

TOWN OF WAKE FOREST



# CUSTOMER CARE POLICY



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TOWN *of*  
WAKE FOREST

Town of Wake Forest | 301 S. Brooks St. | Wake Forest, NC 27587  
[wakeforestnc.gov](http://wakeforestnc.gov) | 919.435.9400

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## SECTION 1

# Rights and Responsibilities



SECTION 1 CONTENTS

*Rights and Responsibilities*

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## Authority<sup>1</sup>

The enactment of standard utility policies requires the approval of the Wake Forest Board of Commissioners. As fee schedules, rates and other specific policies are updated, it will be the responsibility of the Town Manager, Finance Director, Public Works Director, and Customer Service Manager to ensure revisions in the policy manual. Most changes other than fees and rate schedules are delegated to the Town Manager, Finance Director, Public Works Director or Customer Service Manager without requiring prior approval of the Board of Commissioners. However, the Board of Commissioners will be kept informed on material changes.

The Town Manager is Wake Forest's chief administrator. Among other duties, he ensures that all laws of the State, the Town charter, and the ordinances, resolutions, and regulations of the Board of Commissioners are faithfully executed within Wake Forest. He also annually submits to the Board of Commissioners and makes available to the public a complete report on the finances and administrative activities of the Town as of the end of the fiscal year.

The Finance Director is the Town's accounting officer and as such maintains a general accounting system and records readily reflecting its financial condition.

The Public Works Director's responsibilities include operation and control of municipal electric lines and electric property. The Public Works Director oversees the enforcement of quality for construction and maintenance of the electric system and plans for electric system improvements.

The Customer Service Manager's responsibilities include meter reading, billing, collections, and oversight of the Town's customer service policies and procedures.

All grievances should be heard and addressed by the hearing officer prior to an item appearing before the Board of Commissioners.

## Scope

1. This Policy is not meant to be all-inclusive but offers direction and guidance for the Town Manager and employees of the Town of Wake Forest.
2. This Policy may be adopted by the Wake Forest Board of Commissioners for all customers of the Town of Wake Forest.
3. The intent of this Policy is to provide a helpful guide with uniform procedures for providing utility service. The Town of Wake Forest desires to treat its citizens in a fair and nondiscriminatory manner while recognizing that each customer has distinct needs and requirements.

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<sup>1</sup> General Statutes of North Carolina 160A-312.

4. Employees of the Town of Wake Forest have been empowered and well-trained to use these policies to deliver high quality service to their customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the Town Manager is the final authority on these policies. However, every customer has the right to appeal that decision before the Board of Commissioners.
5. This Policy is not meant as a substitute for personal initiative on the part of employees. It will, however, serve as a guide for reasonable response to customer needs while meeting the requirements of good business practices on the part of the Town of Wake Forest.

## Customer Care Policy Statement

The Town of Wake Forest strives to treat its citizens in a fair and nondiscriminating manner, while recognizing the distinct needs and requirements of each customer. To provide some uniformity of service, the Town of Wake Forest has adopted a customer service care policy. This most recently adopted version of the Customer Care Policy will serve as a reasonable response to customer needs while meeting the requirements of good business practices for the Town.

## Application of these Policies

1. These policies apply to every customer or applicant for utility service. Copies of these policies are available at the Wake Forest Town Hall, 301 S. Brooks Street.
2. These policies may be revised, amended, supplemented, or otherwise changed from time to time by action of the Wake Forest Board of Commissioners. Customers are encouraged to seek answers to any questions by calling the Wake Forest Town Hall at (919) 435-9400.
3. As detailed in other ordinances, the Town of Wake Forest intends to adhere to all rules and regulations of the American National Standards Institute (ANSI) and the Institute of Electrical and Electronic Engineers (IEEE) entitled the "National Electrical Safety Code (NESC)" as amended. Further, all operations are prefaced upon safety for the public and employees alike. Safety guidelines are detailed in the American Public Power Association (APPA) safety manual as amended.
4. The Town of Wake Forest is not responsible for any damage caused by turning on or off the Town's utility services.



