

# ALP UTILITIES



## ELECTRIC & WATER SERVICE POLICIES

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ALEXANDRIA, MN 56308  
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# ALP UTILITIES



## ELECTRIC SERVICE POLICIES

## **Ownership, Purpose, and Jurisdiction of the Electric Utility**

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### **POLICY OVERVIEW**

To provide electric service rules and regulations for the municipal electric system.

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### **POLICY DETAILS**

ALP Utilities (ALP) is a publicly-owned utility operated by the Alexandria Board of Public Utilities (Board), d.b.a. Alexandria Light and Power (ALP) as set forth by the City Charter of the City of Alexandria. ALP has been established by the City of Alexandria for the purpose of providing safe and reliable electric service, water service, and other utility service to Alexandria. Electric service is also provided outside the City limits but within the area boundaries provided by the State of Minnesota Public Utilities Commission.

## Application for Service

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### POLICY DETAILS

The Customer or the Customer's representative must complete an application for new, additional, or temporary electric service. Applications are available at the ALP office at 1015 34<sup>th</sup> Ave E or on our website at [www.alputilities.com](http://www.alputilities.com). At the time of application, the Customer will be required to provide information on the application forms relating to the service request, including:

1. Exact location of premises to be served, including building street address or lot and block numbers and name of subdivision if building numbers and street names have not been established.
2. The type of service desired such as temporary, permanent, residential, residential- multiple unit, commercial, industrial.
3. The approximate date that electric service is required. A minimum of five (5) days (if service is available at the property, otherwise longer) advanced notice is required for residential service.
4. The name, address, and telephone number of the Customer's representative (e.g. electrician, contractor) who will be responsible for working or coordinating with ALP employees in providing the electric service.
5. The current mailing address and telephone number of Customer for proper billing.

When the Board makes electrical energy available to an applicant, the applicant agrees to purchase from ALP and pay monthly to ALP for electrical energy or the demand and energy used on the premises described, owned, or operated by the applicant in accordance with the rate schedule and rules and regulations established by the Board.

The applicant grants to ALP the right and easement on the premises to construct, operate, repair, and maintain above or below ground electrical distribution material, equipment, and service line. The applicant also grants the right to cut and trim trees necessary to keep them clear of all parts of the electrical system.

1. The applicant agrees to comply with all laws of the State of Minnesota regulating the installation and maintenance of electric wiring and such rules and regulations as may be adopted by the State Board of Electricity and the Board of Public Works regarding the enforcement of such laws. The applicant will comply with, and be bound by, such rules and regulations as may be adopted by the Board.

ALP requires that all electric dual fuel and/or storage heating services must be formally applied for on application forms supplied by ALP with review of details and approval required before installation and connection. This regulation applies to all services, new or existing.

## Utility Billing & Payment Policy

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### POLICY OVERVIEW

This policy applies to all electric customers served by ALP Utilities (ALP). It outlines the procedures governing the following:

- Meter reading and billing practices
  - Payment terms and where payments are accepted
  - Late Payment penalties
  - Billing Corrections
  - Service disconnections and reconnections
  - Customer rights and dispute processes
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### POLICY DETAILS

#### Meter Reading & Billing

ALP reads all electric meters monthly and bills customers for services used during that billing period.

If a meter reading cannot be obtained, or if a reading appears inaccurate (for example, if the meter stops reading,) ALP will estimate usage for that billing cycle. Any necessary corrections will be made on a subsequent bill.

#### Rates

Electric service is supplied under various rate classifications based on the type of service and usage level.

The current rate schedule is available:

- At the ALP office
- On the ALP website at [alputilities.com](http://alputilities.com)

Rates are reviewed periodically by the Board of Public Utilities to ensure they reflect the cost of providing reliable service.

## **Payment Terms**

Bills are due and payable upon issuance. Payments may be made without penalty up to and including the final due date printed on the bill. If the due date falls on a day when the office is closed, payment without penalty will be accepted the next business day.

## **Where Payments are Accepted**

Customers may pay their utility bill via the following options:

- Online
- In-person at the ALP office during business hours or by utilizing the drop box
- Automated phone payment system
- Mail

For payments sent by mail, the date payment is received by ALP, not the postmark date, determines whether the payment is considered on time.

## **Late Payment Penalties**

A late payment penalty of five percent (5%) of the current month's charges will be applied if payment is not received by ALP on or before the final due date indicated on the bill.

For payments submitted by mail, the date payment is received by ALP Utilities, not the postmark date, determines whether a late payment penalty applies.

## **Exceptional Circumstances**

Some accounts require approval from a governing body before payment can be issued. In such cases, the account may be designated as penalty-exempt. Customers must contact ALP in advance to request designation.

## **Billing Errors (Overpayment or Underpayment)**

If billing errors are identified, whether resulting in overcharges or undercharges, ALP will correct the amount for:

- A period of six (6) months, or
- The exact period during which the error occurred, whichever is less.

## **DISCONNECTION OF SERVICE**

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### **Disconnection for Non-Payment**

Service may be disconnected when a bill remains unpaid for two (2) consecutive months. The customer will receive a Notice of Disconnection and will have not less than one (1) week to pay the overdue balance in full.

If payment is not received within the allotted time, service may be disconnected without further notice.

Upon disconnection:

- Full payment of all outstanding balances is required before reconnection.
- Applicable reconnection charges, as listed in the rates schedule, must be paid prior to restoration of service.

## **Notice for Landlords**

If a tenant's service is disconnected for non-payment:

- The tenant will have fourteen (14) days from disconnection to bring the account current.
- If ALP does not hear from the tenant within fourteen (14) days, services will be automatically transferred to the landlord.

## **Disconnection Without Notice**

ALP reserves the right to disconnect service immediately and without prior notice in the following situations:

1. Tampering with ALP equipment
2. Hazardous conditions affecting the customer, other customers, ALP equipment, the public or employees
3. Use of equipment in a manner that adversely affects ALP's system or service to others

## **Disconnection with Adequate Notice**

ALP may disconnect service, with proper notice, for the following reasons:

1. Failure to pay bill when due
2. Failure to meet deposit or credit requirement
3. Failure to properly apply for service
4. Violation of ALP rules on file with the Commission
5. Failure to provide reasonable access to ALP equipment or property
6. Breach of the service contract
7. Failure to provide required service equipment or right-of-way- as specified by ALP
8. To comply with an order of a government authority

Service will not be disconnected on Fridays, Saturday, Sundays, legal holidays or when the business office is closed, except in the event of an emergency.

ALP voluntarily abides by the spirit of the State of Minnesota Cold Weather Rule for residential accounts subject to disconnection.

## **Liability**

ALP is not liable for loss or damage resulting directly or indirectly from interruption or termination of electrical service for any reason.

Customers requiring service reliability beyond ALP's standard service should consider protective equipment such as:

- Uninterruptible power supplies (UPS)
- Isolated transformers
- Power conditioners
- Redundant service arrangements

## **CUSTOMER RIGHTS & CONTACT INFORMATION**

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### **Customer Inquiries or Complaints**

Questions regarding service or billing may be submitted in writing or by phone to:

ALP Utilities  
1015 34<sup>th</sup> Ave E, PO Box 609  
Alexandria, MN 56308  
Phone: (320) 763-6501 or 1 (800) 267-8955  
Fax: (320)762-1411  
Email: [csr@alputilities.com](mailto:csr@alputilities.com)

## Service Deposit Policy

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### POLICY OVERVIEW

This policy outlines ALP Utilities' (ALP) requirements for service deposits for new and existing customers.

Service deposits are intended to protect the financial integrity of ALP and by extension, all its customers. As a municipally owned utility ALP has a responsibility to ensure that unpaid balances do not create additional costs for the broader community.

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### POLICY DETAILS

#### Service Deposits for New Customers

Service deposits are required for all new customers unless the customer provides acceptable proof of an established satisfactory credit history with a former utility provider, as outlined below, prior to service set up.

#### Acceptable Credit Reference

Residential and commercial may satisfy the deposit requirement by providing a credit reference letter from a former utility provider. The credit reference must be received prior to service being established and must demonstrate consecutive on-time payments, with no penalties or missed payments by the account holder, for the following timeframes:

- **Residential Customers:** Twelve (12) consecutive months within the last twelve (12) months
- **Commercial/Industrial Customers:** Twenty-four (24) consecutive months within the last twenty-four (24) months

## Deposit Amounts

If an acceptable credit reference is not provided, a service deposit will be required. Deposit amounts are as follows:

- **Residential Customers:** \$200.00
- **Commercial/Industrial Customers:** An amount equal to the two (2) highest monthly bills during the past twenty-four (24) months.

## Service Deposits for Existing Customers

ALP may require a deposit from an existing customer under the following conditions:

- The account is delinquent (thirty (30) days or more past due)
- The account has been disconnected for nonpayment
- The customer has interfered with or diverted utility service in an unauthorized manner.

If a customer fails or refuses to satisfy deposit requirements within fifteen (15) days of written notification, service may be disconnected until the deposit requirement has been met.

## Application of Deposit to Delinquent Accounts

With notice to the customer, ALP may apply a customer's deposit to any bill determined to be delinquent or outstanding.

## Refund of Service Deposit

A customer will be deemed to have established satisfactory credit with ALP if:

- Service has not been disconnected for nonpayment within the previous twelve (12) months;
- The customer has not been liable for disconnection for nonpayment; and
- The account is not in dispute

Deposits will be refunded as follows:

- **Residential Customers:** After twelve (12) consecutive months of on time payments made by the account holder (not a third party.)
- **Commercial/Industrial:** After twenty-four (24) consecutive months of on time payments.

ALP will refund deposits either as a credit applied to the customer's bill or by direct payment.

### **Interest on Deposits**

Interest shall be paid on service deposits at the rate established annually by Minnesota State Statute.

### **Guarantee of Payment in Lieu of Deposit**

In lieu of a cash deposit, ALP may accept a written guarantee contract signed by a guarantor satisfactory to ALP. The guaranteed amount will not exceed the required deposit amount.

Term of a guarantee contract will not exceed:

- Twelve (12) months for residential customers
- Twenty-four (24) months for commercial/industrial customers

The guarantee will automatically terminate upon:

- Closure and full payment of the customer's account; or
- Sixty (60) days written notice from the guarantor.

If ALP determines that a guarantee is insufficient in amount or surety, a cash deposit or additional guarantee may be required upon reasonable written notice. Failure to comply may result in disconnection in accordance with Minnesota Rules. Unless waived in writing, ALP will mail copies of all disconnect notices to the guarantor.

## Deposit Determination Standards

ALP shall not require a deposit or guarantee based on:

- Income
- Home ownership
- Residential location
- Employment tender
- Occupation
- Race
- Color
- Creed
- Sex
- Marital Status
- Age
- National origin
- Any other criteria not reasonably related to assurance of payment or not authorized by Minnesota Rules.

ALP will not use credit reports other than those reflecting utility service history without written permission from the customer. If such credit history is used, a copy will be mailed to the customer to allow review. Refusal to permit use of non-utility credit information will not affect ALP's determination of the customer's credit history.



**Section:** 1  
**Policy Number:** 1.3  
**Effective Date:** June 2019  
**Date Of Adoption:** June 2019

## **Customer Objections**

If a customer disagrees with billed charges and the matter cannot be resolved with ALP after review, the customer may file a complaint with:

Minnesota Public Utilities Commission Consumer Affairs Office  
121 Seventh Place East Suite 350 St Paul, MN 55101-2147  
Toll Free: 1-800-657-3782  
TTY: 651-297-1200  
Fax: 651-297-7073  
E-mail: [CAOstaff@puegate.pue.state.mn.us](mailto:CAOstaff@puegate.pue.state.mn.us)

## Reconnecting Electrical Service

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### POLICY DETAILS

Services disconnected for non-payment or a broken payment arrangement will be required to pay a reconnection fee. The unpaid balance on the account must be paid in full before service will be restored, and the customer will be subject to ALP's service deposit requirements.

When electric service has been physically removed at the request of a property owner, the normal monthly facilities charge for the service size will be billed for the months the service was removed if it is restored within 12 months. Where the electric service has been physically removed for 12 months or longer, there will be no monthly facilities charge billed for the time the service was removed.

Services disconnected at the customer's request will be charged a disconnect fee. Also, a reconnect fee will be charged at the time the customer requests services be reconnected.

