of all related relocation, rearrangement and removal work. In addition, Applicant or Customer shall pay in advance an amount equal to the Department’s estimate of current value of the unused life of facilities removed, less the estimated value of material recovered.

RULE NO. 16

SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES

Service connections and Customer's facilities, which are necessary to make water service available to Applicants, will be installed in accordance with the provisions set forth in Part 16-W of this Rule as follows:

Part 16-W WATER SYSTEM

A. General

1. Applicability of Rule

   Service connections will be installed by the Department subject to the provisions of this Rule except as otherwise provided for in Rule No. 13 titled "TEMPORARY SERVICE" and No. 15 titled "DISTRIBUTION SYSTEM EXTENSIONS."

2. Size and Location of Service Connections

   The Department may determine the minimum size and number of the Service Connections and their locations in relation to boundaries of the Premises to be served and the point of connection to the Customer's facilities. The Customer's piping to the Service Connection location should not be laid until the Service Connection is installed; in the event the Customer's pipe is laid prior to the time the Service Connection is installed and its location does not correspond to that of the Service Connection, the Customer must provide for connecting to the Service Connection.

3. Ownership and Absence of Rental Obligation

   All Service Connections, meters and valves, and housings installed by the Department or conveyed to the Department, however provided for, shall be the sole property of the City under the control of the Department, and will be maintained at the Department's expense except as otherwise provided in these Rules. No rent or charge will be paid by the Department where such facilities are located on a Customer's Premises. The Department may relocate its facilities as required by operating conditions and may remove any and all of its facilities from the Customer's Premises upon the termination of service.

4. Responsibility for Loss or Damage

   The Customer will be held responsible for loss or damage to the Department's meters or other facilities resulting from the use or operation of appliances and facilities on the Customer's Premises, including but not limited to damage caused by steam, hot water, or chemicals.

   The Department's control and responsibility ends at its shut-off valve or meter, and the Department will in no case be liable for loss or damage on the Premises served, or elsewhere, caused by, or in any way arising out of, the running or escape of water from open faucets, burst pipes, faulty fixtures, or appliances on the Premises.

   Every Service Connection is equipped with a control valve on the inlet side of the meter which may be used when necessary to shut off the water supply from the entire Premises. Upon request, day or night, the Department will operate such control valve for emergency purposes.

   For convenience and safety, the Customer should provide a valve on the piping between the meter and the building.

5. Liability

   The Department will exercise due diligence to complete within a reasonable time the installation of facilities, to supply service, or make repairs or improvements, giving due regard to the Customer's needs and capacity required. The Department shall not be liable for delays caused by fires, strikes, riots, acts of God or of the public enemy, inability to secure necessary labor or materials, or by any other circumstance beyond its control.

6. Green Building Priority Service

Service connection and customer's facilities requests will be provided priority service upon presentation of acceptable proof that they have been submitted to the U.S. Green Building Council for registration and Leadership in Energy and Environmental Design certification, subject to the constraints and provisions of these Rules. The extent and terms of the priority service will be in accordance with the policies of the Department Green Building Initiative.

B. Service Connections

1. Application for Service Connection

An application for a Water Service Connection shall be made on a form furnished by the Department. This application shall specify the size of the Service Connection desired, the property to be served and the purpose for which the water is to be used. The information supplied by the Applicant shall be considered as authoritative and final. If any error in such application shall cause the installation of a Service Connection that is improper either in type, size or location, the cost of all changes required shall be paid by the Applicant.

The Applicant shall make proper application for water service, in accordance with Rule No. 3 titled "APPLICATION FOR SERVICE" before water service will be provided. If such application has been made and accepted or approved and the Applicant requests the water turned on, the billing for water service shall begin when the Service Connection is installed and the meter (if required) is set.

2. Residential, Commercial, and Industrial Service Connections

a. Each house or building under separate ownership shall be supplied through a separate Service Connection or Service Connections. Two or more houses or buildings under one ownership and on the same lot or parcel of land may be supplied through one Service Connection, or a separate Service Connection may be installed for each building.

b. The Department may limit the number of houses or buildings or the area of land under one ownership to be supplied by one Service Connection.

c. The Department may limit the number of Service Connections to any residential or other structure whether under separate or multiple ownership.

d. When property provided with a Service Connection is subdivided, the Service Connection shall be considered as supplying the lot or parcel of land which it directly enters. Separate service connections shall be required for the remaining parcels.

e. A Service Connection to Premises shall not be used to supply adjoining Premises of a different owner or to supply Premises of the same owner which is on the opposite side of a public street or alley.

f. Whenever any Service Connection is authorized to be abandoned or removed, any reestablishment of service shall be considered a new Service Connection.

g. Any water Service Connection that has been inactive for five or more years may be abandoned or removed at the discretion of the Department.

3. Irrigation Service Connection

A Customer's pipe leading away from an Irrigation Service meter shall not be used as a common water carrier for both irrigation and other service classes.

The regulation by the Customer of the flow of water through an Irrigation Service meter shall be effected by means of a valve installed on the outlet side of the meter, and the installation and maintenance of such valve shall be at the Customer's

expense. Such service will be continued only so long as such valve is maintained and operated by the Customer.

The Department's charges for furnishing and placing such valves and fittings, if installed by the Department, at the Customer's request, at the time the Service Connection and meter are installed, will be the Department's cost.

The charge for replacement by the Department, at the Customer's request of any such valve at a subsequent date will be the Department's cost.

4. Fire Service Connections (also known as Private Fire Protection Service)

   a. When a Fire Service Connection is installed, it shall be left closed until an order to turn on the water is received from the Customer.

   b. If water is used through a Fire Service Connection for any purpose other than the extinguishing of fires, or a purpose related thereto, or if manually controlled outlets (other than) private fire hydrants required by the Fire Department are installed on the service, the Department may either install a meter on the Service Connection at the Customer's expense and charge at applicable rates for all water used, or, shut off the entire supply of water to the Premises through such Service Connection.

   c. The Department shall have the right to install and connect with the Fire Service Connection, at the curb, a Service Connection for rendering any other type of water service to the same Premises served by the Fire Service Connection. The charge for such other Service Connection shall be as provided in this Rule.

5. Service Connection Installation Charges

   a. The charges for installation of the several kinds and sizes of Service Connections will be determined as follows:

      (1) Domestic, Commercial, and Industrial Service

      The Service Connection installation charges shall be the cost to the Department and shall include the meter housing.

      (2) Fire Service Connection

      The charge for the fire Service Connection installation including bypass meter, check valve, and housing will be at cost.

      (3) Irrigation Service

      The charge will be at the Department's cost. See subsection B.3 of this Rule for furnishing and placing valves on the outlet side of Irrigation Service meters for the regulation of flow by the Customer, and section C of this Rule for meter installation charge.

   b. Where a charge has been fixed for the installation of the size of the Service Connection desired, the charge shall be paid in advance by the Applicant, except as otherwise provided by Rule No. 13 titled “TEMPORARY SERVICE” or as provided by Rule No. 15-W.E., “DEFERRED PAYMENT OF CHARGES.” Where no such charge is fixed, the Applicant shall pay an amount equal to the estimated cost of installation of the Service Connection, or deposit the estimated cost, and agree to pay the full cost upon installation.

6. Extension of Service Pipe through Basement Wall

Where conditions require that the Service Connection be extended through a basement wall, the Applicant shall, at his own expense, provide and seal the entranceway for such pipe and shall assume all responsibility for damage by leakage through such entranceway or by leaking pipes, fittings, or meters.

7. Enlarging Service Connection at Time of Renewal

When the Department renews a Service Connection, such Service Connection may be enlarged at the Customer's request and on payment of the costs therefor.

8. Conversion to a Different Kind of Service Connection

Where an existing Service Connection can be utilized by modification of the installation to provide the kind of Service Connection required, the charge for such modification shall be the cost to the Department.

C. Meters

The Department shall furnish and maintain all meters.

1. The charge to the Customer for meters set by Department forces shall be the cost to the Department for the meter and fittings plus applicable installation costs.

The charge to the Customer for meters set in accordance with Rule No. 15 titled "DISTRIBUTION SYSTEM EXTENSIONS" shall be the cost to the Department for the meter and fittings plus applicable engineering and administrative costs.

2. Change of Size or Type of Meter or Size of Detector Check Valve

When a change in size of an existing meter or detector check valve is requested by a Customer or a change is required because of a change in the type of service to be provided a Customer, the Department will make such change at the Customer's expense provided the requested size complies with requirements of the applicable plumbing code. When the current charge, under these Rules, applicable to the meter or detector check valve to be installed is greater than the charge applicable to the existing installation, the difference between such charges shall be paid in advance by the Customer.