## Conflict

Provisions of a special contract or tariff between the Town of Wake Forest and a customer will take precedence over these policies.

## No Prejudice of Rights

Although the Town of Wake Forest and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent the Town or the customer from exercising those rights at a later time.

## Unique Rights and Responsibilities

The customer and the Town of Wake Forest have unique rights and responsibilities in connection with utility service. These responsibilities and rights are detailed throughout this Manual, some of which are summarized here.

### **CUSTOMER RESPONSIBILITY<sup>2</sup>**

1. To establish credit in one of these ways:
  - Provide proof of land ownership.
  - Provide acceptable credit references.
  - Provide proof of 12 months of good payment history with another utility.
  - Pay a deposit.
  - Pre-Pay Power customer with no more than two cut-offs over six month period.
2. Allow Finance and Electric department personnel access to property to set up and maintain service.
3. Pay bills by the “Due Date” shown on each monthly bill.
4. Notify the Finance Department if there is someone in the household who is either chronically or seriously ill, disabled, or on a life support system.
5. Notify the Finance Department of questions or complaints about service.

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2 North Carolina Utilities Commission Rule R8-9.

6. Be aware of and provide access to property owned by the Town of Wake Forest at the customer's home/business and safeguard it.
7. Install, maintain, and repair wiring in the home/business that conforms to all applicable laws, rules, and regulations.
8. The Town of Wake Forest provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to anyone, including a neighbor or tenant. Violation of this policy will be cause for disconnection of service in accordance with applicable law.
9. The customer must notify the Town of Wake Forest if the customer is interested in an alternative rate schedule. In addition, the customer must notify the Town when electric use changes may qualify the customer for a change in rate.

### **CUSTOMER RIGHTS<sup>3</sup>**

1. A residential customer has a right to request that their deposit be refunded by applying the deposit to their utility account if they pay bills promptly for one year or discontinue service from the Town of Wake Forest. For non-residential customers, the deposit is kept until the account is closed.
2. If the customer is notified of an impending disconnection for non-payment, the customer may discuss installment payments designed to pay the account in full, but such shall be subject to an agreement with the Customer Service Manager, at the discretion of the Town.
3. The customer has a right to request, free of charge, historic billing and usage information. If the Town of Wake Forest cannot find any reason for usage changes, the customer may request a meter test. A fee may be charged if the meter is within accepted tolerances (plus or minus two percent). The customer has a right to the results of this test. The customer also has a right to request a free residential energy audit.
4. The customer has a right to request a review of any complaint according to the Town of Wake Forest's grievance procedure.

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3 Public Utility Regulatory Policies Act: Title I, Section 115.

## MUNICIPAL RESPONSIBILITY<sup>4</sup>

The Town of Wake Forest will consider the following principles when applying its policies and procedures:

1. Refund the customer's deposit by applying the deposit to their utility account if conditions are met.
2. Emphasize the disconnection date on every monthly electric bill. Customers who fail to pay their bill by the highlighted disconnection date can expect to have their service interrupted on that date. No additional notice will be sent. However, the Town will attempt to notify customers by phone prior to disconnection, but the customer is responsible for ensuring the Town has a current telephone number.
3. Avoid disconnection for non-payment during extreme weather conditions. (See Section 4, *Disconnection During Extreme Weather*.)
4. Avoid disconnection for non-payment after 4 p.m. on a Friday, on a weekend, or on a Town holiday.
5. Provide and explain rate schedules, how meters are read, and other additional, reasonable information.
6. Respond to questions or complaints from customers. The Town may not agree with the complaint but pledges prompt, courteous, and honest answers.
7. Provide historic billing and usage information when requested by the customer.
8. Provide energy usage and conservation information.