## Distribution Equipment and Connection

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### POLICY DETAILS

ALP will extend standard utility underground or overhead distribution lines in accordance with these service policies. Electric distribution facilities provided for under these policies are only for providing electrical services of a permanent nature. An underground service extension shall consist of a service lateral (installed by the owner) and necessary distribution line, if any. In no case shall it consist of separate segments of underground construction separated by overhead construction. Distribution line is defined to be that which is along streets, roads, public alleys, and along lot lines which can be extended to service other customers.

ALP will own and maintain the underground and overhead lines and equipment except underground service laterals. The character and location of such facilities shall be at the discretion of ALP. A service lateral is defined as the conductors between the lot line and the point of termination of the

applicant's premises and is used exclusively to service the applicant.

The customer will own and maintain the meter socket, the service entrance conductors, the conduit from the meter socket to the service entrance disconnect, the service entrance switch or circuit breaker and the service entrance ground equipment. However, ALP provides the meter socket for installations requiring current transformers. (See Section 10 for metering information.)

1. **Overhead Service.** In addition to the equipment on the Customer side of the meter socket, the service drop wire holder or bracket, the weather-head and either the service mast and conduit with entrance wires or the service entrance cable with watertight connection to the meter socket are the property of the customer.
2. **Underground Service.** In addition to the equipment on the customer side of the meter socket, the customer shall own all secondary wire and riser equipment if present.

All lines exceeding 15,000 volts shall be overhead.

That portion of any customer service line in excess of 500 feet shall be fully paid for by the requesting customer. The customer will pay for all time and material over 500 feet. The service will be underground.

ALP requires that the customer give at least five (5) day notice (or longer depending on weather or if the facilities need to be placed), when requesting a new service connection, either temporary or permanent. ALP will not make a connection until authorized by the state inspector or until the master electrician who installed or supervised the installation agrees in writing (e.g. an affidavit) to be responsible for said wiring until it can be inspected and approved by the state inspector.

After the customer's installation has been inspected and approved by the proper authority, a meter will be installed by ALP and the electric service made available provided that all applications, agreements and deposits have been submitted by the customer and approved by ALP.

The customer shall secure for ALP without cost to the utility such easements as the utility may require for the installation, maintenance or replacement of underground distribution line extensions. The customer shall inform ALP about any known or expected underground obstruction within the cable route. Any fill added to bring the cable route to final grade prior to the underground construction shall not contain large rocks, boulders, debris or rubbish.

In the event of changes in grade level that would materially change the depth of cover over underground conductors or affect transformer location, the land owner shall notify ALP in advance of grading and will be charged by ALP the cost of moving or replacing ALPs equipment to accommodate the change of grade. Such charges will also be made for changes in building, structures, foundations or walls or other obstructions.

All subdivision plats need to be up to grade and lot line markers installed before ALP will install distribution lines.

## Service Voltages

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### **POLICY DETAILS**

The electric service supplied by ALP is alternating current with a nominal frequency of 60 Hertz. Although the types of service listed below are generally available throughout the area served by ALP, the type of service requested by a customer may not be available at the location where the service is desired. Each customer will be allowed only one level of secondary voltage and one point of connection for each location.

Exceptions to this policy will be reviewed on a case by case basis and will require execution of a Non- Standard Service Agreement. A sample of this agreement is available upon request.

The following types of service are generally available to customers served by ALP:

#### **Single Phase Service**

120/240 Volt, 3-Wire, Grounded Neutral. Generally available where the total load is less than 100kVA.

#### **Three Phase Service**

1. 120/208 Volt, 4-Wire Wye, Grounded Neutral
2. 120/240 Volt, 4-Wire Delta, Grounded Neutral
3. 240 Volt (and 480 Volt), 3-Wire Delta, Ungrounded (requires Non-Standard Service Policy)
4. 277/480 Volt, 4-Wire, Grounded Neutral

#### **Primary Service Voltage**

Three-Phase, 7620/13200 Volt, 4-Wire Grounded Neutral. (Available only by special request.)

## Temporary Services

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### POLICY DETAILS

Temporary Service is supplied at a secondary voltage to customers for use during the construction of permanent facilities. Temporary services will be metered and billed under one of ALP's standard rate schedules.

If the customer requests a temporary service and a pole or multiple poles have to be set, a charge will be made to the customer to cover the cost of all of the material that is to be used to achieve the temporary service. The customer also will be charged for all of the time and labor of the ALP employees and equipment used to achieve the temporary service.

## Permanent Overhead and Underground Services

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### POLICY DETAILS

All new services will be underground 1-1-2017

When an individual customer's load requires a service entrance greater than 200 amps, ALP may require the installation of a three-phase service entrance.

ALP will provide only one voltage per installation.

Service other than normal 120/240-volt single phase needs to be approved by ALP. ALP encourages a 480/277-volt service for large commercial and industrial customers.

### Overhead Service

Overhead service only applies to areas where overhead currently exists; all new services will be underground.

The overhead secondary service requirements apply to all residential, commercial and industrial customers. ALP will supply overhead secondary service at the available distribution voltages.

1. The maximum overhead transformer size installed by ALP will be 100kVA; either one 100kVA transformer for a single-phase application or three 100kVA transformers for three phase applications. If a customer requires a larger capacity transformer, it shall be a pad-mounted type transformer.
2. One or more secondary services may be supplied from an overhead transformer. The number of services from a transformer shall be determined by ALP.
3. The service drop must have the appropriate minimum clearance as specified in the latest edition of the National Electrical Code and the National Electric Safety Code.
4. The customer shall provide a solid point of attachment for the service drop on the building at a point that will comply with required clearances. Where the

required heights and clearances cannot be maintained by a point of attachment on the building, the customer shall provide a service mast. The service mast must be of a permanent nature and sufficient strength to support the service drop conductor. ALP reserves the right to decline to connect its' service drop to an extension support.

## **Underground Service Residential**

New developments will be served by underground installation. ALP will not install underground extensions where engineering, operation, construction, safety, legal issues, or high costs, in ALPs judgement, make it inadvisable.

The owner, sub-divider, builder or developer shall be solely responsible for any additional costs incurred by ALP to remobilize ALP's construction crew if such work is stopped because ALP determines that a portion of the site is not suitable for construction of the electric distribution system.

The owner, sub-divider, builder or developer shall coordinate the installation of streets so that ALP can install street crossing conduits before the road base is constructed.

A The owner, sub-divider, builder or developer shall provide ALP with no less than thirty (30) day notice to make the necessary street crossing installation(s).

1. Where the owner, sub-divider, builder or developer fail to coordinate such street installations with ALP, they shall be jointly and severally responsible for additional costs incurred by ALP as a result of boring, tunneling, street repairs, etc.
2. ALP shall schedule its work after all necessary easements are granted and the project site is ready as determined by ALP
3. Applicants for electric service whose premises can be served from an existing adjacent underground distribution system shall be required to be served by an underground lateral from the adjacent system. The customer is responsible for the installation of the underground secondary to the ALP transformer or secondary pedestal.

4. Customers residing in residential zones served by overhead lines may install underground electric service. The customer shall install, own, operate, and maintain the facilities.
5. In all areas considered for underground facilities, the developer or owner must agree to:
  - a. Furnish ALP with a recorded plat of the area for which service is requested.
  - b. Establish grades along the underground system route that shall be within 4 inches of finished grade.
  - c. Clear the established cable route of all obstructions such as trees, fences, foundations, dirt piles, etc.
  - d. Refrain from installation of curb, blacktop, sidewalks, or anything that will increase installation costs until after electric lines are installed.
  - e. Provide and maintain property and grade stakes for ALP.
  - f. Pay for a temporary overhead system for winter service if construction takes place during ground freeze.
  - g. Provide requested easements at no cost to ALP for installation of ALP facilities on private property.
  - h. If underground work is requested after the ground freezes, the customer will be required to pay any additional costs incurred due to the frost conditions.
  - i. If a customer's private secondary's fail, ALP will within reason make an effort to get the power restored. ALP will require the customer to take appropriate measures within 1 week to allow ALP to recover ALPs equipment.
6. ALP will designate a junction point for the connection of the customer's secondary underground service lateral. The junction point will be a service pedestal, junction box, or terminals of a pad-mounted transformer. ALP will install, own, operate, and maintain all facilities on the source side of the junction point, including the junction enclosure and connections. The customer will install, own, operate, and maintain all secondary cables, conduit, and related service equipment on the load side of the junction point.

7. ALP primary and secondary distribution laterals will normally be installed within the front lot line of the utility easements that are provided by the customer as part of the recorded property plat.

## Undergrounding

1. When ALP is undergrounding an area, ALP will bury the service lateral to the home. Once the conversion to the new service lateral is complete the ownership and maintenance becomes the responsibility of the homeowner.
2. If a customer inquires about burying their service lateral and it is not within the boundaries of one of our project areas ALP will not install the service. The customer will take full responsibility in burying their own service lateral.

## Underground Service Commercial and Industrial

1. ALP will designate a junction point for the connection of the customer's secondary underground service lateral. The junction point will normally be the secondary terminals of a pad-mounted transformer placed at a mutually agreeable location on the customer's property, as close as practicable to the metering point. ALP will make the final decision on where the transformer will be located. ALP will only place a transformer that can easily be accessed by the appropriate equipment needed to service and replace the said transformer.  
**(Exhibit A)**
2. ALP will install, own, operate, and maintain the primary underground cable and the distribution transformer.
3. The primary cable will be installed from the ALP main distribution system, on or adjacent to the customer's property.
4. The customer will pour a concrete transformer pad to ALP specifications  
**(Exhibit B)**. If the transformer is located in an area where it may be subject to physical damage (e.g. from vehicular traffic), the customer shall furnish and install bollards before the transformer installation **(Exhibit C)**.

5. The customer shall install, own, and maintain all secondary cables and conduits from the transformer to the building service entrance. ALP will allow a maximum of four conductors per phase to be connected to the secondaries of the transformer. The installation will be inspected by ALP and the secondary connections to the transformer will be made by ALP.
6. ALP will furnish and install the meter and socket and current transformers in accordance with our meter service policy.
7. Customers requesting underground cable installation during winter ground freeze will pay for a temporary overhead system.
8. Any electric services requiring the total undergrounding of all facilities may be arranged on an individual basis.

### **Locating Underground Cables**

1. ALP will locate underground cables in compliance with Gopher State One Call ticket process (refer to the gopher state one call website) [www.gopherstateonecall.org](http://www.gopherstateonecall.org)

Any unauthorized attachments, especially radio or television antenna systems, to ALP poles are strictly prohibited. Such attachments will be removed immediately upon discovery by ALP

Employees of ALP shall have right of access to the customer's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining, or removing any of its meters, devices, or other equipment which is used in connection with furnishing the customer with electric service.

## Electric Metering

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### **POLICY DETAILS**

This section covers the installation of meters and associated equipment such as current and potential transformers for both overhead and underground services. Further description of ALP requirements for both overhead and underground services is covered in other sections of the policy manual. The requirements contained in this section are for services rated 480 volts or less. When services require primary voltage, the metering requirements and equipment will be determined on an individual basis.

### **Responsibilities for Providing Metering Equipment**

ALP supplies, at its own expense, all meters and such accessories as are required for billing purposes, including but not limited to watt-hour meters, demand meters, current and potential transformers, test switches, and color-coded meter wiring.

It shall be the responsibility of the Customer or the customer's representative to secure a meter socket base or meter center for multiple meter installations. A bypass lever is required on sockets rated over 125 amps. Meter sockets for installations requiring instrument transformers will be provided by ALP. ALP should be consulted for determination of the type of metering to be employed in each installation.

### **Capacity of Service**

All single-phase services 400 amps or larger require customer-owned current transformer cabinets.

### **Location of Meters**

The customer or the customer's representatives and ALP will agree upon meter locations subject to final approval by ALP. Meter locations shall be located in such a way that they will not be unobstructed to ALP employees when installing, maintaining, or reading the meters.

All new services must have meters located outdoors with unobstructed access for reading. If it is not possible to locate meters outdoors, the meters shall be at a point accessible at all times to customers and ALP employees. Meters must be relocated outdoors whenever the customer upgrades the electrical service.

Where more than one meter is installed, as on apartment houses, the meters shall be grouped, either outdoors or indoors, at a point accessible at all times to each customer and to ALP employees.

In all cases where the meter is mounted on a permanent structure, the meter shall have a height of not more than 66 inches and not less than 48 inches from final grade to the center of the meter. A typical residential underground metering arrangement is shown in Section 14 of this policy.