3. Change of Meter Location

The charge to the Customer when a meter is relocated at the Customer's request, shall be the cost of making such relocation. When the Customer requests a change of meter location because of installing a paved driveway, the Department may at its option install without charge a concrete box equipped with a steel cover plate to house the meter instead of moving the meter. When a charge has been collected for changing the location of meter and the meter is so housed instead of changing its location, the charge collected will be refunded.

D. Protection of Public Water Supply

The regulations of the State Health Department, Title 17 of the California Administrative Code, Sections 7585 through 7605, require that each water purveyor develop and implement a comprehensive Backflow Prevention Program for protecting the public water supply from contamination or pollution. The administrative and operating elements of this program are to be set forth in the Department's Rules and Regulations.

The Department has responsibility to protect the public Water System from contamination caused by the backflow of contaminants through the water Service Connection. If in the judgment of the Department, or the Department of Building and Safety acting as its authorized representative, an approved backflow prevention assembly is required, the Department or its authorized representative shall give notice to the consumer to install the approved assembly at the Service Connection to the Premises. The consumer shall immediately install the approved assembly or assemblies at his own expense. Failure, refusal, or inability on the part of the consumer to install, test, and maintain the approved assembly or assemblies shall constitute grounds for disconnecting water service to the Premises. Water service will not be restored until such conditions or defects are corrected to the satisfaction of the Department.

Additional information regarding the specific backflow prevention requirements of this water service Rule may be obtained from the Department of Water and Power, Water Quality Division, 111 North Hope Street, Los Angeles, California 90012.

E. Quick-Closing Valves (or Other Devices)

A Customer shall not install any quick-closing valve or other equipment or devices which will cause excessive pressure surges in the Department's Water System. A violation of this subsection will be cause or immediate termination of service. The Customer will be liable for all damages resulting from the installation or use of any such equipment.

F. Change in Customer's Equipment or Operations

A Customer making any major change in the water usage or operations which affects the Department's service shall immediately give the Department written notice of the extent and nature of the change.

G. Department's Right of Ingress to and Egress from Customer's Premises

The Department shall have the right of ingress to and egress from the Customer's Premises at all reasonable hours for any purpose reasonably related to the furnishing of water service and the exercise of any and all rights secured to it by law or these Rules, including inspection of the Customer's piping and equipment as to compliance with the Municipal Code and these Rules.

Upon termination of service, the Department may remove any and all of its facilities installed in connection therewith on the Customer's property.

H. Access to Facilities

A Customer shall provide and maintain reasonable access for Department representatives to all Service Connections, meters, backflow prevention devices, or other facilities pertinent to water service installed on the Customer's Premises.

I. Prevention of Flow from One Service Connection through Another

If a Premises is supplied by more than one Service Connection, the Customer shall be required to install a Department-approved double check backflow prevention device at each Service Connection to prevent the flow of water from one service through another.

J. Promulgation and Enforcement of Water Service Requirements

1. The General Manager shall, from time to time, prescribe, promulgate and enforce, and all Customers and all other persons coming within the purview of the provisions of these Rules shall comply with such water service requirements explanatory of, and containing detailed information and technical specifications and data with respect to these Rules, as may be necessary and proper in connection with the installation and for the regulation of any water facilities or services installed or operated, or maintained pursuant to, and in conformity with, the Charter and ordinances of said City and these Rules.

2. Each and every condition with respect to the connection, disconnection, reconnection, and/or discontinuance of water service for violation of these Rules provided for and set forth in these Rules, shall apply with equal force and effect to any failure of any person, agency, or corporation, public or private, to comply with any such water service requirements as may, from time to time, be promulgated and prescribed by said General Manager pursuant to this Rule.

   Service connections and Customer's facilities which are necessary to make electric service available to Applicants, will be installed in accordance with the provisions set forth in Part 16-E of this Rule as follows:

Part 16-E ELECTRIC SYSTEM

K. General

1. Service Statement

This Rule is applicable to both (1) Department Service Facilities that extend from Department Distribution Line facilities to the Service Point, and (2) service related equipment required of the Customer on the Customer 's Premises to receive electric service.

Service Facilities consist of (a) primary or secondary underground Cables or overhead Service Conductors, (b) poles to support overhead Service Conductors, (c) service transformers, (d) Department-owned metering equipment, and (e) other Department-owned service related equipment.

2. Ownership, Maintenance, and Replacement

Service Facilities installed under the provisions of this Rule shall be owned, operated, and maintained by the Department if they are (a) located in the street, road or service area of the Department, (b) installed by Department on the Customer's Premises for the purpose of the delivery of electric service to the Customer, or (c) installed by the Customer under the provisions of this Rule, and conveyed to the Department. Service Facilities installed by the Department on a Customer's Premises may, at the Department's sole option, be used to serve other Customers.

Materials, facilities, or equipment on the Customer's Premises and required under this Rule and furnished and installed by the Customer at the Customer's expense will be used by the Department in providing service to the Customer. Such materials, facilities, or equipment shall at all times remain the sole property of the Customer, and shall be maintained, repaired, replaced, or enlarged by the Customer at the Customer's expense whenever maintenance, repair, replacement, or enlargement becomes necessary in the sole opinion of the Department.

If the Customer fails to properly maintain, repair, replace, or enlarge such materials, facilities, or equipment within 90 days of proper notification by Department of the need for such action, Department may undertake such maintenance, repair, replacement, or enlargement without further notice, and will charge Customer not less than its actual cost to affect such necessary changes as determined by Department. Department reserves the right to interrupt service for whatever duration is required to affect such maintenance, repair, replacement, or enlargement. Failure by Customer to pay Department for necessary maintenance, repair, replacement, or enlargement when payment is due shall result in termination of service until payment is received in full. In the case of Master Metered real property, the Department may enter into an agreement with tenants to reimburse the Department for necessary maintenance required for continued service.

The Department reserves the right to terminate service in accordance with Rule No. 11, Discontinuance and Restoration of Service, when, in the Department's sole opinion, Customer fails to properly maintain, repair, replace, or enlarge such materials, facilities, or equipment.

3. Easements, Rights-of-Way, and Clearances

Rights-of-way or easements may be required by the Department to install Service Facilities on a Customer's Premises to serve only that Customer.

a. Service Facilities. If the Service Facilities must cross property owned by a third party to serve a Customer, the Department may, at its sole discretion, install the Service Facilities after appropriate rights-of-way or easements, satisfactory to Department, are obtained without cost to the Department.

b. Distribution Line Extensions. If the Service Facilities are installed on a Customer's Premises, or a third-party's Premises, and will be or are designed to serve the adjacent property, the Department may, at its sole discretion, install Service Facilities under Rule No. 15, Distribution System Extensions, after appropriate rights-of-way or easements, satisfactory to the Department, are obtained without cost to the Department.

c. Clearances. Any necessary rights-of-way or easements for Service Facilities shall have provisions to maintain legal clearances from adjacent structures and adequate access to allow for movement of trucks, cranes or lifts, workers, materials, and construction equipment.

4. Questionable Permanency and Insufficient Revenue

Whenever, in the sole discretion of the Department, Service Facilities are installed for operations of questionable permanency, or the estimated annual revenue from the Service Facilities do not justify the investment the Department may require payment, in advance, from the Customer to cover the cost of the additional expenditures, or may require suitable guarantees that warrant making the expenditures for those Service Facilities.

5. Payment Waiver

Payment by the Customer of any charge, contribution in aid of construction or contract obligation required by this Rule shall be waived when the total amount of the payment as estimated by the Department is less than a minimum amount as determined by the General Manager from time to time.

6. Liability

The Customer shall indemnify, defend, and hold harmless the City of Los Angeles, the Board of Water and Power commissioners, the Department, and their officers, agents, and employees from and against any and all liability, costs, losses, claims, demands, actions and causes of action, for damages to the person or property of any person or entity, attributable to, in whole or in part, or resulting from the actions or omissions of the Customer or any person or entity acting on Customer's behalf including, but not limited to, any agent, designee, contractor, or lessee. Department shall not be indemnified for liability or loss resulting from its sole negligence or willful misconduct.