## MUNICIPALITY'S RIGHTS

The Town of Wake Forest incorporates the following miscellaneous rights in its policies and procedures:

1. To authorize access to the Town's equipment and utility facilities.
2. To receive notice of changes in address, status of utility service, or problems with utility service.
3. To receive timely payment for services delivered to a home/business.
4. The Wake Forest Finance Department is allowed to take action in court or as otherwise permitted by law regarding equipment tampering or financial delinquencies.

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<sup>4</sup> Town Ordinance Section 32-7; General Statutes of North Carolina 160A-314 (b), (b1) and (b2).

## Customer Privacy

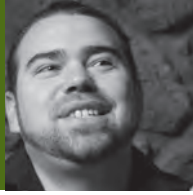
Customer billing data is not considered a public record. Removing this information from public records does not automatically make it confidential.<sup>5</sup> The Town of Wake Forest has the right not to provide the information upon request unless the Town deems disclosure appropriate. The Town will establish its priorities and develop its policy according to those decisions. Any billing data that is made available electronically will be treated in the same disclosure policy that applies to hard copy records.

If the Town desires to discuss billing data in a meeting, it will go into closed session for the discussion.<sup>6</sup> If the Town desires to provide customer billing data to another public body it will determine whether that public body is covered under the North Carolina law in protecting customer billing data. If that public body is not subject to the public record laws, the Town may be required to provide the customer billing data upon request to it.

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<sup>5</sup> General Statutes of North Carolina 132-1.1.

<sup>6</sup> General Statutes of North Carolina 143-318.11(a)(1).



## SECTION 2

# Establishing and Billing for Services



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## Office and Service Hours

1. The Wake Forest Finance Department is located in Town Hall, 301 South Brooks Street. Town Hall is open from 8 a.m. to 5 p.m. Monday through Friday. Routine service work will be performed from 7 a.m. to 5 p.m. Monday through Friday, except for municipal holidays. Service work for unusual conditions may be arranged at other times upon request.
2. Emergency restoration work is performed 24 hours a day, seven days a week. Please call us at (919) 554-6724 for emergency service.
3. The Town of Wake Forest will adhere to the following Medical Emergency After Hours service procedure:
  - a. On the disconnection date, the Finance Department will email to the Wake Forest Police Department's (WFPD) telecommunications division and Wake Forest Power a list of customers whose electricity is scheduled to be shut off for non-payment.
  - b. After 5 p.m., all calls will be forwarded to (919) 795-2047. If there is no answer and the occasion is a medical emergency, then the customer may leave a message, and the call will be returned within one hour.
  - c. In the event the customer's call is not returned by the Finance Department (919) 795-2047 within one hour, then WFPD will contact the Customer Service Manager at (919) 795-7899.
  - d. As a last resort, the customer or WFPD may contact Wake Forest Power's after-hours number at (919) 554-6724.
  - e. If any customer is reconnected after normal business hours (after 5 p.m. and on weekends) by the Finance Department or Wake Forest Power, the customer will be required to complete an after-hours reconnection form acknowledging that they are subject to pay the \$100 fee for after-hours service. Any disputing of this fee will be handled by the Finance Department on the next business day.

## Request for Service<sup>1</sup>

1. **Original Application for Service:** Any customer requesting services must complete an application/agreement for services or provide the required information via the telephone or the Town of Wake Forest website. The customer will show: photo identification, supply a Social Security number (or Federal Tax ID number in the case of a business account), deed, rental agreement, contract for sale, and sign the application.

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<sup>1</sup> Town Ordinance Section 32-2.

The Town recognizes a joint application for utility service which allows credit to be established for both husband and wife. A separate application will be required if more than one connection is requested.

The Federal Privacy Act of 1974 prohibits municipalities from denying “to any individual any right, benefit or privilege provided by law because of such individual’s refusal to disclose his social security account number.” Additionally, any Town employee who requests disclosure of a social security number must inform that individual of the following: (1) Whether the disclosure is mandatory or voluntary; (2) by what statutory or other authority the number is requested; and (3) what uses will be made of the number.