Meters shall be placed such that there is not less than three feet of unobstructed space in front and one foot either side thereof. Meters shall not be located where they are subject to corrosive fumes, heat, dust, vibration or physical damage. Outdoor meters shall not be located in carports, under decks or porches whether open or enclosed, in dog kennels, over central air units or natural gas meters, or along walkways or driveways where they might create a hazard to people or be subject to damage by passing objects.

### **Grouped Meters**

In installations requiring more than one meter, the meters shall be grouped and suitably connected such that a meter serves no more than one customer. The height limits stated previously also pertain to grouped meters where practicable. If deemed necessary by the space available, the meters may be stacked in an orderly fashion. Any dwelling with more than one customer living therein must have an individual meter for each dwelling unit. These meters must be easily accessible to all tenants and to ALP personnel. There shall be an approved type of disconnecting means for each meter, which is lockable in some way to prevent reconnection by someone other than ALP personnel.

## **Meter Identification**

If more than one meter is required for a building, each meter socket shall be identified and permanently designated in a suitable manner indicating the particular customer served. The marking shall be on both the inside and outside of the socket. Each circuit shall be carefully traced and rechecked by the contractor to ensure against errors in wiring, whereby one customer might obtain service through the meter serving another customer.

## **Meter Mounting/ Location**

Meters and meter mounting devices shall be mounted securely on permanent structures such as houses, garages and other buildings. When meter sockets are installed on surfaces that prevent installation of the meter-mounting device in an exact vertical plane, a meter board must be installed or the surface modified in such a manner that the meter-mounting device can be installed vertically.

## **Remodels – Additions**

When construction is impacting the meter location such as an addition in the area of the meter socket, the socket must be relocated to an outside wall to maintain access at all times to the meter.

When a customer is residing a building or residence, ALP must be contacted to loosen the meter from the structure. The customer must provide a solid and secure mounting device for the meter while it is loosened from the structure. ALP will re-mount the meter to the structure when the residing job is complete.

All electric meters shall be mounted outside. However, in rare circumstances indoor meters, where permitted, shall be mounted in accordance with the preceding requirement of this section and shall be located as close as possible to the point where service enters the building. Indoor metering equipment shall be mounted securely in a vertical plane on permanent structures in a location free from moisture, high temperature, vibration, dust or dirt.

## **Meter Connections**

The customer shall provide the necessary wiring for the meter set with the wiring so arranged that the line (supply) side can be connected to the top terminals of the socket and the load side to the bottom terminals. All neutral conductors must be insulated. Where the service is three-phase, four wire delta, the customer's phase wires on the load side of the meter shall be permanently identified as recommended in the National Electrical Code. The conductor serving power load (high leg/wild phase) only shall be permanently identified or have a distinctive orange covering, and shall be connected to the top, right-hand terminal of the meter socket. For underground services, the line side neutral wire is to be identified with a yellow covering or a yellow stripe.

There shall be sufficient slack left in the underground cables to make up for any ground shifting due to settling or extreme cold. Single-phase 208-volt services will require a contractor installed fifth terminal ground in the 9:00 position in the meter socket.

## **Wiring Restrictions on Meters and Metering Sets**

No part of the metering set may be used as a junction box for the Customer's wiring. See section 230-3 of the National Electrical Code.

## **Meter Testing**

Any customer who believes that a meter is failing to properly register the use of electricity may request a meter check by contacting ALP customer service. ALP will test the meter using standard calibration equipment and accepted test procedures within a reasonable period of time at the customer's expense except when the meter is found to be more than 2% in error.

Whenever a watt-hour meter is tested and found to have an average error of more than two percent (2%) from one hundred percent (100%) or a demand meter more than two percent (2%) from one hundred percent (100%), a recalculation of bills for service will be made on the basis that the meter should be one hundred percent (100%) accurate with respect to a working test standard.

If the time period of inaccuracy cannot be determined, it will be assumed that the metering equipment has become inaccurate at a uniform rate in the prior six-month period. ALP utilities will not go back more than 6 months unless there is a valid reason to use another method. Recalculation of bills will be on the basis of actual bills.

When the average error cannot be determined by test due to complete failure of all or part of the metering equipment, an estimate of the quantity of energy consumed based on available data of the customer history will be used to determine the adjusted bills.

### **Meter Seals/Tampering**

Only ALP employees are authorized to install and remove electric meters and meter seals. Unauthorized connections to or tampering with any ALP meter, associated equipment, or meter seals, or indications or evidence thereof subjects the customer to immediate discontinuance of service, prosecution under the laws of Minnesota, adjustment of prior bills for services rendered, and reimbursement to ALP for all extra expense incurred on the account.

### **Underground Service from Pad Mounted Transformers**

Current transformers and potential transformers cannot be installed in the secondary compartment of the transformer. Each customer must install a separately mounted metering current transformer box and a metering potential transformer box when potential transformers are required.

### **Metering Conduit**

The customer must furnish and install a 1-inch metering conduit from the instrument transformer location to a meter location approved by ALP. The conduit shall not contain more than two 90-degree bends. When the conduit is longer than 50-feet, a pull wire shall be installed in the conduit.

Conduit runs shall not exceed 75 feet except by special permission. ALP shall install the meter wiring between the instrument transformers and the meter.

### **Current Transformer Cabinets**

Metering current transformer cabinets shall be furnished and installed by the customer. The service entrance phase conductors installed in a metering current transformer box may be made up of four identical wires in parallel per phase for conductor sizes between 1/0 and 750 Kcmil. Each pair of paralleled phase conductors shall be of the same color or shall be taped together or otherwise marked for easy identification.

### **Transition Cabinets**

Transition cabinets will be required for multiple customers and/or large loads. ALP will allow a maximum of four conductors per phase to be connected to the secondaries of the transformer.

The transition cabinet shall be at least 2' from the outside of the transformer pad.  
(Exhibit D)

The detail of a transition cabinet installation must be approved by ALP before construction. Follow the National Electrical Code.

## Off Peak Program Regulations

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### POLICY DETAILS

#### Availability

The ALP Utilities off-peak program is available to all residential and commercial customers who meet

the requirements outlined in the Off Peak Heating Agreement. The Off Peak Heating Agreement must be completed and signed before the off peak rate will be implemented.

The following types of systems qualify:

- **Dual Fuel Heating System:** An electric heat source (electric forced air or electric baseboard) of 5 kW or larger with a secondary heating system fueled by natural gas, fuel oil, or propane. The secondary heating system must be thermostatically controlled and capable of providing the applicant's total heating requirements. The applicant or contractor must complete the Off Peak Non-Electric Heating System Guarantee stating that the secondary heating system is capable of meeting the home or business entire heating needs.
- **Heat Pumps:** Electric heat pumps will be curtailed during peak periods and receive the off peak rate for usage in September through May as long as the customer has another qualifying and approved dual fuel system. In the months of June through August, the usage will be billed the regular rate, and a heat pump will be cycled on and off during peak periods.
- **Electric Storage Heat:** Electric brick storage units or in-floor heating, (electric boiler hydronic system or electric cable system), qualify for the off peak program. The minimum load requirement is 5 kW. If the electric storage heating system is the primary heat source, the Off Peak Non-Electric Heating

System Guarantee should verify the electric storage heating system is capable of meeting the home or business's entire heating needs.

## **Metering**

Qualified customers are required to have an additional meter to measure the off-peak electricity. The regular service meter and the off peak meter must be mounted on the outside of the customer's home or business. The load control receiver can also be outside, or it can be mounted inside adjacent to the electrical panel. It shall be easily accessible for maintenance and testing. ALP will furnish the main meter, off peak meter and the load control receiver. Customers are responsible for all electrical wiring necessary to permit switching of controlled electric loads.

## **Equipment Installation**

All equipment installed by the customer must conform to current ALP regulations, State of Minnesota Electrical Code, and National Electrical Code. All equipment shall be installed at the customer's expense.

## **Control Wiring**

All 120-volt/24-volt control transformers for heating and cooling must be fed from the same circuit as the fan in a forced air system, from the same circuit as the pump in a hot water system, or from the same circuit as the living room heat circuit of a baseboard system. Wiring to the load control receiver must have a minimum insulation of 600-volt rating. All air handling equipment shall be wired to the main meter so there is no interruption during utility load control. (See Exhibit E)

## **Affidavit**

Customers applying for off-peak electric service must provide ALP a copy of the Request for Electrical Inspection that is filed with the Minnesota Board of Electricity.

## **Inspection by ALP**

ALP will inspect the installed equipment to assure that it conforms to ALP Off Peak Program Regulations. The mechanical contractor that installed the equipment must be on site at the time of the initial ALP inspection. ALP will also periodically inspect the operation of the load control receiver and off peak meter.

## **Non-Qualifying Loads**

Wood furnace backup systems and appliances including water heaters (less than 80 gallons), air conditioners, washers, dryers, ranges, and saunas are not eligible for the off peak rate.

## **Maintenance of Equipment**

The customer shall maintain all equipment except the load control receiver and any meters owned by ALP.

## **Tampering**

If ALP discovers that any service has been tampered with so as to defeat the intent of these regulations, the customer will immediately be removed from the off-peak rate. All electricity on the off peak meter used for the prior 3 years (36 consecutive previous months) will be billed at the current rate in effect for the customer class.

## **Liability**

ALP will be held harmless from any obligation or responsibility concerning the installation or operation of any system connected to the off peak meter.

### **Multiple Dwelling Residences/Commercial Dual Heat**

If a central heating system is used for primary/secondary heat, the complementary primary/secondary heating system must also be a central unit for all multiple units. Likewise, if an individual unit has an independently metered primary heating service, the secondary heat must be an individual unit. The Off Peak program is available to multiple dwellings only if all units within are changed to dual-heat.

### **Customers Moving into a Home with Off Peak Heating**

Customers that purchase or move into a home that currently participates in the off peak program will automatically continue to receive the off-peak rate unless notified by the customer.

### **Ending Participation in the Program**

Customers who no longer wish to participate or are removed from the Off Peak program must wait one full year from termination to re-apply in the program. ALP will schedule a time to remove the off peak control unit, the off peak meter, and CT's (if installed\*). Customers no longer participating in the program must hire an electrician to be on site when ALP removes the equipment and to move the heating from the off peak panel to the main service panel.

\*Subtractive metering was discontinued beginning January 2023. Prior to 2023, the customers using subtractive metering would have had CTs installed on their off peak heating setup.

## Utility Service in Annexed Areas

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### POLICY DETAILS

#### Resolution #1989-1

In accordance with Resolution #1989-1 adopted January 23, 1989, ALP electricity and water service will be extended to annexed areas. Where necessary, the Board of Public Works will negotiate for the purchase of the right to provide electricity and water service to annexed areas.

As new customers are acquired whom another utility served with higher rates, ALP will serve those new customers with rates that will not exceed the rates they paid their previous electric utility. The rates ALP will charge will be determined on a case-by-case basis and will be affected by the cost of the acquisition of the new service territory. When the territory acquisition costs have been recovered, the rates charged to the new customers in the acquired service territory will be the same as the rates charged to other ALP customers.

This policy does not apply to newly acquired residential customers.

## Street and Security Lights

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### POLICY DETAILS

The Alexandria Board of Public Works will provide adequate, metered street lighting in developed areas within the City of Alexandria. Normally, streetlights will be placed at intersections in developed areas. However, there may be cases in which more street lighting is warranted. These circumstances may include but are not limited to:

1. Larger than normal blocks
2. Curved streets
3. Hills or other obstructions
4. Special or unusual traffic patterns

These special cases will be investigated on a case-by-case basis by the City of Alexandria.

Repairs to individual security lights that are not metered through a customer's electric service (a prior metering practice) or repairs to streetlights will be done only during regular working hours.

ALP will not provide or install customer security lights. New customer security lights will be installed, maintained and repaired by the customer. The security lights may be connected to the customer's electrical service as metered by ALP. ALP will provide metered electric service for security lights as it would for any general service customer.

ALP will not provide or install streetlights outside the Alexandria City limits. ALP will provide metered electrical service for streetlights outside the Alexandria City limits as a general service account.

## House Moves

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### **POLICY DETAILS**

The customer/house mover needs to provide ALP with a proposed route as to where they want to move the house. The customer also has tell ALP the loaded height of the house to be moved. ALP will give the customer/house mover an estimate on how much it will cost the customer to move the house. The customer will bear all cost including time, material, and equipment to move the house. The customer will pay an estimated amount to ALP prior to moving the house. The customer will pay for the entire cost of the move regardless if it is more or less than the estimate. The customer must coordinate the house move with all other utilities. ALP will not be responsible for coordinating the house move with other utilities. The customer must give ALP adequate time prior to moving the house. During ALPs busy construction times the house mover may not be allowed by ALP to move the house until ALP has time to schedule the move.