The Department will exercise due diligence to complete within a reasonable time the installation, maintenance, repair, replacement, calibration, or improvement of the Service Facilities giving due regard to the Customer's needs and capacity required. However, periodic outages are required to service, maintain, replace, repair, improve, and calibrate both the Service Facilities and Customer-owned equipment, and unplanned outages may occur. If the Customer must have a continuous service, then the Customer shall provide motor generators or other such standby equipment as may be necessary to maintain service.

The Department shall not be liable for any circumstance beyond the Department's control.

7. Green Building Priority Service

Service connection and customer's facilities requests will be provided priority service upon presentation of acceptable proof that they have been submitted to the U. S. Green Building Council for registration and Leadership in Energy and Environmental Design certification, subject to the constraints and provisions of these Rules. The extent and terms of the priority service will be in accordance with the policies of the Department Green Building Initiative.

All other provisions of the Rules shall remain unchanged.

L. Service Connections

1. General

a. Service Connections provided by the Department will normally be of a class, Voltage, and phase authorized by the Department's Electric Rate Ordinance or these Rules.

b. Service Connections of a class, Voltage, and phase not authorized by the Department's Electric Rate Ordinance or these Rules may be provided as "Added Facilities" in accordance with the provisions of subsection O of this Rule.

c. The Department will provide only one Voltage class of service to a Customer's Premises unless provided for the Department's operating convenience or where otherwise mutually agreed upon. Additional Voltage classes of service may be provided as "Added Facilities" in accordance with the provisions of subsection O of this Rule.

2. Application for Service Connection

Customer shall make an application for electric service on a form furnished by the Department in accordance with Rule No. 3 before electric service will be provided by the Department. The application shall specify the size of the Service Connection desired, the property to be served and the purpose for which the electricity is to be used. The information supplied by the Customer shall be considered as authoritative and final. If any error in the application causes the installation of a Service Connection that is improper either in type, size, or location, Customer shall pay the estimated cost of all required changes prior to any work being done by the Department.

If such application has been made and accepted or approved the billing for electric service shall begin when the Service Connection is installed and the meter (if required) is set.

3. Supply Points

The Department may, at its option, provide Service Connections from Supply Points located on either public property or the Customer's Premises and the conditions and Allowances prescribed in this Rule are based upon the assumption that the Supply Points are within practical reach of the Service Points or have been made so in accordance with Rule No. 15 titled "Distribution System Extensions."

The Department will provide only one Supply Point to a Customer's Premises unless provided for The Department's operating convenience or where otherwise mutually agreed upon. Additional Supply Points may be provided as "Added Facilities" in accordance with the provisions of Subsection O of this Rule.

4. Service Points

The Department reserves the right to approve the location and number of Service Points. In general, only one Service Point for the same class of service will be permitted on or in a building or structure except as follows:

a. When the capacity requirements of the load to be served make additional Service Points desirable to the Department;

b. When a building is of such size and the distribution of load is such that, in the opinion of the Department, additional Service Points are required; or

c. When, in the opinion of the Department, additional Service Points are required by reasons of the Department's operating convenience and necessity.

5. Service Conductors

a. The Customer shall furnish and install, at the Customer's expense, all necessary facilities for the termination of the Department's Service Conductors at the Service Point including the necessary Service Entrance Conductors, service equipment, and metering facilities in accordance with applicable provisions contained in the Department's Electric Service Requirements.

b. The Department will furnish and install Service Conductors including any necessary terminations and connections in accordance with subsections M and N of this Rule. The Department may, at its sole discretion, require or approve the use of Busway services. When a Busway service is used, it shall be furnished and installed at the Customer's expense, in accordance with the Department's specifications. The Customer shall retain ownership and maintenance responsibility for the Busway.

c. The Department will furnish and install the Service Conductor from the Supply Point or the Customer's property line, whichever is closer to the Service Point, including any necessary termination materials subject to the following conditions:

(1) When the maximum rated Ampacity of the Customer's service equipment is 1500 amperes or more, the maximum allowance shall be 50 Circuit feet.

(2) When the Ampacity of the Service Conductors for commercial or industrial loads is less than 1500 amperes, the maximum allowance will be 150 Circuit feet.

(3) When the maximum rated Ampacity of the Service Conductors for single or multiple family occupancy is less than 1500 amperes, the allowance shall be: 50 Circuit feet for the total lighting, refrigeration, and small appliance load to be served; an additional 25 Circuit feet for each of the first two major appliances to be served (range, water heater, built-in air conditioning, complete air heating, or other major units of load); and an additional 10 Circuit feet for each major appliance in excess of two. The maximum allowance shall be 150 Circuit feet.

(4) Allowances shall be based upon the Circuit length of each set of Service Conductors, starting from the Supply Point or property line, whichever is closer to the Service Point. The length of overhead Service Drops shall be excluded.

d. Customer shall pay for the cost of the service Conductor in excess of the Allowances made in accordance with the preceding subparagraph c. The amount of payment shall be estimated by the Department, based upon the cost per foot of each set of Service Conductors as determined from time to time by the General Manager.

6. Enlargement of Services

When the Customer desires to add load or generation to an existing Service Point, the Department will enlarge the Service Point, if necessary, in accordance with the provisions of this Rule.

M. Related Facilities

1. Service Conduit

a. Service Connections shall be underground where an Underground Distribution System is required in compliance with applicable laws, ordinances, or similar requirements of public authorities or as provided for in Rule No. 15 titled "Electric Distribution System Extensions." In addition, Service Connections shall be underground when supplied from an existing Underground Distribution System. All Service Conduit and related equipment for the purpose of enclosing any of the Department's Service Conductors shall be installed in accordance with provisions of this subsection, and any such wiring enclosure installed by the Customer shall conform to Department specifications with respect to the number, size, type, location, and manner of installation.

b. All Service Conduit located on the Customer's Premises shall be furnished and installed by the Customer at the Customer's expense. All Service Conduit and structures in public property will be installed by the Department at the Customer's expense. The Customer shall pay an amount equal to the Department's cost estimate prior to any work being undertaken by the Department.

c. Where an underground service is to be provided from an overhead source and the serving pole is on the Customer's Premises, the Service Conduit specified by the Department between the Service Point and a point one Conduit length up the pole from which service is to be supplied, shall be furnished and installed by the Customer at the Customer's expense. Any additional Conduit on the pole shall be furnished and installed by the Department.

Where underground service is to be provided from an overhead source and the serving pole is located on public property or a utility easement, the Department will install the Conduit on public property or the utility easement at the Customer's expense. The Customer shall pay an amount equal to the Department's cost estimate prior to any work being undertaken by the Department.

d. When one or more poles are required to provide legal clearance or to support an overhead Service Drop, the Department may, at its sole discretion, require the Service Connection to be made underground. Underground Service Connections from an overhead source, when not required by the Department, may be made by mutual agreement between the Department and the Customer. That portion of the Service Conduit located on public property will be furnished and installed by the Department at the Customer's expense. The Customer shall pay an amount equal to the Department's cost estimate prior to any work being undertaken by the Department.

e. When an underground service is to be provided for a residential lot that has been subdivided or re-subdivided and a Conduit stub has not been installed, the Department may install the appropriate Conduit stubs from the Supply Points on public property to the property line at the Customer's expense. The Customer shall pay an amount equal to the Department's cost estimate prior to any work being undertaken by the Department. In such circumstances, the Customer may then install or have installed other utility facilities in the excavation, subject to the sole discretion of the Department.

f. Where mutually agreed upon by the Department and the Applicant, Conduit and related structures in public property or on rights-of-way may be installed by the Applicant in accordance with the Department's design, specifications, and requirements. Upon acceptance by the Department, the ownership of all Service Conduit and related wiring enclosures furnished and installed by the Customer on public property or on rights-of-way acquired by the Department, shall be deemed transferred to the Department.

2. Distribution Conduit

a. When it is necessary for the Department to extend its underground Distribution Lines to transformer installations or other Supply Points on the Customer's Premises the Conduits and other facilities specified by the Department on the Customer's Premises shall, except as may otherwise be provided for in the Department's Rules, be furnished and installed by the Customer at the Customer's expense.

b. In anticipation of future conversion of the existing overhead Distribution System, or portion thereof, to an Underground Distribution System the Department may require the Customer to furnish and install, at the Customer's expense, the Conduits and other facilities specified by the Department for the purpose of enclosing its distribution Conductors on the Customer's Premises, except as may otherwise be provided for in the Department's Rules.

