

BOARD OF LIGHT AND POWER GRAND HAVEN, MICHIGAN

SUBJECT: **Character and Use of Service**

POLICY: **Character and Use of Service**

PROCEDURE:

I. General Conditions of Service

- A. The Board of Light and Power (BLP) will endeavor, but does not guarantee, to furnish a continuous supply of electric energy and to maintain voltage and frequency within industry acceptable standards as adopted by the BLP.

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

1. Acts or omissions of customers or third parties.
  2. Operation of electrical safety devices except when such operation is caused by the negligence of the BLP.
  3. Absence of an alternate supply of service.
  4. Failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities, or equipment.
  5. Acts of God, or, action of the elements, wind or tree damage, storm or flood, fire or riot.
  6. Labor dispute or disturbance or the exercise of authority or regulation by governmental or military authorities.
- B. Notwithstanding any other provision of these rules, the BLP may interrupt, curtail, or suspend electric service to all or some of its customers in accordance with the provisions of the BLP's Emergency Load Shedding procedures or for any other reason deemed necessary or required by the BLP. The BLP shall be under no liability with respect to such interruption, curtailment, or suspension. The BLP shall not be liable for loss or damage because of temporary interruption in service or because of inadequate or excessive quantity or quality and will not be liable for damages to the customer by reason of any failure and respect thereof.
- C. The General Manager may waive provisions of these policies and may enter into such agreements with customers as deemed appropriate when the General Manager determines that special circumstances warrant the preceeding, that it is in the best interest of the BLP to do so and the General Manager has obtained the concurrence of the BLP Advisory Committee in such actions. In addition, the BLP reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, and other service conditions with respect to customers that require unusual capacity requirements or whose establishments are remote from the BLP's existing suitable facilities or whose service requirements otherwise necessitate

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unusual investments by the BLP in service facilities or where the permanence is questionable.

- D. The customer shall take and use power in such a manner so as not to cause a disturbance or voltage fluctuations on the utility's supply system or systems of any third party. The customer shall take remedial measures at its own expense by way of installing suitable apparatus or otherwise as may be necessary to reduce disturbance such as voltage fluctuations, voltage flicker, harmonics, or harmonic distortion or interfere to a level deemed tolerable by the BLP. When such interference or disturbance does occur, the customer shall be required to promptly correct the condition and upon his failure to do so, the service will be disconnected until such time as the interference or disturbance has been corrected and a reconnection charge as provided in the paragraph I.F. of the Billing and Payment Standards has been paid.
- E. The customer shall install and maintain the necessary devices to protect customer owned equipment against service interruptions and other disturbances on the BLP's system as well as necessary devices to protect the BLP's facilities against overload caused by the customer's equipment.
- F. Customer Installations
  - 1. It is to the interest of the customer to properly install and maintain the wiring and electrical equipment. The customer shall at all times be responsible for the character and condition thereof. Inspection of electrical wiring and equipment for any service will be performed by the appropriate electrical inspector for compliance with electrical laws, rules and regulations by authority of Act 217, Public Acts 1956 as amended thereafter by the State of Michigan.
  - 2. All services must receive formal approval by the appropriate electrical inspector prior to connection by the BLP.
  - 3. The BLP reserves the right to deny or terminate service to any customer whose wiring or equipment shall be deemed a safety hazard. The BLP disclaims any responsibility to inspect the customer's wiring or equipment and shall not be held liable for any injury or damage resulting from the provision of service.
  - 4. The BLP may discontinue service in case the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered or improperly metered energy to be used. The BLP will continue service only after the estimated unmetered energy, all costs leading to the discovery, all costs of any metering changes as may be required by the BLP, all costs of recovering back charges and a reconnection charge as provided in the paragraph I.F. of the Billing and Payment Standards has been paid.

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5. The BLP's authorized personnel shall have access to the customer's premises at all reasonable hours to install, inspect, read, repair, or remove its meters; to install, operate or maintain other BLP property and to inspect and determine the connected electrical load. Neglect or refusal on the part of the customer to provide reasonable access shall be sufficient cause for the service to be disconnected until such time as arrangements have been made to permit access to the meter and a reconnection charge as provided in the paragraph I.F. of the Billing and Payment Standards has been paid.
6. No promises, agreements, or representations of any employee or agent of the BLP shall be a binding force upon the BLP unless the same shall be in writing.

G. Underground Excavations

The owner/contractor is required to contact the Miss Dig System prior to excavations. The BLP is a member of the Miss Dig System, Inc. and will be notified of underground excavations in the BLP service area. All costs incurred for repair of overhead or underground distribution facilities due to underground excavation will be the responsibility of the owner, contractor, or entity involved in damaging BLP facilities. Cost will be based on administrative costs plus labor and material to repair the facilities.

H. Emergency Electrical Procedures

1. Emergency load shedding procedures may be necessary if there is a shortage in the electrical energy supply to meet the demands of customers of the BLP in accordance with Section I.B.
2. Essential health and safety customers shall be given special consideration in these procedures.
3. Insofar as the situation permits, service interruptions shall be in accordance with priority classifications, with interruptions to least essential loads occurring first; every reasonable effort will be made to provide continuous service to health and safety customers. Interruptions shall be, where practical, for short periods of time.
4. Voluntary load reductions will be requested of large commercial and industrial customers by direct contact and of all other customers through appropriate media appeals.

Adopted By The Board Of Light & Power On August 23, 2001

Effective September 1, 2001