## Small Power Production and Co- Generation

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### POLICY DETAILS

#### Resolution #2019-3

*WHEREAS* the Public Utility Regulatory Policies Act of 1978 (PURPA), as amended, requires a utility to buy power and sell power to Qualifying Facilities (QF);

*WHEREAS* ALP Utilities and Missouri River Energy Services (MRES) filed a Petition of Waiver, which specifies the obligations of the ALP Utilities and MRES to a QF, with the Federal Energy Regulatory Commission (FERC) under Section 210 of PURPA, and have been granted such waiver by the FERC;

*WHEREAS* ALP Utilities and MRES agreed to comply with “Rules of Compliance” as part of the Waiver;

*WHEREAS* ALP Utilities has drafted guidelines and documents to implement the Rules of Compliance known as the “Distributed Generation Workbook for Minnesota members” to accommodate QFs in interconnection and power purchase arrangements, which are subject to be updated periodically;

*NOW, THEREFORE, BE IT RESOLVED* that in recognition of the above statements, ALP Utilities hereby adopts the Distributed Generation Workbook for Minnesota members as the “Small Power Production and Co-Generation Policy.”

## Surcharge for Denial of Access to Equipment

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### POLICY DETAILS

It is common for ALP Utilities owned equipment to be located on customer premises and ALP technicians will occasionally require access to that equipment for maintenance, testing, replacement, or removal. For example, ALP owned water meters are normally located inside customer buildings to prevent freezing in winter.

The authority to enter a property is derived from the city charter: **Section 10.03/Subd. 2. Right of Entry; Prosecution of Acton.** It states, "Subject to any limitations imposed by law, the board's authorized representatives may enter upon any premises for the purpose of examining the same and making surveys, and may prosecute any action, in the name of the city, against any person, for the use of water, electricity, businesses communications and other utilities or for any injury to any of the property or entrusted to the utility's care or for the violation of the utility's rules and regulations governing the use of water, electricity, business communications and other utilities, or the management of the utilities system."

If a customer fails to allow ALP access to its equipment after multiple attempts to contact them, the customer will be charged a monthly ***Surcharge for Denial of Access to Equipment*** as defined in this policy. The purpose of this surcharge is twofold; First, it is intended to recover the increased cost to ALP of supporting obsolete or inoperative equipment including the duplication of inventory, systems, and work processes and second, it is intended to motivate the customer to allow access to their premises.

The Surcharge is intended to be temporary and may lead to eventual disconnection as outlined below. The authority for this Surcharge is derived from the city charter:

**Section 10.04/Subd. 4. Distribution, Rates** which authorizes the City of Alexandria Board of Public Utilities to provide for rates "...sufficient to defray the costs of the operation, maintenance and extension of such public service..."

### **Customers Subject to the Surcharge for Denial of Access to Equipment**

When ALP technicians require access to ALP owned equipment on customer premises, ALP will attempt to contact the customer using multiple communication methods at least 3 times over a 30-day period. Each of these contacts will include the reason that ALP requires access along with notification that failure to provide access within 30 days of initial contact will result in the customer being charged a monthly Surcharge for Denial of Access to Equipment until access is granted. The charge may be waived for extenuating circumstances, with the approval of an ALP supervisor.

### **Surcharge For Denial of Access to Equipment**

The Surcharge for Denial of Access to Equipment will be \$100 per month, until ALP is allowed access to perform the needed work, or until the service is disconnected. The surcharge will not be prorated for partial months.

### **Disconnection**

Any customer who has not allowed ALP to access equipment on their premises after 12 months of being billed the surcharge will be subject to service disconnection. ALP will notify the customer via letter at least 60 days prior to service disconnection.



## ELECTRIC SERVICE POLICY EXHIBITS

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### Exhibit A - Pad Mount Location and Clearance

When ALP Utilities (ALP) install pad mount transformers or equipment on customer’s premises, the customer shall furnish a satisfactory access and adequate space for the installation and the future maintenance of the equipment.

Pad mount transformer and equipment placement shall conform to the following:

- A. Pad mount transformers/equipment shall not be located directly in front of doors, stairways, beneath windows which can be opened, or where they will obstruct the vision of vehicular traffic. The front (doors) of pad mount equipment shall open away from any structure.
- B. Pad mount transformers/equipment shall be located at least the minimum distance away from buildings or other structures (as noted in the following table) to ensure adequate space for operating, proper ventilation, to minimize transformer noise, and to meet fire safety requirements.

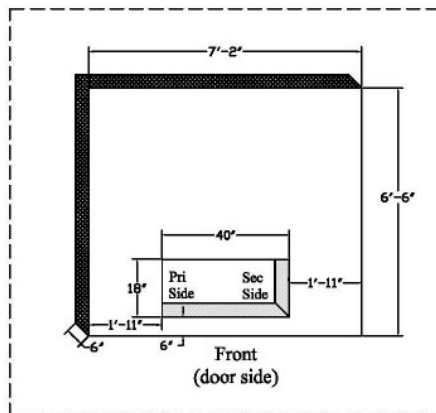
<u>Feature</u>	<u>Clearance Distance</u>
Noncombustible walls: provided the side of the equipment facing the wall does not have doors. A clear level 10 ft area must be provided in front of equipment doors to allow personnel access for the operation and maintenance of the equipment	6 ft preferred, 4 ft ok
Combustible walls: (including stucco*), main doors, windows, air intakes/exhaust vents, stairs and fire escapes.	10 ft
Gas service meter relief vents.	3 ft
Fire sprinkler valves, standpipes and fire hydrants	6 ft
The water's edge of a swimming pool or any body of water	15 ft
Facilities used to dispense hazardous liquids or gasses (service station gas) pumps or propane bulk dispensing	20 ft
Facilities used to store hazardous liquids or gases A(service station fuel storage tank filter openings or emergency generator fueling points.	10 ft
Domestic and irrigation wells	75 ft
*stucco on wood framing=combustible: stucco on metal framing=non-combustible; (1) Clearances between pad mount equipment and structures must be measured from the closest metal portion of the equipment closest to the structure (including overhang). (2) Consult local building and fire codes for more detailed customer information.	

- C. A clear vehicle passageway of 12 feet minimum shall be available at all times, immediately adjacent (within 8') to one side of the equipment to provide an accessible roadway for equipment maintenance. This passageway shall be designed to meet 20-ton construction.
- D. Pad mount transformer and equipment will normally be installed only in non-traffic areas. Transformer and equipment protection is required when ALP equipment is exposed to traffic. This protection may be in the form of bollards, barricades or curb. A curb must have a minimum height of 6" and be at least 6" thick and its front face located 54" minimum from the equipment foundation (pad).

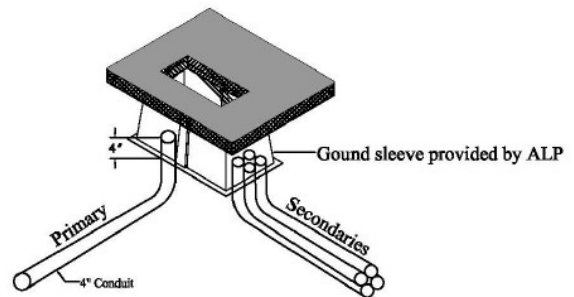
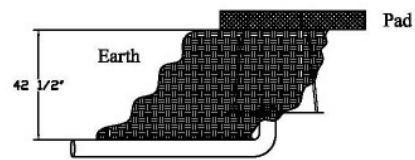
## Exhibit B - Transformer Specification

# ALP Utilities

## Transformer Pad and Ground Sleeve Specifications



Place no structures within 36" of pad.



**Notes:**

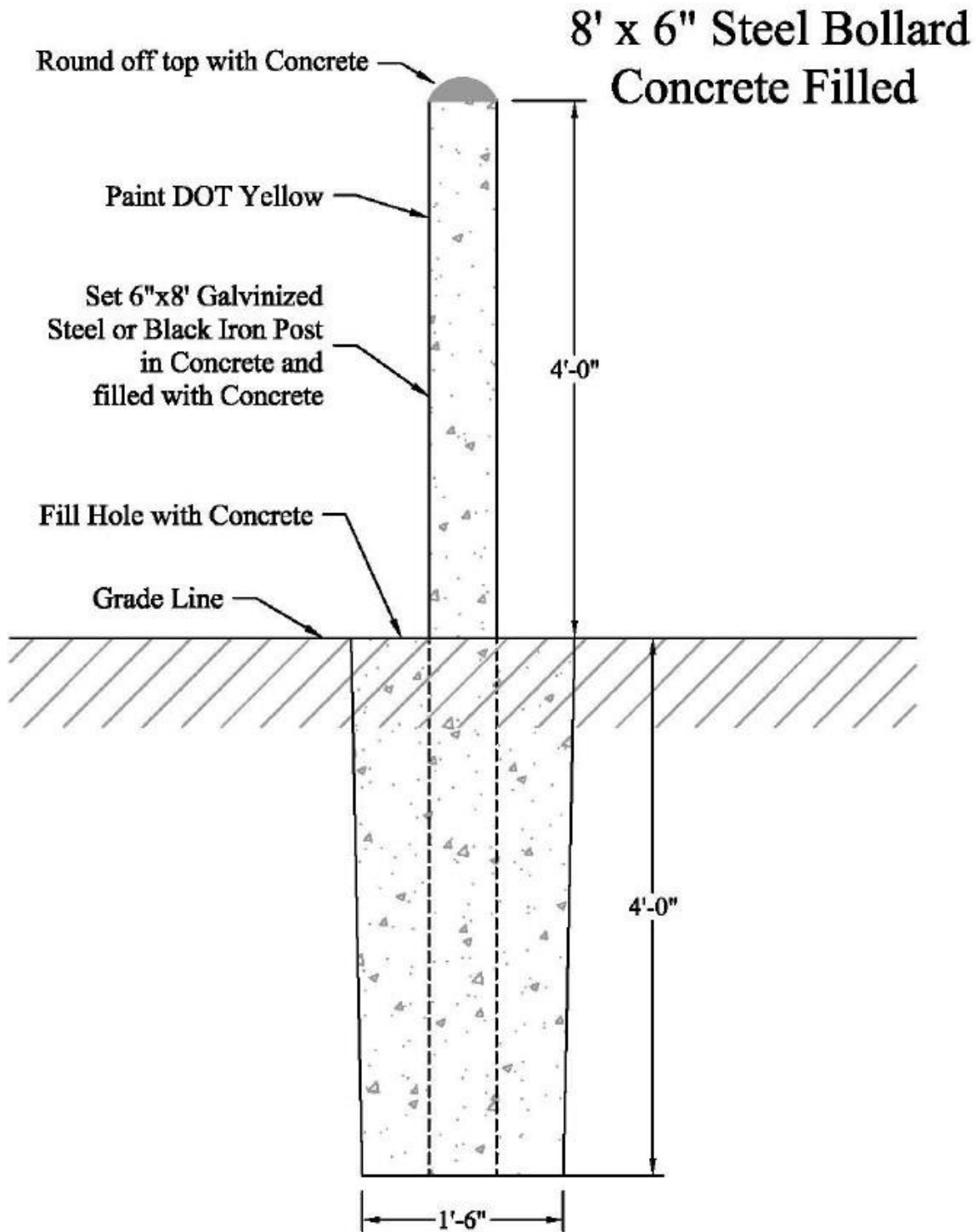
\* A MINIMUM OF 2 INCHES OF CONCRETE PAD SHALL BE EXPOSED ABOVE FINISHED GRADE, LANDSCAPING ROCK, OR PARKING LOT.

A complete soil compaction must be done around area under transformer pad to prevent settling.