3. Transformer Installations on Customer's Premises

a. The Department may, at its sole discretion, supply electric service by means of transformer racks, vaults, or other stations on the Customer's Premises. Customer shall pay to the Department, in advance, the cost of dedicated onsite transformer(s), and total cost to install. Ownership will remain with the Department. If customer demand exceeds fifty percent of rated transformer capacity for 48 of the first 60 months following installation, Customer payment may be returned in full.

b. When the Department requires transformers to be located on the Customer's Premises, the Customer shall provide adequate space to the Department's specifications for the electrical equipment, and shall provide at all times ingress to and egress from the electrical equipment locations. At the Department's sole discretion, the transformer installations may consist of one or more of the following:

(1) Pole-top transformer installation: When supplied from the overhead Distribution System, a pole or pole rack shall be furnished, installed, and maintained by the Department at the Customer's expense.

(2) Padmount transformer installation: The Customer shall purchase, furnish, install, and maintain, at the Customer's expense, approved concrete pads or other slab-boxes.

(3) Underground vault transformer installation: The Customer shall purchase, furnish, install, and maintain, at the Customer's expense, approved concrete vaults.

(4) Indoor transformer installation: The Customer shall purchase, furnish, install, and maintain, at the Customer's expense, indoor transformer rooms, per the Department's specifications.

(5) Outdoor transformer installation: The Customer shall purchase, furnish, install, and maintain, at the Customer's expense, fenced concrete slabs, per the Department's specifications.

c. Except where otherwise specified by the Department, a pole-type transformer installation or a padmount transformer installation shall be the standard Department installation. When a transformer installation other than a standard installation is requested by the Customer, or required as a result of the Customer's construction, the Customer shall pay the Department the estimated cost of Added Facilities in accordance with subsection O of this Rule. The cost of Added Facilities are non-refundable.

4. Clearance Poles

Where a single clearance pole is deemed necessary by the Department to support service Wires or to maintain legal clearances, it will be furnished and installed by the Department at the Department's expense.

N. Meter Installations and Miscellaneous Service Equipment on Customer's Premises

1. Meters and Appliances

a. Delivery of all electric power and energy will be metered, unless otherwise provided for by the Department's Electric Rate Schedules or these Rules.

b. The Customer shall not charge the Department rent or any other fee whatsoever for placing or maintaining said meters, service Wires, appliances, apparatus, and any other devices, upon the Customer's Premises.

c. The Department shall have the right to remove any and all of its Service Facilities installed on the Customer's Premises at the termination of electric service.

d. The Customer shall exercise reasonable care to refrain from interfering with or damaging the meters, service Wires, appliances, apparatus, fixtures, and any other devices of the Department Customer shall immediately notify the Department in case any damage or defect therein is discovered.

2. Meter Equipment

The Department's meters shall be installed in electrical service equipment provided by the Customer, located on Customer's Premises, based on the Department's specifications to adequately, safely, and efficiently support and accommodate the Department's meters. The metering equipment shall be located upon the Customer's Premises in a location to make the electrical service equipment and the meters easily and readily accessible at all times to the Department.

3. Meter Installations

a. Location

Except for those instances where the Customer requests special metering, the Department will install, own, and maintain the necessary metering at a protected location on the Customer's Premises, approved by the Department. Meters shall be readily accessible at all times for inspection, reading, and testing. If, for any reason, an existing meter is no longer readily accessible for inspection, reading, or testing, the Customer shall, at the Customer's expense, provide a new Department-approved location for the meter.

b. Multiple-Occupancy Buildings

In all multiple-occupancy buildings with two or more tenants, or where more than one meter is furnished on the same Premises, the meters normally shall be grouped at one central location, or as otherwise specified by the Department.

Each meter position or socket shall be clearly and permanently marked by the Applicant, Customer, or owner of the Premises to indicate the particular unit, occupancy, or load supplied by the meter. Multistory building meter locations shall be limited to one group for every third floor or increment thereof.

4. Energy and Time Pulses for Load Control

a. Pulse System

At the request of a Customer, the Department may install, at the Customer's expense, the necessary additional equipment at the Department's metering facilities to supply kWh energy pulses and demand-interval time pulses for the Customer's load control equipment.

b. Costs to Customer

(1) Installation

In furnishing, installing, and maintaining pulse system equipment, the Department shall bill the Customer the costs of the pulse system in accordance with Subsection O Added Facilities.

(2) Modifications to Metering Facilities

If the Department's metering facilities need to be modified to accommodate the Pulse System, the Customer shall pay the modification costs in accordance with subsection P, Change in Department's Facilities or in Customer's Equipment or Operations.

c. Liability

The Customer shall indemnify the Department, its officers, agents, and employees against loss, damage, expense, and all liability resulting from injury to or death of any person or persons, including but not limited to employees of the Department, the Customer, or third persons, or damage to property including but not limited to property of the Department, the Customer, or third persons, resulting from or arising out of or in any way connected with the installation, inspection, maintenance, testing, and use of the Pulse System Equipment.

5. Service Switch and Meter Testing Facilities

All switches, cutouts, and similar devices required on a Customer's Premises in connection with a service switch and meter testing facilities shall be furnished, installed, and maintained by the Customer except when the apparatus is installed by the Department at the Customer's expense for the Department's use and the protection of the Department’s equipment. In this connection, attention is directed to any and all Electric Safety Orders of the State of California relative to meter testing facilities.

6. Sealing of Meters and Enclosures

a. The Department requires that all electric meters and enclosures containing metering equipment or unmetered Conductors be sealed. The seals are not to be broken without prior permission from authorized personnel of the Department. The Department will seal all compartments, including raceways, bus duct compartments, pull boxes, gutters, metering instrument transformer compartments, and main switch enclosures located on the line side of multiple metering installations.

b. Repeated breaking of seals or permitting others to break seals shall be grounds for terminating service.

c. The main disconnect may be a fused or nonfused switch, or a Circuit breaker. Where fuses are installed, the Department assumes no responsibility for their replacement. Main disconnect enclosures shall be sealed. When it is necessary for the Customer to enter sealed enclosures to replace fuses, the Customer must first secure permission to break the seals from the Department's Electric Trouble Board.

O. Added Facilities

In addition to the Service Facilities normally furnished and installed by the Department under its Rules, the Department may, upon request of the Customer, provide Added Facilities as may be mutually agreed upon. The Customer shall pay to the Department, in advance, the cost of the Added Facilities, the total cost to install and remove the Added Facilities, and the present worth of perpetual maintenance and transformer core losses, not including replacement cost. In all cases, ownership of the Added Facilities will remain with the Department. When, in the Departments sole opinion, Added Facilities have reached the end of their useful life, the Department may remove the facilities, in whole or in part, at no additional expense to the Customer.

P. Change in Department's Facilities or in Customer's Equipment or Operations

Any Customer making any major change in the usage of electricity or in operations that affects the Department's service or application of its various electric rate schedules, shall immediately provide written notice to the Department of the extent and nature of the change.

The Department may, upon request of the Customer, make such changes in its Service Facilities as are mutually agreeable between the Department and Customer provided, however, that the Customer pays in advance an amount equal to the Department's estimated current value of the unused life of the Service Facilities involved plus the cost estimate for their removal less the estimated value of material recovered. Upon receipt of the payment, the Department will install the new Service Facilities in accordance with provisions of this Rule.

Q. Service Connections Made by Department Employees

Only duly authorized employees of the Department are allowed to make or remove Service Connections, except with prior Department approval. Service Connections may be made ahead of existing meters, or where there are no meters, only as specified in Rule No. 13 - TEMPORARY SERVICE.

R. General Inspection of, and Clearance of, Trouble on Customer's Circuits

1. Where the Department supplies service at more than 480 volts, the Department will not provide any inspection or service on Circuits beyond the Service Point unless the Customer has agreed and arranged in advance to pay all of the costs thereof.

2. Whenever the Department determines that there is a ground on the Customer's 4800-volt wiring system that is supplied from the Department's 4800-volt ungrounded system, the Department may disconnect the Customer's service without notice to protect other Customers and the Department's system. Although the Customer is responsible for isolating and clearing the ground on the Customer's Premises, the Department will, to the extent feasible, isolate the ground and provide Temporary Service to un-isolated portions of the Customer's system, provided that the Customer so requests and agrees to the following:

    a. To pay the Department the actual cost of all the work involved to isolate the ground; and

    b. To hold the Department harmless and not liable for any accident, damage, or extra cost of any kind either directly or indirectly related to the temporary facilities.

3. The Department does not assume the duty of inspecting the Customer's lines, appliances or apparatus, or any part thereof, nor assume any liability therefor.