Thus, any request for a social security number on an electric service application should be accompanied by a statement such as: “Your social security number is being requested for verification of your identity and to perform a credit check. There is no statutory or other authority requiring you to give your social security number, but if you elect not to disclose it you will need to provide an alternative method of identification satisfactory to the Town of Wake Forest.”

In addition, the town will conduct a utility credit check on anyone requesting post-pay electric service (not required for Pre-Pay Power customers).

2. **Pre-Pay Power:** The Town of Wake Forest also offers pre-pay electric service. Any customer may establish Pre-Pay Power service over the phone.
3. **Accounting Information Changes:** Any changes of account information, mailing address, account name, etc. should be made in writing by the account-holder to prevent mistakes.
4. **Commercial and Industrial Accounts:** Accounts established for non-residential service will require a Federal Tax ID number and a signature by a duly authorized representative of a business entity. For a business not operated by a recognized legal entity the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account.
5. **Service Requests for All Utilities:** Any request for utility service or a request to add another service connection by a customer will be handled as a request for all services applicable to the location. Applications and fees are shown in the Town’s fee schedule.
6. **Account Service Charge:** A customer will be required to pay a one-time administrative fee to begin utility service.
7. **Place of Application:** Customers may request utility service at Wake Forest Town Hall or online at [wakeforestnc.gov](http://wakeforestnc.gov).
8. **Time of Application:** The Town of Wake Forest will strive to meet each customer’s needs for connection of service. Normal connection will be made within 24 hours. Same day connection may be granted upon request.
9. **Out-of-Town Connection Requests:** If a customer wants to obtain service prior to arrival in the Town of Wake Forest, the Town may provide service and mail, fax, or email a written contract



to the customer. Mailed information includes an application/agreement for services for the customer to sign. The customer is also notified of any required deposit and fees and should pay those fees upon connection or the service will be discontinued and the account closed.

10. **Customers' Request for Policies:** Customers may obtain a copy of the Town of Wake Forest's policies for a designated fee or may view it online at [www.wakeforestnc.gov](http://www.wakeforestnc.gov). Customers may also request a verbal explanation of the Town of Wake Forest's policies.

## Connection Scheduling

Connection to the Town of Wake Forest's electric utility system is available during normal business hours.

## Prior Debts

The Town of Wake Forest may refuse to furnish new service to an applicant who is indebted to the Town for service previously furnished at any address in Wake Forest. The Town may also refuse service to an applicant requesting service at an address where the owner of those premises is delinquent in paying the account at that address. If however, the delinquent customer is not the owner of the premises to which the services were delivered; payment of the delinquent account may not be required before providing services at the request of a new and different tenant or occupant of the premises. This restriction will be subject to some interpretation if more than one tenant is occupying the premises and such tenants attempt to request, receive and not pay for service. In such event the "new and different tenant or occupant" requirement may not be met. This prohibition on termination of service will also not apply if the premises are occupied by two or more tenants whose service is measured by the same meter.<sup>2</sup>

Also see bankruptcy information, Section 4, *Involuntary Discontinuance of Service*.

## Customer Deposits<sup>3</sup>

1. **Need for a Deposit:** Town of Wake Forest employees are charged with the responsibility of prudent management of the Town's finances. A deposit for electricity services may be collected as security so all bills will be paid in full by their due date.
2. **Amount of Deposit:** The deposit amount for residential customers will be a fixed rate determined by the Board of Commissioners. The amount of deposit for non-residential customers

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<sup>2</sup> General Statutes of North Carolina 160A-314.

<sup>3</sup> Town Ordinance Section 32-7; North Carolina Utilities Commission Rules R12-2, R12-4, R12-6, R12-7.

will be calculated based on 5 (a) or 5 (b) below.