Reinforce concrete with 3/8" rebar  
ALP's Phone Number 320-763-6501

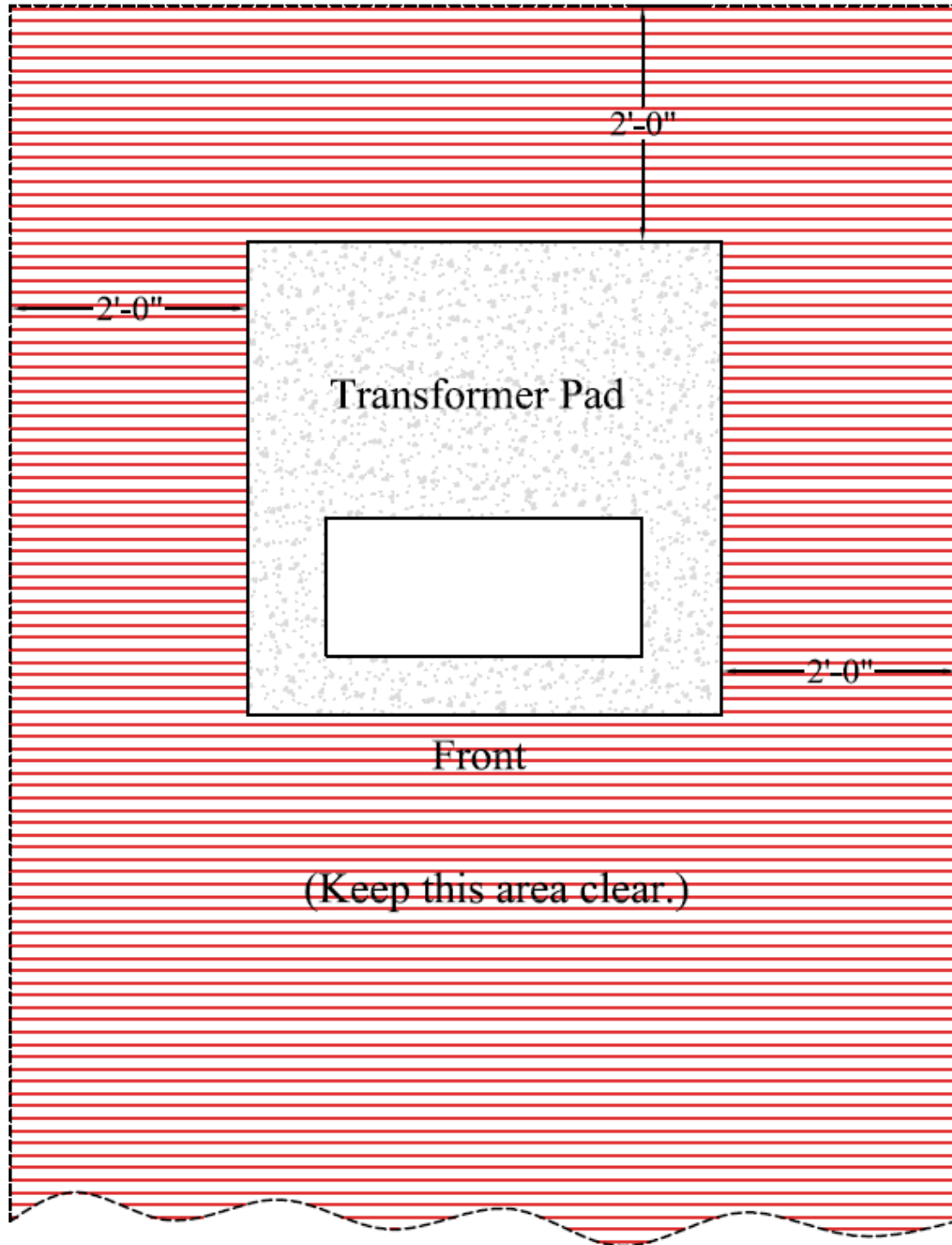
Secondaries shall come in from the bottom and pipe will not extend higher than 4" above the dirt.

## Exhibit C - Ground Sleeve Specification



## Exhibit D - Transition Cabinet Setback

### Transition Cabinet Setback Line

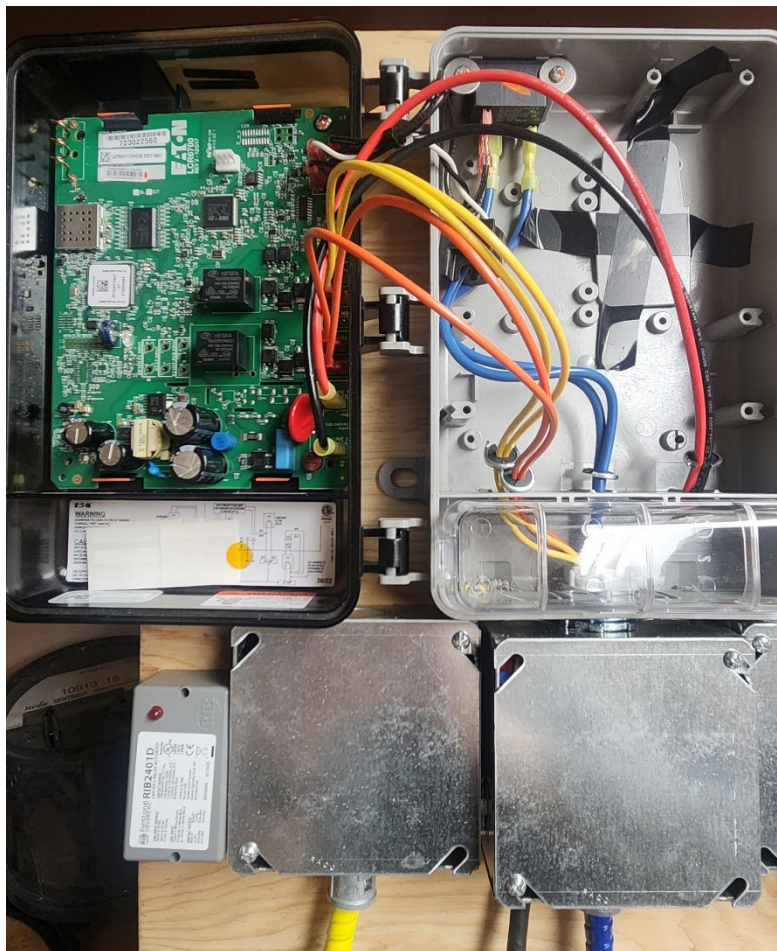
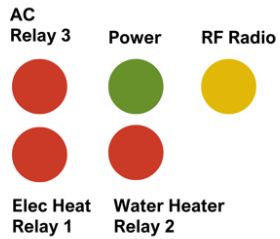


## Exhibit E - LCR 6700

### RELAY 1, 2 AND 3 LOAD STATUS (red light)

**LED off** - LED is off when the load is not being controlled.

**LED on** - LED is on when the relay is activated and the load is being controlled.



**Black Wires:** Power

**Relay 1:** Yellow

**Relay 2:** Blue

**Relay 3:** Orange

# **ALP**

UTILITIES



## **WATER SERVICE POLICIES**

## Ownership, Purpose, and Jurisdiction of the Water Utility

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### POLICY OVERVIEW

To provide water service rules and regulations for the municipal water system.

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### POLICY DETAILS

#### Ownership

The transfer of water service ownership between a developing party and ALP will occur after final acceptance by the City of Alexandria and ALP. ALP will not accept ownership of its portion of the service line in the City owned right of way until a meter has been installed inside the structure being served. The water customer owns and maintains the service line from the property line to the structure being served. In no event will ALP Utilities ownership of the water service line extend beyond the property line of the property served.

When practical to do so, the curb stop shall be located on City owned right of way near the boundary with the water customer's property. The party installing the water service line shall understand and comply with the City of Alexandria's plumbing code, as it relates to the installation and the location of the service line. Care should be taken to avoid culverts, catch basins, trees, or other obstructions. When installing portions of new service lines in the public right-of-way, an attempt should be made to place this portion of service line so it will not fall under any future or existing driveways or sidewalks. In most cases, this could be accomplished by placing the service line in the middle of the lot during construction of new development. The utility requires eight feet of earthen cover over water service lines. When this isn't possible, a suitable insulating material may be used to prevent the line from future freeze up. The curb stop shall be set and maintained flush with the finished grade.

For service lines larger than 2 inches, the curb stop shall be a mechanical joint gate valve with a traffic grade riser box and cap.

In subdivisions where the housing is not yet constructed, the party installing the water service lines shall install a steel tee fence post at least five feet in length, near the curb stop, and shall extend at least 2 feet above the finished grade. This is required to facilitate the location and protection of the curb stop. It may be removed by the water customer, following the establishment of water service to the property.

### **Material**

An approved Water Materials and Specification list will be on file at the ALP office.

### **Inspection**

All new water service lines shall be inspected by personnel from ALP Utilities or their designated representative prior to backfilling. On new installations, a pressure test shall be performed, and witnessed by the inspector. A permanent record of said tests shall be maintained by ALP Utilities. The customer shall give ALP a 24 hour notice prior to inspection during weekdays.

### **Service Line Costs**

The initial cost of establishing a new water service line, whether in a new or existing subdivision, from the main to the meter, shall be the responsibility of the property developer and/or the water customer. The replacement costs of the water service line shall be borne by the owner of the service line or ALP according to the ownership section of this policy.

If a customer initiates replacement of their service, the property owner is responsible for capping the old service at the main and tapping a new service. Reasons include, but are not limited to, volume and material of service line.

## Emergency Water Adder

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### POLICY DETAILS

An Emergency Water rate adder will be added to the regular water Rate for Service as stated above at such times the Alexandria Board of Public Utilities declares a water emergency in accordance with the ALP Water Emergency and Conservation Plan.

**Gallon Units Residential**

Over 6,000 gallons @ \$2.06/1,000 gallons

**Separate Irrigation and Sprinkling Meters**

All gallons @ \$2.06/1,000 gallon

## Start/Termination of Water Service

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### POLICY OVERVIEW

To determine when utility billing shall commence and terminate for water service.

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### POLICY DETAILS

#### START OF WATER SERVICE

Water Service is available to a property when a tap is made to the public water main. Utility billing of the water service shall start when a water meter is issued. The monthly base (readiness-to-serve) charge shall apply from the time the meter is issued (start of service) until the water service is terminated. **Pursuant to Minnesota Rule 7820.3100**, upon the customer's/property owner's consent, either orally or in writing, ALP shall have the right to access the premises for the purposes of reading and testing meters, installations, inspections, repairs, maintenance, removing ALP's property, or for any other purpose incident to the service.

ALP will not accept ownership of its portion of the service line in new developments until the meter is installed in the structure being served.

#### Termination of Water Service

Customer Initiated: The water customer may terminate water service, and thereby eliminate the monthly readiness-to-serve charge, following notification to ALP Utilities and payment of a disconnection fee. The disconnection fee shall be equal to twelve (12) monthly base (readiness-to-serve) charges. To terminate service, ALP Utilities will turn the water service off at the curb box or corporation valve. There shall not be an additional fee at the time of reconnection.

The disconnection fee may be waived at the discretion of ALP Utilities management. One such condition would be if the property in question has been destroyed or

otherwise eliminated and unable to receive service. In such cases, ALP Utilities may permanently remove the service without a fee to the customer.

If a customer who previously had their disconnection fee waived desires to reconnect utility service; a reconnection fee shall be paid to ALP by the customer before reconnecting service; however, the reconnection fee may be waived at the discretion of ALP management

When a parcel of land changes use, and one or more service lines are no longer needed, the property owner is responsible for disconnecting these services at the main or paying the disconnection fee for each service line.

## **Utility Initiated**

Upon notification to the customer and/or property owner, water service may be disconnected by the utility for reasons including, but not limited to:

1. Nonpayment of the water bill. ALP will reconnect service upon receipt of payment for the outstanding account balance, a deposit, and reconnection fee.
2. Tampering of water meter by customer. ALP will reconnect service upon payment of a reconnection fee and any lost revenue and damages as a result of tampering.
3. Violation of a Stage 2 emergency of the Utility's Water Supply Plan (Part II, Table 9). ALP will reconnect service upon payment of a reconnection fee.
4. The customer and/or property owner not granting ALP permission to enter upon their premises as indicated under the Start of Water Service section of this policy.

The monthly base (readiness-to-serve) charge shall continue to apply if the water service is terminated for any of the above mentioned reasons.

## Metering

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### POLICY OVERVIEW

All water taken from ALP's water distribution system must be metered.

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### POLICY DETAILS

#### General

Water service to single family dwellings and single business buildings must be individually metered. Water service to multiple occupancy dwellings and businesses, including duplexes, triplexes, four-plexes, apartment buildings, business complexes, etc., shall be individually metered whenever practical to do so.

For purposes of assessing a base charge in a commercial multiple occupancy, a room, or suite of rooms, is considered to be a separate unit if the business has a separate identity, which is different from other occupants of the building and has access to water service within the occupied unit.

All new commercial and industrial customers with an irrigation system are required to install a separate irrigation meter.