4. In the event that the Customer finds the Department service to be defective, and it appears that the defect may be due to service from the Department, the Customer shall immediately notify the Department to that effect.

S. Customer Responsible for Equipment for Receiving and/or Delivery of Electric Energy

The Customer shall, at its sole risk and expense, furnish, install, operate, maintain and keep secure all electric lines, machinery, and apparatus including all necessary protective appliances and suitable buildings which may be required for receiving electric energy

from and delivering electric energy to the Department, at the Service Point. The Department shall not be responsible for any loss or damage occasioned or caused by the negligence, want of proper care or wrongful act of the Customer or of any of the Customer's agents, employees, or licensees on behalf of the Customer or by third persons in installing, maintaining, using, operating or interfering with any such , lines, machinery, or apparatus.

T. Street Lighting Load Reduction

When the Department is provided written notification by a Customer that a street lighting load is being reduced, the cost of making changes in transformation or other equipment necessary to serve the reduced load shall be paid by the Customer prior to any work being undertaken by the Department.

U. The Department's Right of Ingress to and Egress from Customer's Premises

The Department shall have, at all times the right of ingress to and egress from the Customer's Premises for any purpose reasonably connected with the furnishing or receiving of electric energy and in order to exercise of any and all rights secured to the Department by law, or by these Rules. As provided for in the Rules herein contained, the Department shall have the right to remove any and all of its property installed on the Customer's Premises at the termination of service.

While on the Customer's Premises, the Department shall abide by the Customer's safety rules and regulations.

V. Compensation to Department Employees

All inspectors, agents, and employees of the Department are strictly forbidden to demand or accept any personal compensation for services rendered to a Customer.

W. Interconnection Facilities - Customer Generation

1. A Customer is advised to contact the Department prior to purchasing or installing generation equipment in order to get the specific requirements necessary to operate the generation equipment in parallel with the Department's electric system.

2. A Customer intending to operate generation equipment in parallel with the Department's system, except for permanent solar or wind turbine electrical generating facilities or hybrid systems thereof less than or equal to 10 kW-AC^{CEC}, shall be required to execute a Customer Generation Interconnection Agreement.

3. All equipment installed by the Customer must be listed as suitable for that use by a nationally recognized testing laboratory.

4. All equipment required by the Department for the safe parallel operation of the generation equipment will be in accordance with the Department's Electric Service Requirements.

5. If the Department determines after review of the Customer generation specifications that a Department Facility must be constructed and modifications made to the Department's system for the safe parallel operation of the Customer generation, the Customer shall pay an amount equal to the Department's estimated costs prior to any work being undertaken by the Department.

6. Billing meters and other metering equipment shall be installed at locations as determined by the Department.

7. Service will be supplied at one standard Voltage.

8. The General Manager shall enforce the Customer Generation Interconnection Agreements as necessary and proper for the safe regulation of any Customer generation equipment installed, operated and maintained pursuant to the Charter of the City, the Electric Rate Ordinance, and these Rules. Each and every condition with respect to the connection, disconnection, reconnection, or discontinuance of electric service for violation of these Rules shall apply with equal force and effect.

X. Enforcement of Electric Service Requirements

1. The General Manager shall, from time to time, revise and enforce the Department's Electric Service Requirements that contain detailed information and technical specifications and data necessary and proper for the regulation of any Service Facilities receiving or delivering electric service from or to the Department in conformance with these Rules and the Charter of the City of Los Angeles.

2. Each and every condition with respect to the connection, disconnection, reconnection, and discontinuance of electric service for violation of these Rules shall apply with equal force and effect to any failure of any person or corporation, public or private, to comply with the Electric Service Requirements.

3. Copies and revisions of the Electric Service Requirements will be made available, upon request, to interested parties at a charge to be determined from time to time by the General Manager.

RULE NO. 17

METER TESTS AND ADJUSTMENT OF BILLS FOR METER AND UTILITY ERRORS

A. Meter Tests

1. Every meter will be tested at or prior to the time of installation. No water meter will be placed in service which fails to register within test flow limits required by Department specifications. No electric meter will be placed in service if found to register less than 99 percent or more than 101 percent of the true value.

2. When a Customer questions the accuracy of a water or electric meter, the Department will conduct an official test of the meter within a reasonable time after the Customer's request.

   If the requested test is made within 12 months of a previously requested and performed test on the same meter, the Customer will be required to pay an amount as determined by the General Manager to cover the cost of the test. If the meter is found to register less than 98 percent or more than 102 percent of the true value, the charge for the test will be waived.

   The Customer has the right to be present or represented at the duly scheduled time for the test. The test will be scheduled during regular working hours of the Department and conducted whether or not the Customer or representative of the Customer appears as scheduled for the test.

B. Meter Errors

1. When, as a result of any test, a meter is found to register more than 102 percent of the true value, the Department will refund or credit to the Customer the overcharge based on meter readings corrected to the true value, for the period in which the meter was in use, not to exceed 12 months, unless it can be shown that the error was due to some particular cause, the date of which can be fixed, provided that the period of adjustment shall not exceed three years in any event.

2. When, as a result of any test, a meter is found to register less than 98 percent of the true value, the Department may render a bill based on meter readings corrected to the true value, for water or electricity consumed but not covered by bills previously rendered for a period not to exceed four months, provided that if the actual period in which the error in registration existed exceeded four months, and can be definitely determined, the correction to be made may cover the actual period, provided that the period of adjustment shall not exceed three years in any event.

C. Utility Errors

1. When a Department error in billing is discovered on a current Customer's account and the date of its occurrence can be determined, the overcharge or undercharge will be computed back to but not beyond that date, but not in any event exceeding four years prior to the date of discovery of the overcharge or undercharge.

2. When a utility error extends back into a prior Customer's billing period:

   a. Paragraph C.1 of this Rule shall apply when overcharges have occurred. Prorated refunds will be mailed to the prior Customer's current mailing address, or credited to the current account. If the prior Customer no longer has a Department account, either an attempt to locate the prior Customer will be made or the refund will be mailed to the prior Customer's last known mailing address.

   b. In cases of undercharges, if a closing bill has been rendered, it will be canceled and a corrected closing bill will be mailed to the prior Customer's last known mailing address. However, if the Department has not taken any action to correct the error within four years of the date of discovery of such error, the Department will not attempt to collect the balance due. If the account has not been closed by the payment of a closing bill, it shall be considered current and paragraph C.1 of this Rule will apply.

D. Back-Billing

When the Department has failed to issue a bill to a Residential, Industrial or Commercial Customer, the Department will not back-bill the customer for a period of time in excess of (i) 3 billing cycles for customers billed bi-monthly or (ii) 6 billing cycles for customers billed monthly, from the date of the last regular read within the customer's most recent billing cycle, unless otherwise provided by law or contract.

The foregoing back-billing limitation is not applicable to: (i) "back-dated service connection"; (ii) energy theft; (iii) water theft; (iv) illegal diversion; (v) fraud; (vi) customer refusing access; and (vii) all instances where delay or error in billing is solely attributable to customer action or inaction which serves to impede LADWP's ability to conduct its business.

E Authority of General Manager

The General Manager may exercise his or her operational and administrative discretion to adopt procedures to implement this Rule.

RULE NO. 18

SUPPLY TO SEPARATE PREMISES AND USE BY OTHERS

A. Separate Metering

1. Separate Premises, as determined by the Department, will not be supplied through the same water meter.

2. Separate Premises, as determined by the Department, will not be supplied through the same electric meter except as allowed under the provisions of Rule No. 16 titled "SERVICE CONNECTIONS AND CUSTOMER'S FACILITIES" and subject to the Premises definition of Rule No. 1 titled "DEFINITIONS."

B. Resale of Water and Energy Prohibited

The resale of water and electrical energy by Department Customers is prohibited by the City Charter, the general provisions of the water and electric rate ordinances, and these Rules. Any resale of water or electric energy will be cause for termination of service.

C. Submetering of Water or Electrical Energy

Water or electrical energy supplied by the Department to Customers may be submetered by the customers for their convenience, subject to all of the following requirements and conditions:

1. Submetering may be undertaken only for purposes only of statistical and accounting control of water or energy used on the same Premises either for operations of the individual Customer or of the Customer's tenants.