3. **Residential Customer Deposit Alternatives:** Any applicant for residential service may meet the deposit by:
  - a. Paying initial cash deposit.
  - b. Supplying two letters of credit history demonstrating good credit. One letter must be furnished by another electric utility and the other from a reputable creditor. "Good Credit" to the Town of Wake Forest is showing the ability to pay a bill for 12 consecutive months with no more than two late payments.
  - c. Charging the deposit to a MasterCard, Visa or American Express credit card.
  - d. Enrolling in Pre-Pay Power eliminates the need for a customer deposit.
  - e. If the applicant was a previous customer of the Town within the past two years, having had no more than two late payments during the last 12 months as a customer, having not been disconnected for non-payment, and having not had a returned check.

(In situations where there is an applicant and a co-applicant(s) BOTH parties must satisfy the criteria if utilizing items b. or c. above.)
4. **Deposits for Short-Term Service:** Any person requesting services to either clean or show a residence for rent or sale may be required to provide a deposit as stated in Number 2.
5. **Non-Residential Customer Deposit Alternatives<sup>4</sup>:** Any applicant for non-residential service is required to pay a deposit.
  - a. The amount of deposit is equal to an average monthly bill based on the previous tenant's 12-month billing history. If the previous tenant's billing history was less than six months, an average will be taken from their highest and lowest bill.
  - b. For new addresses with no established history, a projected amount will be calculated based on anticipated usage from a similar size/type business. This amount will be reviewed after 12 months.
  - c. The minimum deposit required is \$250. If the calculated amount in "a" or "b" above is less than \$250, the amount of deposit will be rounded up to \$250.
  - d. Deposits may be submitted as a surety bond, certificate of deposit (CD), cash, check or charge in the amount of the specified deposit.
  - e. The town will not pay any interest on any deposit option. Deposits are refunded at the end of service.
6. **Future Deposits:** Any customer whose service is involuntarily terminated for non-payment, meter tampering, or other reasons will be required to pay a deposit, or an additional deposit, as specified in the above paragraphs, prior to reconnection of service. This includes all customer

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4 Town Ordinance Section 32-7 (e)(2).

accounts. The future deposit may be at a higher level based upon experience with the account, but it may not exceed two-twelfths of the estimated yearly charge for that account.

7. **Note To All Customers:** Contact with the Town of Wake Forest Customer Service Manager prior to disconnection is always preferable to making arrangements after service is involuntarily interrupted. Payment options may be available prior to disconnection which will save the customer from additional higher deposit amounts and additional fees.

**Definition of Good Credit:** Good credit can be defined as no more than two (2) delinquencies in a continuous 12-month period; no bad checks; and no disconnections in the most recent 12-month period for residential customers.

**Courtesy Credit of Late Fee:** A customer may request a credit of their late fee once every 24 rolling months.

## Refunding of Deposits<sup>5</sup>

1. **Prompt Refund:** A deposit will be refunded when service is voluntarily discontinued and all bills are paid. All outstanding amounts on the final bill will be deducted from the deposit amount.
2. **Residential Accounts:** The Town of Wake Forest will return the residential customer's deposit when that customer exhibits good credit. The customer must request this refund when good credit has been established. The refund will be credited to the customer's utility account. No check will be generated, unless the account is closed and due a refund.
3. **Account in Arrears:** The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.
4. **Refund Requests:** If a customer demonstrates good credit after receiving 12 months of service, the customer may request a deposit refund. The refund will be credited to the customer's utility account. No check will be generated, unless the account is closed and due a refund.

## Electrical Rates<sup>6</sup>

### RATE SCHEDULES:

1. **Establishing Rates:** The Town of Wake Forest's rates are set by the Board of Commissioners and are designed to be fair, reasonable, just, uniform and non-discriminatory.

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<sup>5</sup> Town Ordinance Section 32-7 (h); North Carolina Utilities Commission Rule R12-5.