#### Water Meters

ALP shall provide one 3/4" water meter with each water main tap. Customers may receive a larger water meter by paying the difference between a 3/4" meter and the cost of the larger water meter. Customers may receive additional water meters for use in multiple occupancy dwellings or businesses, or for the metering of sprinkling systems, by paying the cost of the additional water meter(s). The following water meter sizes are allowed on ALP's distribution system: 3/4", 1", 1-1/2", 2", 3", 4", 6", and 8". Water meters of any other size must be specifically authorized by the Manager of Water Distribution.

ALP retains ownership of all water meters and is responsible for normal maintenance.

### **Installation**

Water meters shall be installed leaving reasonable space for maintenance and repair. Reasonable space is a minimum of 3' X 3' in front of the meter. Water meters shall not be installed behind other equipment such as water heaters or softeners or flush against a wall. All meters shall be installed horizontal.

Water meters and meter shut off valves (main building valves) shall be installed inside the building at the point where the water service enters. The meter valve shall be installed ahead of the water meter and shall be capable of shutting off the entire water service to the facility. Only the meter valve may be installed ahead of the water meter. For Turbo meter installations (2" and larger), 10 pipe diameters of straight unobstructed pipe are required upstream of the meter and 5 pipe diameters are required downstream. Absolute minimums shall be 5 pipe diameters upstream and 2 pipe diameters downstream.

### **Meter Verifications**

All multiple meter installations in multiple occupancy units shall be inspected by ALP's Water Department personnel to ensure billing information corresponds with the metering for each unit. To verify proper meter installation, a permanent identification system (apartment numbers, suite numbers, etc.) must be intact for each multiple occupancy unit. ALP shall not transfer the billing for water service from the owner (or landlord) to the tenants of the multiple occupancy until the meters have been successfully verified.

Any interpretation of this policy shall be made by ALP Utilities' Manager of Water Distribution.

## Frozen Services

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### POLICY OVERVIEW

To maintain and protect the water system, including protection from

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### POLICY DETAILS

The property owner is responsible for the maintenance and protection of their water system, including protection from freeze-up.

In the event of a water service freeze-up, ALP requires that a hot water thawing method be used to thaw frozen water lines and pipes. Hot water thawing does not create any electric or fire hazard and is the safest method of thawing service lines.

Plumbers and property owners may request the use of ALP's thawing equipment for ALP customers. A Water Operator will accompany the thawing equipment without cost to the customer.

When thawing service lines, if ALP personnel determine the service line was frozen in the public right of way, any labor costs associated with thawing the line shall be paid by ALP.

### Note

The thawing machine will not work through a 90 degree valve.

## **Disconnect Policy - Violation of the Water Supply Plan**

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### **POLICY OVERVIEW**

The following policy shall apply to customers who have violated a Stage 2 emergency of the Water Supply Plan (Appendix 7).

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### **POLICY DETAILS**

#### **Non-Compliance**

The following procedure and applicable penalty will be used in addressing violations of Stage 2 water emergencies upon observation or reasonable suspicion of said violation.

The first violation shall result in the issuance of a hand delivered notice of violation to the customer committing said violation. The citation shall advise the party of the nature of the offense and of the section of the Plan that has been violated. The result of the first violation shall be the distribution of a copy of the Plan and an educational packet containing information on water conservation to the party committing the violation.

Upon observation of/or reasonable suspicion of a second violation, a notice of proposed disconnection shall be hand delivered to the customer committing said violation one (1) day before disconnection of water services would occur. If said customer does not respond to the notice of proposed disconnection within 1 day, ALP shall disconnect water services.

#### **Reconnection of Services**

In the event service is disconnected, ALP will reconnect service when the customer pays a reconnection fee as determined by the Alexandria Board of Public Works and agrees they will follow the requirements of the Water Supply Plan.

## Seasonal Water Disconnect and Reconnect

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### **POLICY OVERVIEW**

The following policy shall apply to customers who require seasonal disconnect and or reconnect of water service.

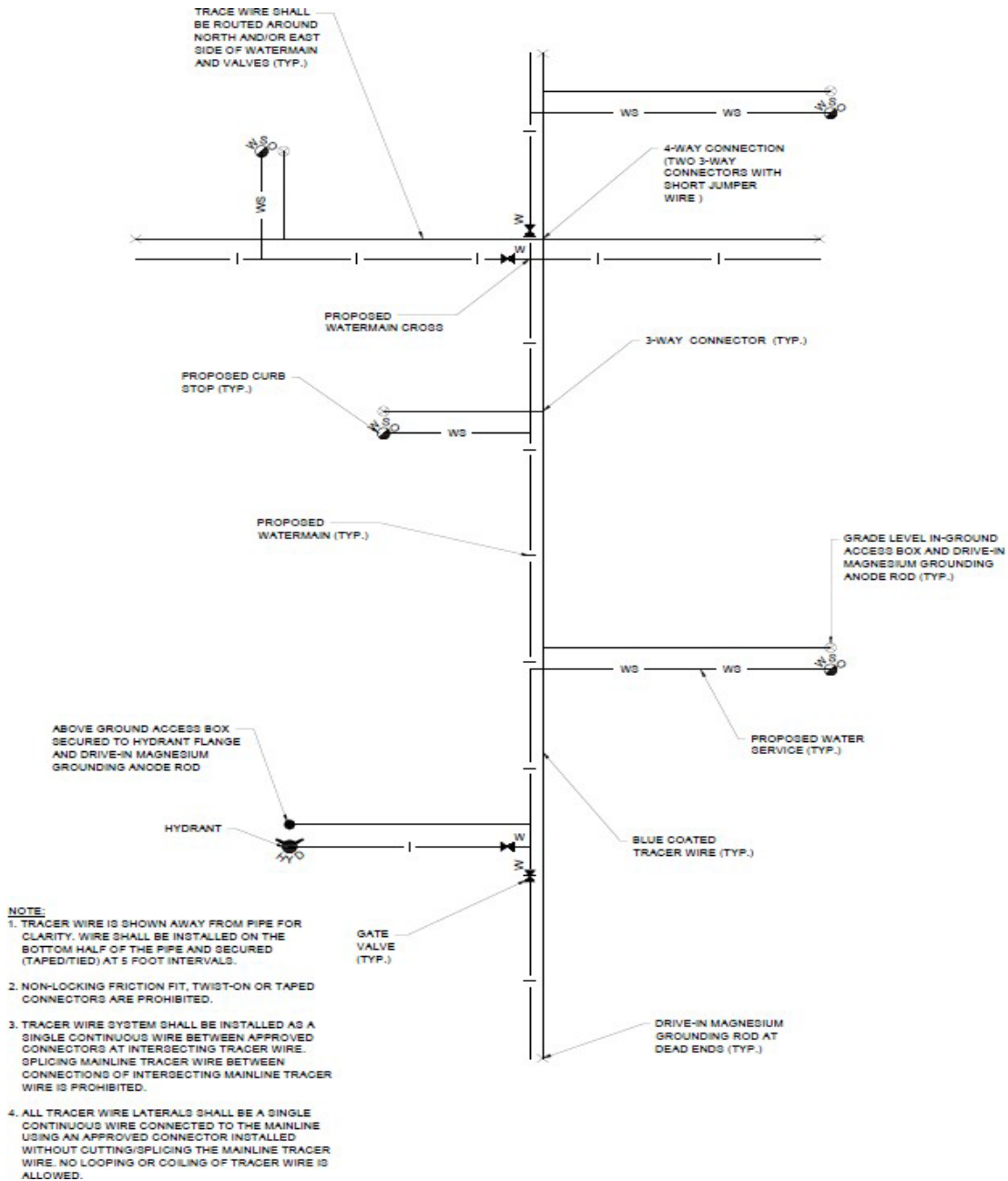
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### **POLICY DETAILS**

ALP will charge residential customers \$50.00 for a seasonal disconnect/reconnect.

## Water Service Policy Exhibits

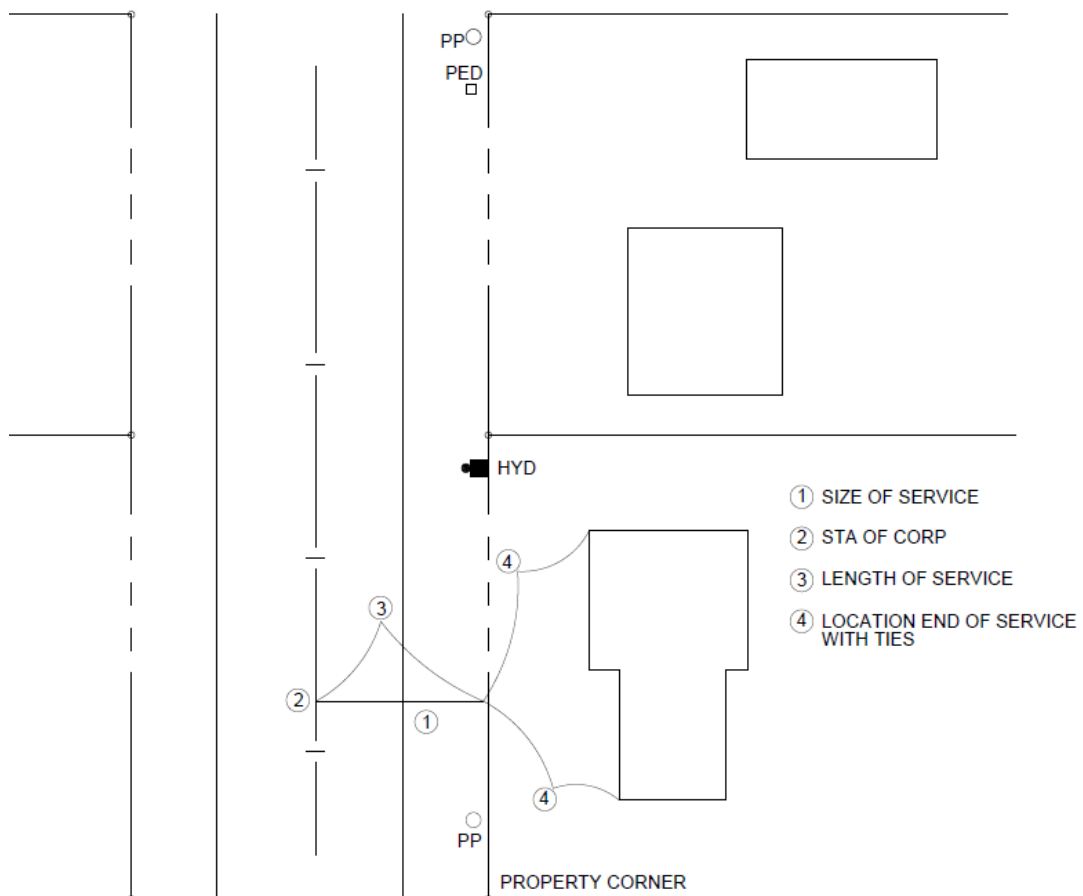
### Exhibit A - Typical Water Main Tracer Wire Plan



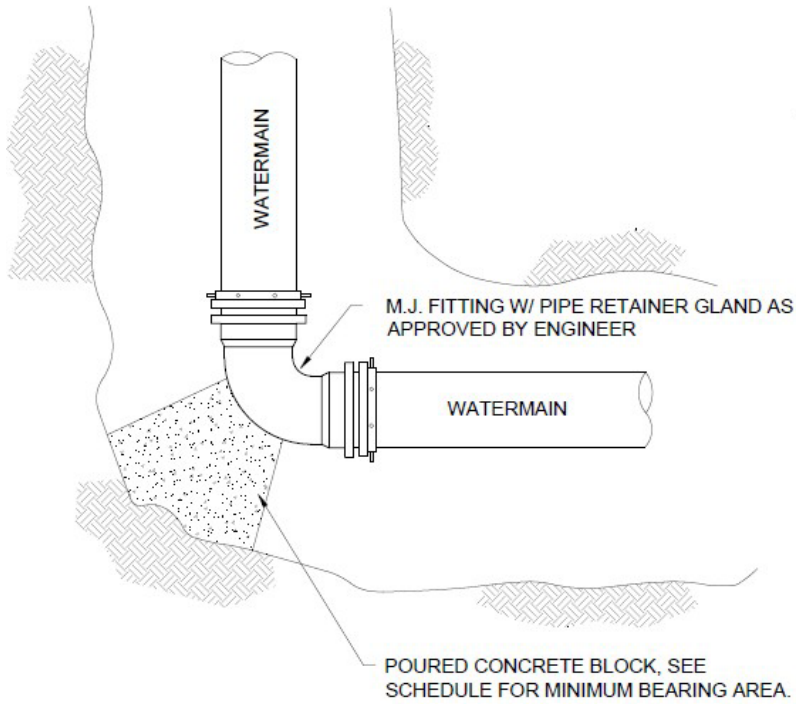
## Exhibit B - Water Service Ties

NOTE:  
CONTRACTOR SHALL KEEP ACCURATE RECORDS OF ALL SERVICE INSTALLATIONS.