2. Notwithstanding the foregoing prohibition in paragraph B above, master-metered residential facilities and mobile home parks where individual single dwelling units are submetered, and commercial facilities where individual commercial units are submetered, may pass through their costs for water or electric service subject to the following billing conditions:

   a. The end users pay no more than if the Department provided the water or energy directly.

   b. No additional costs, fees, service charges or expenses of any nature are added to the end users' bills by the Department's customer or the customer's agents directly or indirectly related to the submetering including but not limited to charges for establishing new accounts, meter reading charges, equipment charges, account charges, or any charge related to maintaining or operating the submetering system.

   c. The owner shall provide a separate written bill for each submetered unit for each submetered use. The bill shall include the amount of usage metered for the period, open and closing meter readings, and the amount of the bill.

   d. The Department's applicable water and/or electric rates shall be conspicuously posted in a public place on the premises.

   e. The Department reserves the right to inspect any submetering program and the records associated therewith for the purpose of determining compliance with the City Charter, the applicable rate ordinance and these Rules. In the event the Department determines there is non-compliance such determination shall be final.

3. The provisions of this Rule concerning submetering shall not be construed as permitting or authorizing any submetering which is prohibited, restricted or regulated by any other applicable law, rule or regulation.

4. The Department shall have the right to require the Customer to discontinue any submetering condition known to be in violation of this Rule, the applicable City ordinance or the City Charter.

5. This subsection C does not apply to public utilities or municipalities taking energy from the Department for redistribution to Customers on their own systems.

D. Cost Allocations to End Users of Master-Metered Water and Electric Services

Water or electrical energy that is supplied by the Department through a single water or electric service to a premise that includes multiple end users such as apartment, condominium or commercial units and allocated to the end users will not be considered a resale under the City Charter, the applicable rate Ordinance or these Rules provided that all of the following requirements, conditions, and restrictions are met:

1. In the event the water or energy is not submetered and a cost/use allocation methodology is employed by the Department's customer to divide the cost among users of the water or energy, the method used must fairly and equitably allocate to each end user of water or energy the amount actually used by each end user and determine costs based on the actual use, all subject to the following requirements:

2. The end users pay no more than if the Department provided the water or energy directly.

3. No additional costs, fees, services charges or expenses of any nature are added to the end users' bills by the Department's customer or the customer's agents, directly or indirectly, related to the allocation methodology including but not limited to charges for establishing new accounts, meter reading charges, equipment charges, account charges or any charge related to maintaining or operating the allocation system.

4. The Department's customer shall provide the Department and all end users the cost allocation methodology and results of that methodology as applied to each end user. In no event can the Department's customer use a calculation or methodology that results in the end user being charged for an amount greater than the actual consumption at the Department's actual rates charged to the Department's customer.

5. The Department's applicable water and/or electric rates shall be conspicuously posted in a public place on the premises.

6. The provisions of this Rule concerning cost allocations to end users shall not be construed as permitting or authorizing any cost allocations to end users which is prohibited, restricted or regulated by any other applicable law, rule or regulation.

7. The Department shall have the right to require the customer to discontinue any cost allocation practice determined or known to be in violation of this Rule, a City ordinance or the City Charter.

8. Pursuant to provisions of the Los Angeles City Charter allowing the sale of surplus water outside the Department's service area, this subsection D does not apply to public utilities or municipalities taking water from the Department for redistribution to customers on their own systems.

RULE NO. 19

WATER CONSERVATION (RETROFIT ON RESALE) ORDINANCE EXEMPTIONS

A. Exemptions

The following are exemptions from Article II of Chapter XII of the Los Angeles Municipal Code provisions requiring installation of ultra-low flush toilets (ULFT) upon residential property resale. Also, qualifying multi-family properties may be eligible to receive an extension of time to comply with the requirement to install ULFTs.

1. Historical Buildings

   Historical buildings as defined herein are exempted from the Ordinance requirement to install ULFTs. However, a toilet tank displacement device or other toilet flush reduction device shall be installed.

   For the purposes of this exemption, a historical building is defined as any building designated by the City of Los Angeles as a Historic-Cultural Monument, on or determined eligible for the California Register of Historic Resources, or on or determined eligible for inclusion in the National Register of Historic Places. In addition, any buildings that are contributing structures to National Register Historic Districts, or contributing structures to a City of Los Angeles Historic Preservation Overlay Zone are exempt.

2. Bathrooms of Architectural Significance

   In residential buildings where bathroom fixtures are integrated into a unique, defined architectural style, including some original toilets specifically color-coded to unique ceramic tile, those toilets meeting the following requirements may be eligible for an exemption from the Ordinance requirements:

   a. The bathroom must be of a unique, defined style considered to have architectural or historical significance, and

   b. The existing toilet must be an original fixture of the same age as the structure, and

   c. A similarly styled replacement ULFT is not commercially available.

   This exemption is not allowed for contemporary toilet fixtures that are simply color coordinated with ceramic tile. This exemption is not allowed due to unusual expenses that may be incurred in the replacement of non-water conserving toilets.

3. Incompatible Plumbing Conditions

   In rare instances where unusual plumbing conditions do not allow for installation of ULFTs, those properties are exempted. This exemption is reserved for those rare instances where a documented plumbing design condition will not allow installation of a ULFT. However, in those instances, a toilet tank reduction device or other toilet flush reduction device shall be installed.

   This exemption is reserved only for plumbing restrictions, and is not allowed due to required replacement of tile or other floor coverings.

4. Multi-Family Residential Properties with more than 100 units

   Multi-family residential properties of more than 100 units may receive additional time to comply with Ordinance provisions pertaining to the installation of ULFTs upon resale. Both sellers and buyers of such properties may apply in writing to the Water Conservation Coordinator and request permission to phase in replacement of ULFTs. The request for permission shall include a proposed schedule of toilet installations to comply in a timely manner. The schedule shall reflect a sincere effort to comply with the Ordinance's provisions as quickly as possible. The Water Conservation Coordinator will review

each request and proposed schedule, and if approved, will authorize an extension of time after property resale to install all ULFTs. In no instance, however, will any property owner, regardless of the number of housing units or toilets to be replaced, be allowed an extension of more that one year from date of resale to install all ULFTs.

B. Surcharge Appeal Process

The Department of Water and Power may apply a surcharge to any customer who fails to comply with provisions of the City of Los Angeles (City) Water Conservation Retrofit On Resale Ordinance. Any customer who feels that a surcharge was improperly imposed may file an appeal in accordance with the following procedure.

1. Water Conservation Coordinator Review

   The customer shall prepare a written request to the Water Conservation Coordinator, listing the property address in question, the reasons the surcharge was improperly applied, and for what time period the appeal addresses. A separate appeal must be submitted for each water account in question. The Water Conservation Coordinator will review the appeal, discuss it with the customer, and may request additional information from the customer, such as plumbing receipts or other records as evidence that conservation retrofit devices were installed according to the City's Water Conservation Ordinance. The Water Conservation Coordinator will make every attempt to utilize his authority to resolve the dispute. Following this review, the Water Conservation Coordinator will make a determination in writing to the customer.

2. Second-Level Review

   If the customer is not satisfied after this determination, the customer may request an appeal by the Customer Relations Manager. The Customer Relations Manager and/or the Director of Customer Services will review the appeal, the Water Conservation Coordinator's findings, and will exercise their authority to resolve the dispute.

3. General Manager/Hearing Examiner Review

   If management is unable to resolve the dispute, the customer may appeal in writing to the General Manager for a hearing to review the second-level decision. A hearing will be held by the General Manager, a designee with the authority to act on his behalf, or a Hearing Examiner appointed by the Department. The Hearing Examiner shall have the full power to act on behalf of the General Manager in determining the resolution of the dispute. After conducting the hearing and reviewing information presented by the customer and management, the presiding authority will render a decision, and the customer will be notified of findings within 14 days of the hearing.

   Any customer still not satisfied may appeal directly to the Board of Water and Power Commissioners.

RULE NO. 20

REPLACEMENT OF OVERHEAD WITH UNDERGROUND ELECTRIC FACILITIES

A. Conversion at Department's Expense

The Department may, at its expense, replace its existing overhead distribution facilities with underground distribution facilities along public streets and roads and on public lands and private property across which rights-of-way satisfactory to the Department have been obtained or may be obtained without cost or condemnation by the Department provided all of the following conditions are met:

1. The conversion may be done for one or more of the following:

   a. Undergrounding will avoid or eliminate an unusually heavy concentration of overhead distribution facilities;

   b. The street or road right-of-way is extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic; or

   c. The street, road or right-of-way adjoins or passes through a civic area, public recreation area or an area of unusual scenic interest to the general public.