<sup>6</sup> Town Ordinance Section 32-4 and 32-8 (b)(4); General Statutes of North Carolina 160A-314 (a), 160A-323; North Carolina Utilities Commission Rules R8-25, R8-33, R8-48 (a), R8-49, R8-50; Public Utility Regulatory Policies Act: Title I, Section 111, 113, 115.

Setting rates locally offers rate regulation responsive to the customers of the system.

2. **New Customers:** New and potential business customers are encouraged to provide the Town of Wake Forest utility department with the load characteristics of their facility. The Town may require special conditions and contracts for electric service based upon necessary investment in the electric plant.
3. **Competitive Rates:** The Town of Wake Forest's goal is to provide the best possible electric service to all customers at a rate which is competitive with other energy providers.

## Taxes

Billings of the Town of Wake Forest will include all applicable taxes, listed as a separate line item on the bill.

## Billing Cycle Information<sup>7</sup>

The Town of Wake Forest billing cycle is explained as follows. Please note: Pre-Pay Power customers do not receive a bill.

### BILLING INFORMATION FOR CYCLE 1 CUSTOMERS

1. Bills are mailed out on the 14th of each month.
2. A bill is past due if not paid by 8 a.m. on the 4th of the following month.
3. Customers with unpaid bills on the 5th of the month after mailing will receive a penalty of \$5.00 or 2% of the bill (whichever is greater).
4. The Town will attempt to reach customers via an electronic phone call at least 24 hours before the disconnection date.
5. Service is scheduled to be disconnected on the 19th of the month if payment is not made by 8 a.m. A delinquent fee is charged to all customers who appear on the cut-off list. To be reconnected, a reconnect fee must be paid during normal working hours (8 a.m. - 5 p.m.) Monday-Friday. There is no after-hours reconnection after 5 p.m. during weekdays, holidays and weekends unless it is deemed a medical emergency or a mistake by the Town.

### BILLING INFORMATION FOR CYCLE 2 CUSTOMERS

1. Bills are mailed out on the 21st of each month.

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<sup>7</sup> North Carolina Utilities Commission Rule R12-9.

2. A bill is past due if not paid by 8 a.m. on the 10th of the following month.
3. Customers with unpaid bills on the 11th of the month will be assessed a a penalty of \$5.00 or 2% of the bill (whichever is greatest).
4. The Town will attempt to reach customers via an electronic phone call at least 24 hours before the disconnection date.
5. Service is scheduled to be disconnected on the 26th of the month if payment is not made by 8 a.m. A delinquent fee is charged to all customers who appear on the cut-off list. To be reconnected, a reconnect fee must be paid during normal working hours (8 a.m. - 5 p.m.) Monday - Friday. There is no after-hours reconnection after 5 p.m. during weekdays, holidays and weekends unless it is deemed a medical emergency or a mistake by the Town.

#### **BILLING INFORMATION FOR CYCLE 3 CUSTOMERS**

1. Bills are mailed out on the 30th of each month.
2. A bill is past due if not paid by 8 a.m. on the 20th of the following month.
3. Customers with unpaid bills on the 21st of the month will receive a penalty of \$5.00 or 2% of the bill (whichever is greatest).
4. The Town will attempt to reach customers via an electronic phone call at least 24 hours before the disconnection date.
5. Service is scheduled to be disconnected on the 5th of the month if payment is not made by 8 a.m. A delinquent fee is charged to all customers who appear on the cut-off list. To be reconnected, a reconnect fee must be paid during normal working hours (8 a.m. - 5 p.m.) Monday - Friday. There is no after-hours reconnection after 5 p.m. during weekdays, holidays and weekends unless it is deemed a medical emergency or a mistake by the Town.