TIE-INS SHALL BE MADE TO PERMANENT EXISTING STRUCTURES, INCLUDING BUT NOT LIMITED TO HOUSES, GARAGES, TELEPHONE POLES, TELEPHONE PEDESTALS, POWER PEDESTALS, MANHOLES AND ALSO PROPERTY CORNERS



## Exhibit C - Water Main Thrust Blocking

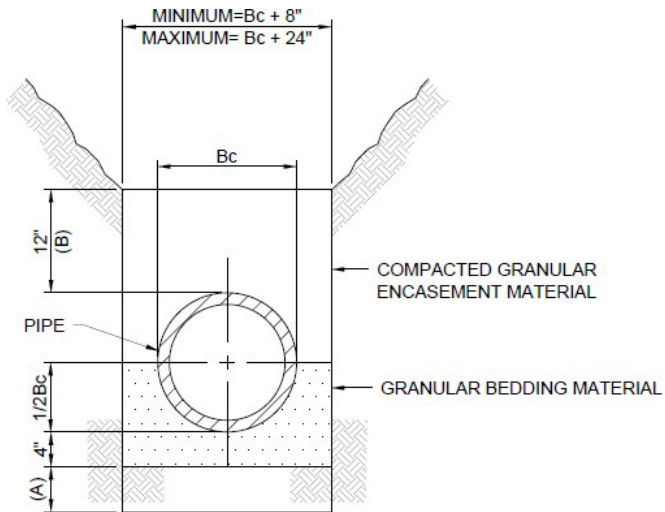


BEARING AREA (SQ. FT.)

	6"	8"	10"	12"
11 1/4° BEND	0	1.0	1.2	1.7
22 1/2° BEND	1.0	1.5	2.6	3.4
45° BEND	1.6	2.9	4.6	6.6
90° BEND OR PLUGGED CROSS	3.1	5.3	8.4	12.0
TEE OR PLUG	2.9	3.8	5.9	8.5

**POLY ENCASE ALL FITTINGS.**

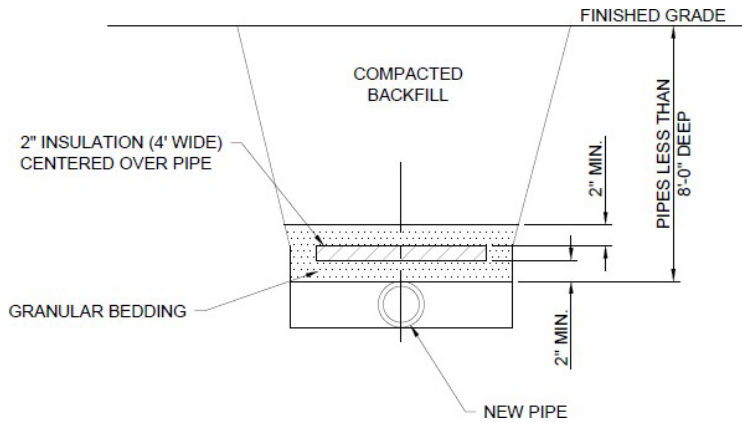
## Exhibit D - Typical Class B Pipe Bedding



- (A) THE TRENCH MAY BE OVER EXCAVATED A MIN. OF 6" & BACKFILLED WITH COMPACTED GRANULAR MATERIALS WHEN ROCK, INCOMPRESSIBLE MATERIALS OR UNSTABLE SOILS ARE ENCOUNTERED.
- (B) IF THIS DIMENSION DECREASES, THE BEDDING CONDITION WILL CHANGE. A HIGHER LEVEL BEDDING CONDITION SHALL BE SOLELY AT THE CONTRACTORS EXPENSE.

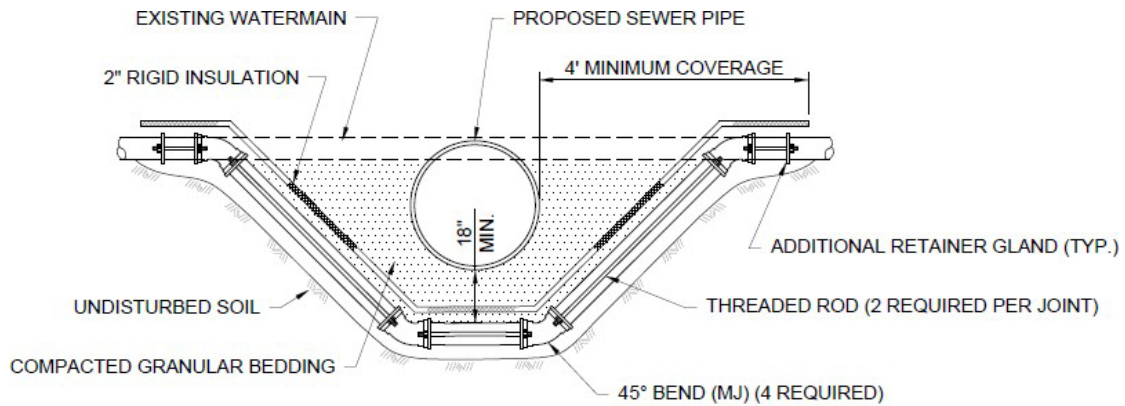
**NOTE:** THIS DETAIL APPLIES TO SANITARY SEWER, STORM SEWER, WATERMAIN, AND ALL SERVICE PIPE.

## Exhibit E - Insulation



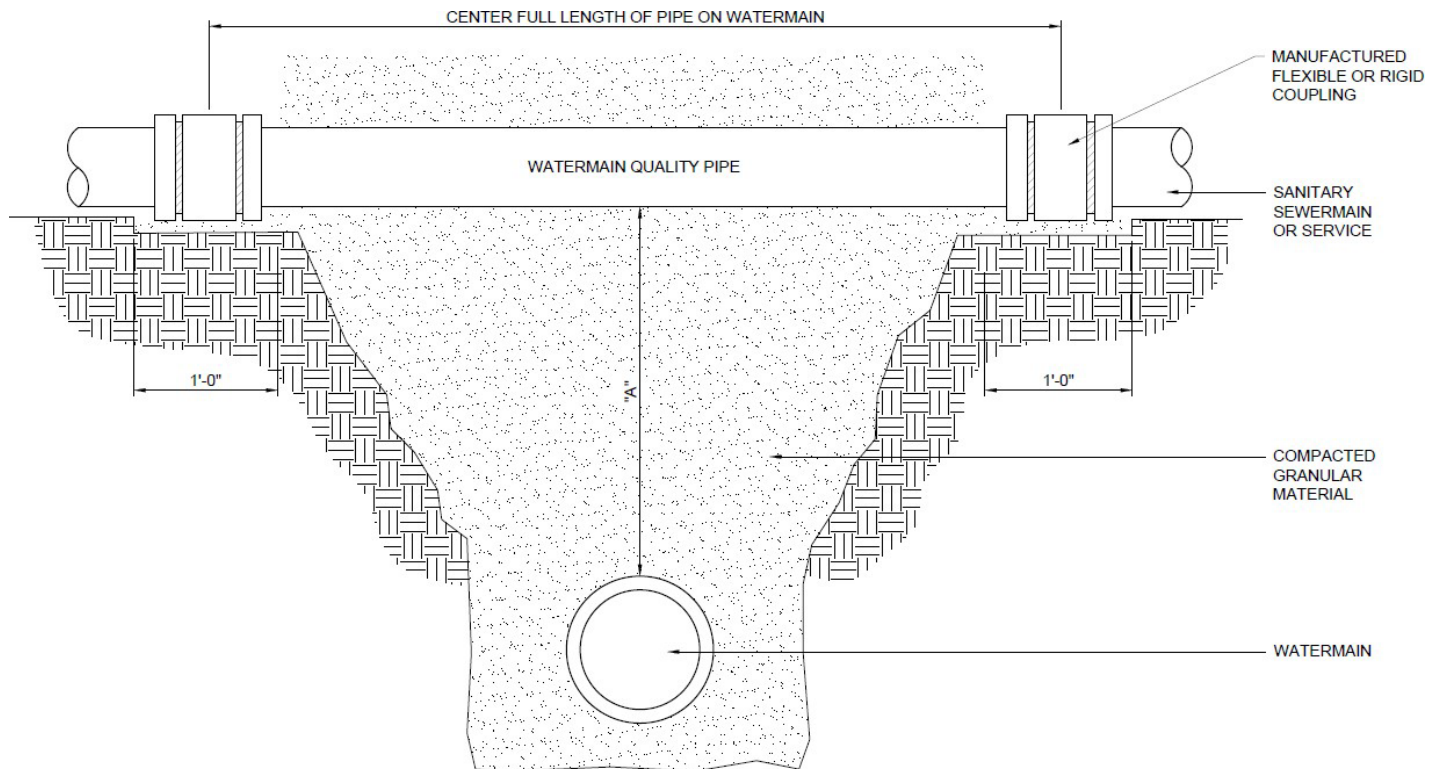
- ① USE THIS DETAIL FOR WATERMAIN, WATER SERVICES, SANITARY SEWER AND SEWER SERVICES.
- ② USE 4\" OR MORE OF INSULATION WHERE PIPE IS LESS THAN 6' DEEP.

## Exhibit F - Water Main Lowering



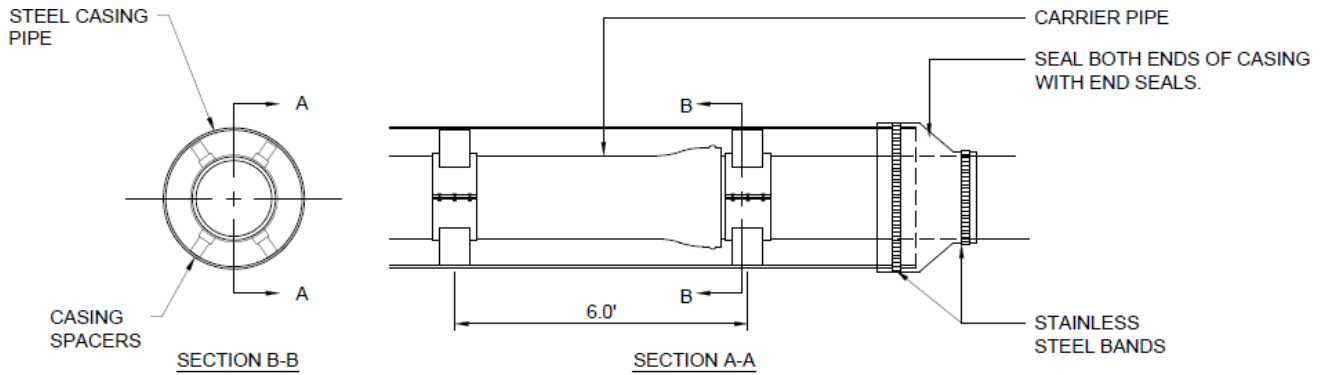
- (1) IF SEPARATION BETWEEN WATER AND SEWER IS LESS THAN 18" AT CROSSING POINT, THEN SEWER PIPE JOINTS SHALL BE SPACED EQUIDISTANT FROM WATERMAIN.

## Exhibit G - Sewer - Water Main Separation



NOTE: THIS CONSTRUCTION IS REQUIRED WHERE DIMENSION "A" IS 18" OR LESS ABOVE OR BELOW SANITARY SEWER.