2. The Council of the City of Los Angeles adopts a resolution, pursuant to the undergrounding procedural ordinance, creating an underground district in an area, which resolution requires among other things:

   a. That existing overhead communication and electric distribution facilities in such district be removed; and

   b. That each property owner served from such electric overhead distribution facilities shall provide, in accordance with the Department's Rule for underground service, all electrical facility changes on the owner's Premises necessary to receive service from the underground facility of the Department as soon as it is available.

3. The Department has available budgeted funds for replacement of overhead with underground distribution facilities and the particular replacement can be made within the limits of the available budgeted funds.

4. The area to be underground includes both sides of the street for at least one block or 600 feet, whichever is the lesser.

B. Conversion on a Cost-Sharing Basis

In circumstances other than those covered in subsection A of this Rule, the Department may replace its existing overhead distribution facilities with underground distribution facilities along public streets and roads or other locations mutually agreed upon, when requested by the Applicant(s), where all of the following conditions are met:

1. a. All property owners served from the overhead facilities to be removed first agree in writing to perform the wiring changes on their Premises so that service may be furnished from the underground Distribution System in accordance with the Department's Rules, and that the Department may discontinue its overhead service upon completion of the underground facilities; or

   b. That suitable legislation is in effect requiring such property owners to make such necessary wiring changes and authorizing the Department to discontinue its overhead service.

2. The Applicant(s) have:

   a. Furnished and installed the pads and vaults for transformers and associated equipment, Conduits, ducts, boxes, and performed other work related to structures and substructures including breaking of pavement, trenching, backfilling, and repaving required in connection with the installation of the underground system, all in accordance with the Department's

specifications or, in lieu thereof, has paid the Department to do so;

b. Transferred to the Department the ownership of any portion of the aforementioned Conduit system that is constructed by the Applicant(s) or Applicants' representative on public property and/or Department easements; and

c. Made the necessary arrangements with all other utilities, agencies, City departments, or private companies having ownership on or using the same pole line or having rights thereto, to remove, relocate, or replace all existing overhead communication and electric distribution facilities.

3. The area to be underground includes both sides of the street for at least one block or 600 feet, whichever is the lesser. If, in an industrially zoned area, any portion of the area to be underground is not presently being served by the Department and is not committed to underground distribution by some means acceptable to the Department such as deed restrictions, the Applicant(s) shall pay, in addition to the foregoing, the amount by which the estimated cost of completing the underground system exceeds the estimated cost of an equivalent new overhead system, both such estimates being exclusive of transformers, meters and services.

C. Conversion at Applicant(s) Expense

In circumstances where the area to be underground is less than one block or 600 feet, whichever is the lesser, and the conversion is mutually agreed upon by the Department and the Applicant(s), overhead distribution facilities may be replaced with underground distribution facilities provided the Applicant(s) requesting the change, in addition to the conditions outlined in subsections B.1 and B.2 of this Rule, have met the following conditions:

1. Pay the Department its estimated cost of the unused life of the overhead system to be removed and its estimated net cost (cost of removal less salvage) of the removal; and

2. Pay the Department the excess, if any, of its estimated cost of completing the underground system and its estimated cost of installing a new equivalent overhead system.

RULE NO. 21

INSTALLATION OF PUBLIC FIRE HYDRANTS

The Fire Chief shall designate the size and location of all public fire hydrants to be installed. The cost of the required public fire hydrant installations or changes within the City shall be paid by the Applicant unless the Fire Department agrees, in writing, to pay for said installations. Any portion of the cost not paid by Fire Department shall be the responsibility of the Applicant.

RULE NO. 22

DETERMINATION OF CHARGES, COSTS, DEPOSITS, AND INTEREST RATES

The General Manager is authorized and directed to determine, from time to time, the amount of the charge for the services, materials, costs, penalties, other charges, deposits and interest rates to be established pursuant to these Rules in order to enable the Department to recover the costs it incurs, including indirect costs, in providing services, materials, or work.

Said charges are to be determined by the General Manager based on the actual cost, including indirect cost, to the Department of providing the services, material or work, and provided further that such charges may be based on an average, over a given period of time, not to exceed one year, of the cost experienced by the Department for similar services, materials, and work, considering the size and type of facility to be installed or changed and according to the condition of installation or change.

Determination of said charges may be designated by the Chief Operating Officer of Power for Schedule E, the Chief operating Officer of Water for Schedule W, and the Director of Customer Service for Schedule C if such authority is approved by the General Manager. Charges shall be updated annually, submitted to the Board of Water and Power Commissioners and posted on the Department's website http://www.ladwp.com.

The charge currently effective at the time of completion of any facility, installation, or change shall apply. If actual current costs exceed any amounts deposited in advance, the difference shall be billed to and paid by the Applicant. If actual current costs do not equal or exceed the amount deposited in advance, the difference shall be refunded to the Applicant; provided that any increase or reduction in charges shall not be applicable if the facility, installation, or change is completed within one year of the date of deposit for such charges. Where the Department has experienced any cost, including engineering or administrative costs, but the facilities and installations are not completed or begun because of cancellation or abandonment of the plans, all such costs shall be deducted from amounts deposited in advance before any refund is made to the Applicant.

Said charges as are in effect from time to time shall be deemed to be a part of the Rules of the Department then currently effective as though fully set forth in said Rules.

Any implementation or revision of said charges shall first be approved by the Board of Water and Power Commissioners at a regularly scheduled meeting pursuant to the applicable requirements of State law (currently Government Code Sections 66016 and 66018) concerning the adoption of fees and charges.

RULE NO. 23

UTILITARIAN STREET LIGHTING SERVICES

Utilitarian Lighting Services are temporary streetlights installed at the request of the Bureau of Streetlights. Any Utilitarian Light that has been installed and in-service for more than five years will be considered a permanent streetlight and subject to Schedule LS-2 of the Department's Electric Rate Ordinance as last approved.

INDEX

- A – **PAGE**

Acreage Supply Charge District 41
Application of Charges 42
Charges for Portion of Property 42
Deferral of Acreage Supply Charge 44
Advance Payments 43
Municipal Improvement Districts 43
Facilities Installed Under Private Contract 43
Alternating Current 9
Application for Electric Service Connection 61
Application for Service – General 15
Individuals 15
Partnerships - Merger of, Dissolution of 15
Corporations - Merger of, Dissolution of 15
Leased Premises 15
Foreclosures 15
Information Furnished by Applicant 15
Failure to Apply for Service 17
Application for Water Service Connection 55
Attorneys' Fees and Court Costs 26
Auto transformers 13

- B -

Back Flow Prevention 32, 57
Remittance Reversal Charge 26
Basement Wall Service Pipe Extension 56
Beautification - Underground Conversion 75
Bills, Customer's 19
Proration of 24
Estimation of 25
Billing Errors 69

- C -

Capacitors 13
Character of Electric Service 34
Clearance Poles 64
Clearances 59
Cogeneration 67
Collection Charge – Field 26
Combined Meter Readings 25
Commercial Service Connections 55
Concrete Padmount for Transformers 63
Conductors, Service 61
Conduit, Underground 62
Connected Load 12
Connections, Electric Service 60
Connections, Water Service 55
Construction, Electric Service 33
Construction, Water Service 38

INDEX

- C – (Continuation) **PAGE**

Contracts - Rule No. 4 18
Continuity of Service - Rule No. 14 36
Conservation Plan, Water, Energy 36
Control Apparatus 13
Conversion - Overhead to Underground 63, 75
Costs, Charges, Deposits, and Interest Rates - Rule No. 22 78
Costs / Customer Deposits 22
Court Costs, Judgments 26
Credit, Establishment, Reestablishment - Rule No. 6 21
Customer's Bills 19
Cut-Flat Service (Unmetered) 34

- D -

Damage to Equipment 54
Defective Service 29
Deferred Payments 44
Definitions - Rule No. 1 1
Delinquent Bills 19, 25
Department Practices - Rule No. 10 27
Deposit Receipts 20
Deposit - Rule No. 7 22
    Interest on 22
Detector Check Valve 57
Disconnect Switch 65
Discontinuance and Restoration of Service - Rule No. 11 28
Discontinuance of Service 20
Disputed Bill Procedure 19, 27
Disputes of Bills and Other Department Practices 27
Distribution of Energy for Resale 71
Distribution Electric System Extensions (See Line Extensions)
Distribution Water System Extensions (See Line Extensions)
District Acreage Supply Rate 41
    Payment of Charges on Portion of Property 42
    Application of Charges 42
    Deferral of Charge 43
    Advance Payments 43
    Municipal Improvement District 43
    Facilities Installed Under Private Contract 43
Double-Check Backflow Devices 58
Drafting Services, Advance Payment for 53

- E - **PAGE**

Easements, Electric 59
Egress, Right of 58, 67
Electric Service Application, Permanent 16
Electric Service Requirements, Enforcement of 68
Emergency Energy and Capacity Curtailment Plan 36
Emergency Water Conservation Plan 36
Energy, Resale of 71
Engineering Services, Advance Payment for 53
Enlargement of Service Connection 62
Errors Due to Meter Malfunction, Utility 69
Estimated Billing 24
Extensions, Electric Line (See Rule No. 15-E) 47
Extensions, Water Line (See Rule No. 15-W) 38

- F –

Failure to Pay Charges 17
Field Collection Charge 26
Final Notices 19
Fire Hydrants, Installation of - Rule No. 21 77
Fire Hydrants, Temporary Service From 32
Fire Service Connections 56
Flicker, Light 9
Fluctuation of Pressure, Voltage 36
DWP Liability 36
Fraud Against Department 29
Fused Switch 65

- G –

Gravity System Acreage Supply Charge District 41
Green Building Priority Service 55
Ground on Customers' System, Isolation of 66

- H –

Housing Authority, Delinquent Bills 28
Hydrants, Fire, Installation of - Rule No. 21 77

- I –

Indoor Transformer Installation 64
Industrial Service Connections 56
Information, Required on Forms - Rule No. 5. 19
Ingress, Right of 63
Installment Payments 44
Interconnection Facilities - Parallel Generation 67
Interest Rates, Determination of - Rule No. 22 78
Intermittent Service Interruption of Electric Service,
Water Delivery 36
Irrigation Service 42

- I – (Continuation)

Irrigation Service Connections 55
Inspection of Customers' Facilities 29

- J -

Joint Service, Liability for 16
Judgments, Court Costs 26

- K –

- L -

Landlord Agreement....16
Late Payment Charge 26
Lawyers'/Attorney's Fees 26
Liability, Individual/Joint Service 16
Lien Processing Fees 26
Light Flicker 9
Line Extensions, Electric - Rule No. 15-E 46
Overhead Extensions 48
Seasonal, Intermittent, Standby Service 49
Transmission Underbuilds 50
Method of Refund 50
Underground Extensions 48
To Individuals, Subdivisions, Tracts, Developments 49
Advance Payment for Engineering, Drafting Services 52
Allowances, Advances, Refunds, Special Conditions 52
Line Extensions, Water - Rule No. 15-W 38
Location of, Cost of, Maintenance of 38
Prerequisites to Construction in Streets 38
Unimproved Dedicated Streets 39
Service Outside City 39
Enlargement of 39
Load Control, Pulse System 65

- M -

Mains, Construction 39
Enlargement of 39
Extensions of Existing Mains 40
Nondedicated Streets 38
Prerequisites to Construction in Streets 38
Service from Existing Mains 40
Unimproved Dedicated Streets 39
Maximum Demand 13
Meter Reading, Estimating of 24
Combination of 25
Voltages 25
Meter Tests and Adjustment of Bills for
Meter and Utility Errors - Rule No. 17 69
Meter Tests, Errors 69

- M – (Continuation) **PAGE**

Utility Errors 69
Meters, Electric, Installation Charges 64
Meters, Sealing of Electric 65
Meters, Water, Installation Charges 56
Change of Location 57
Mobile Home Parks, Resale of Energy 71
Motor Loads 10
Multifamily Dwelling/Master-Metered, Resale of Energy 71

- N –

New Subdivisions, Mains Construction 38
Nonpayment of Bills 28
Notices - Rule No. 8 23

- O –

Outdoor Transformer Installation 63
Outside City Line Extensions 39
Overcharge, Billing 69
Overhead Line Extensions (See Line Extensions)
Overhead Service Conductors 34
Overhead to Underground Conversion 63
Owner Responsibility, Master-Metered Service 19

- P –

Padmount – Transformer 63
Parallel Generation – Interconnection 67
Payments, Deferred 44
Payments, Installment 44
Past Due Bills 19
Payment of Bills - Rule No. 9 24
Phase Conversion to Three-Phase from Single Phase 49
Phase Voltage 34
Pole-Top, Transformer Locations 63
Poles, Clearance 64
Polyphase Service 10
Pressure, Fluctuation of 36
Prevention of Backflow 57
Private Fire Protection Service Connections 56
Public Beautification Projects 40
Public Water Supply, Protection of 57
Pulse System, Load Control 65

INDEX

- Q – **PAGE**

Quick-Closing Valves 58

- R –

Rates and Optional Rates - Rule No. 12 31
Reconnection Charge 19
Refunds Due to Billing Errors 69
Replacement of Overhead With Underground
Facilities - Rule No. 20 75
Conversion at Department Expense 75
Conversion on Cost-Sharing Basis 75
Conversion at Applicant's Expense 76
Residential Service Connections 55
Reversal Charge 26
Resale of Energy 71
Restoration Charge 30
Rights-of-Way 59
Room, Transformer 63
Rules, Noncompliance With 28

- S -

Safety Violations 29
Service Availability Charge 25
Service Connections and Customer's Facilities - Rule No. 16 54
Water System - Part 16-W 54
Size and Location of Service Connection 54
Ownership of 54
Responsibility for Damage to, Liability 54
Application for Service Connection 55
Residential, Commercial/Industrial Service 55
Irrigation Service Connection 55
Fire Service Connections 56
Installation Charges 56
Basement Wall Extensions 56
Enlargement, Conversion of Connection 57
Meters, Installation of, Change of Location 57
Backflow Preventive Devices, Quick-Closing Valves 58
Right of Ingress, Egress, Access to Facilities 58
Enforcement of Water Service Requirements 58
Electric System - Part 16-E 59
General Statement 59
Equipment Ownership, Maintenance, Replacement 59
Easements, Rights-of-Way, Clearances 59
Permanency, Payment Waiver, Liability 60
Application for Service Connection 61
Supply Points, Service Points 61
Service Conductors and Transformer Capacity 61

- S – (Continuation) **PAGE**

Service Conduit, Underground, Overhead 62
Transformer Installation 63
Meter Installations on Customer's Premises 64
Load Control Equipment 65
Costs and Liabilities 65
Sealing of Meters and Facilities 65
Facilities, Added, Changed 66
Trouble on Customer's Circuits, Inspection of 66
Street Lighting Load Reduction 67
Ingress and Egress on Customer's Premises 67
Interconnection Facilities - Parallel Generation 67
Enforcement of Electric Service Requirements 68
Service Connections, Temporary - Rule No. 13 32
Service Restoration Charge 30
Service Totalizing 25
Service Voltage, Wires, Phase 9
Services, Seasonal, Standby, Intermittent 49
Shortage of Water or Electric Supply 36
Single-Phase Service 10
Special Metering Charge 25
Start Service Charge 16
Name Change 16
Master Meter Conversion 16
Street Lighting, Temporary Turn-ons 34
Submeters (Subordinate Meters) 71
Supply to Separate Premises and Use By
Others - Rule No. 18 71
Separate Metering 71
Resale of Energy, Submetering 71
Synchronous or Static Condensers 13

- T -

Temporary Service, Deposit for 22
Temporary Service - Rule No. 13 32
Water Service, Establishment of 32
Electric Service, Establishment of 33
Metered Water Service 32
Fire Hydrants, Service From 32
Charges for 33
Termination of 34
Turn-ons of Street Lighting 34
Testing Facilities, Meters and Switch 65
Theft of Water and/or Electricity 30
Totalizing Services 25
Transformer Installation on Customer's Premises 63
Pad, Vaults, Pole-Top 63
Transmission Facilities, Service from 54
Trouble on Customer's Circuits 66

- U – **PAGE**

Underground Areas, Conversion to 75
Underground Line Extensions (See Line Extensions)
Underground Service Connections 62
Unmetered Service - See Rule No. 13 34
Unpaid Bills 20
Utility Errors, Undercharge, Overcharge 69

- V -

Valves, Quick-Closing 58
Vaults, Transformer 63, 75
Voltage, Class and Service Points 9, 61
Voltage, Fluctuation of 36
Voltage, Pressure and Supply 36
Voltage, Metering of 25

- W –

Water Meters (See Meters) 57
Water Service Requirements/Enforcement 58
Welders, Voltage Fluctuations 11

- X –

X-Ray Equipment, Voltage Fluctuation 11

- Y -

- Z -