## Exhibit H - Casing Pipe Spacer

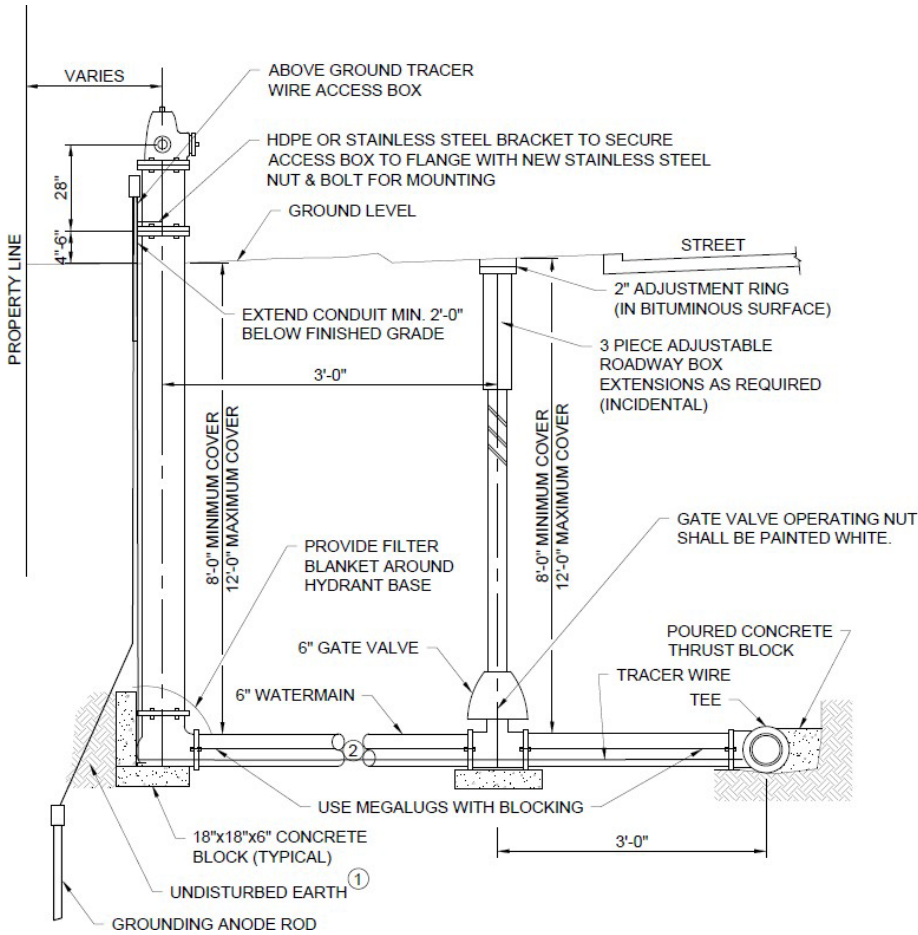


NOTES:  
 ONE SPACER SHALL BE PLACED ON THE SPIGOT END OF EACH SEGMENT AT THE LINE MARKING THE LIMIT OF INSERTION INTO THE BELL. SUBSEQUENT SPACERS SHALL BE PLACED AT 6' INTERVALS.

UNIT PRICE BID ITEM INCLUDES CASING AND CARRIER PIPE

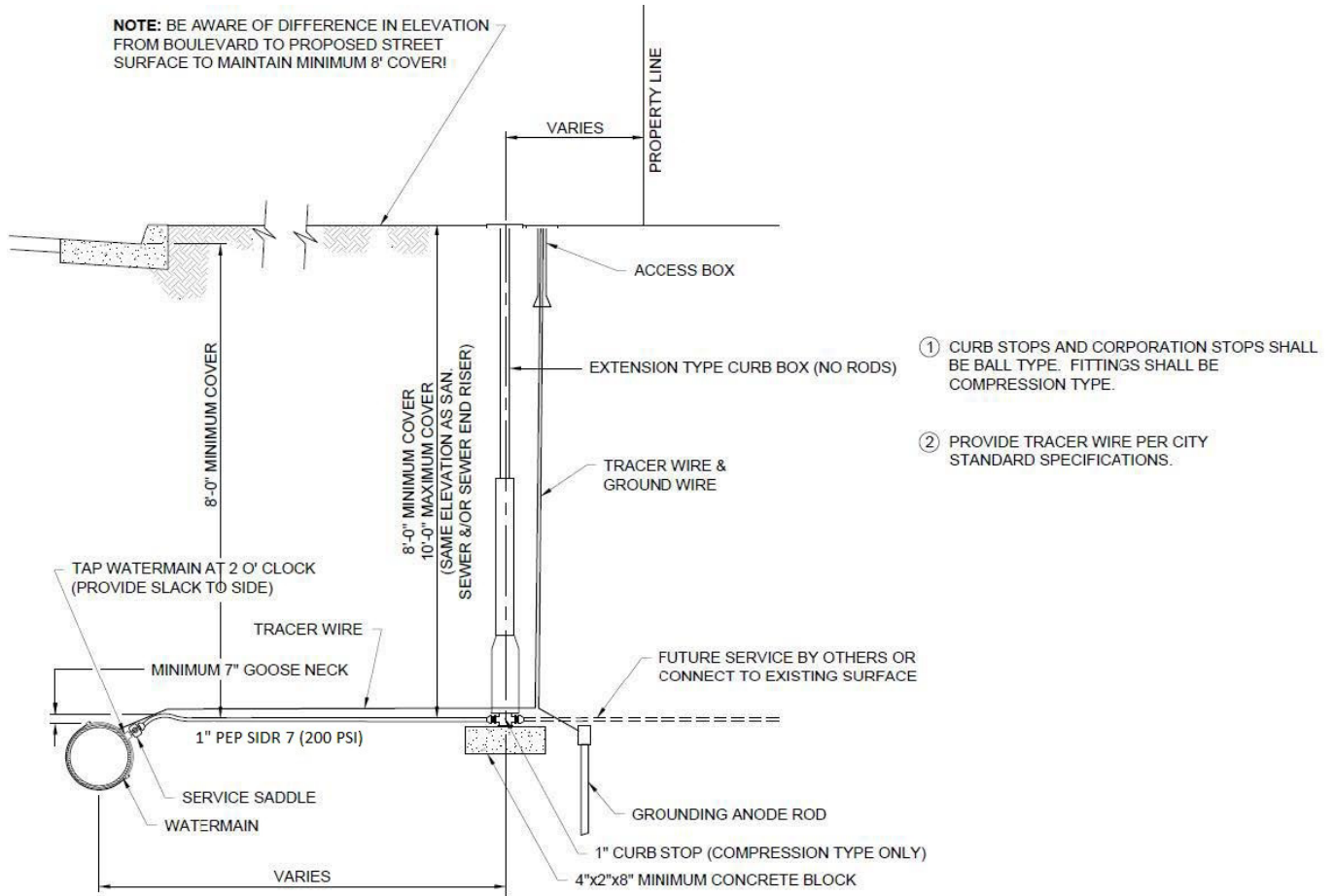
SCHEDULE	
CARRIER PIPE DIA.	CASING DIA.
6"	20" DIA.
8"	20" DIA.

## Exhibit I - Hydrant Lead

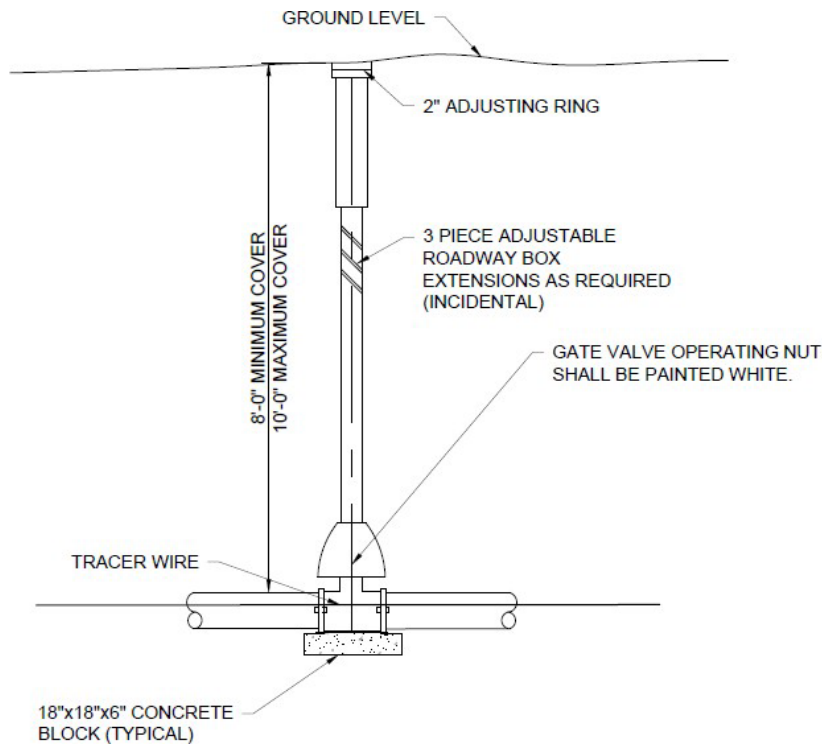


- ① IN IMPERVIOUS SOIL SUCH AS CLAY EXCAVATE A DRAINAGE PIT 2' IN DIA. 3' IN DEPTH BELOW HYD. BASE, VALVE BOX & FILL WITH FILTER AGGREGATE. COMPACT UNDER & AROUND HYD. BASE & VALVE BOX UP TO 6" ABOVE WASTE DRAIN.
- ② FITTING BENDS MAY BE REQUIRED TO MAINTAIN PROPER DEPTH OF HYDRANT LEAD IN STREET AND HYDRANT BURY IN BOULEVARD.
- ③ PROVIDE TRACER WIRE PER CITY STANDARD SPECIFICATIONS

## Exhibit J - Water Service

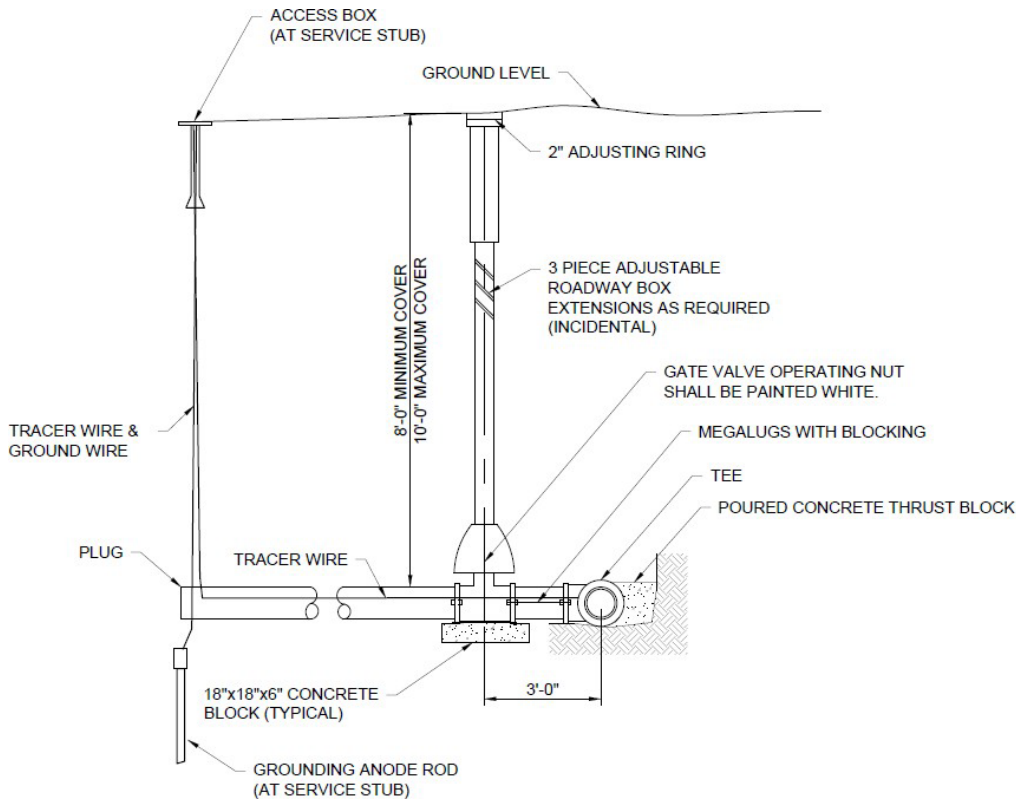


## Exhibit K - Inline Water Valve



- ① PROVIDE TRACER WIRE PER CITY STANDARD SPECIFICATIONS.
- ② FOR PAVED STREETS, THE VALVE BOX SHALL BE SET 1/2" BELOW TOP OF PAVED SURFACE.

## Exhibit L - 6" Water Service



- ① PROVIDE TRACER WIRE PER CITY STANDARD SPECIFICATIONS.
- ② FOR PAVED STREETS, THE VALVE BOX SHALL BE SET 1/2" BELOW TOP OF PAVED SURFACE.