## **Billing Adjustments<sup>8</sup>**

If the Town of Wake Forest has overcharged or undercharged a customer for electric utility service, the Town will correct this error subject to the following procedures:

1. If the Town has overcharged a customer for electric utility service, the Town will, at its option, refund to the customer or credit the customer's account, without interest, the excess amount, subject to the following limitations. If the time period over which the mistake occurred can be determined, the Town should credit or refund the excess amount charged the account for that entire interval, provided that such time period shall not exceed two years. If the time frame of the problem cannot be determined, the Town should refund

the excess amount charged during the previous 12 months. If the exact amount of excess charge cannot be determined, the Town should estimate the amount due. If an overcharged customer owes a past due balance to the Town, the Town will deduct that past due amount from any refund or credit due the customer. If an overcharged customer owes the Town on another account, the Town will apply the credit to that past due account.

2. If the Town of Wake Forest has undercharged a customer for electric utility service, the Town will collect the additional amount due the Town in installments over the same amount of time as the undercharge, provided that the time period for which the undercharge shall be calculated and time period for collection shall not exceed three years. If the period of time over which the undercharge occurred cannot be determined, the Town will collect the undercharged amount during the 12 months before the undercharge was discovered. If the exact amount of the undercharge cannot be determined, the Town should estimate the amount due.
3. If an undercharge has occurred because of tampering or bypassing a meter or because of other fraudulent or willfully misleading action of the customer, the Town of Wake Forest may collect the entire undercharged amount in a lump sum and seek such other rights and remedies as are permitted by law.

**NOTE:** The general statute of limitations for breach of contract in an action brought by the Town of Wake Forest is three years<sup>9</sup>, while the general statute of limitations for breach of contract *against* the Town is two years.<sup>10</sup> Applicable statute of limitations should be considered by the Town in connection with establishing its policies on billing adjustments.

## Extensions of Time for Payment of Bills

### REQUEST FOR EXTENSION:

- a. All requests must be made by the person (or their authorized, legal representative) in whose name the account is opened. The customer making the request will be asked to provide their name and the last four digits of their social security number.
- b. Requests may be made by phone, email or in person at Wake Forest Town Hall.
- c. Requests must be submitted by midnight prior to the disconnection date to be valid.

### SELECTED OPTIONS FOR INCLUSION:

- a. **Maximum:** Maximum extension will be the day before the next bill's due date.

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<sup>9</sup> General Statutes of North Carolina 1-52(1).

<sup>10</sup> General Statutes of North Carolina 1-53(1).

- b. **Limit:** Customers making their payments on time according to the terms of their extension arrangement will be eligible to receive up to four (4) extensions per calendar year. Any customer who fails to remit their extension payment on time will effectively nullify the terms of their extension agreement and forfeit all payment extensions for the remainder of the calendar year.
- c. **Agreement:** After requesting an extension, the customer will receive a confirmation email outlining the terms of their extension arrangement. Failure to pay according to the agreement may result in disconnection of service.
- d. **Available Customer Assistance:** Customers being assisted by the Department of Social Services and local crisis intervention center in the county where the Town of Wake Forest exists are exceptions to this policy. A copy of specific policies relating to these customers is on file in the Customer Service Manager's office.

When permitting installment payments, the Town of Wake Forest will review applicable state and federal rules such as those regarding "truth-in-lending."

## The Town of Wake Forest's Response to Insufficient Funds or Credit<sup>11</sup>

1. The Town of Wake Forest will only accept cash, certified check, or money order from any customer having two insufficient funds or closed accounts, in connection with (bad) checks, automatic drafts, or credit card within any one year period.
  - a. Upon receipt of the first returned check or other insufficient funds notice, the customer will be informed of and given a copy of the written policy.
  - b. Upon receipt of the second returned check or other insufficient funds notice, the customer will be advised that all bills must be paid in cash, certified check, or money order, and will be given another copy of the written policy.
  - c. Cash payments, certified checks, or money orders only will be accepted for the next year.
  - d. After the one year period ends, if another insufficient funds or closed account notice is received, all future bills must be paid in cash, certified check, or money order.
  - e. If a customer pays an extension and the check is returned, the customer is subject to immediate termination of service.
2. No returned check will be held more than 48 hours from the time it is received by the Town of Wake Forest.
3. To the extent permitted by North Carolina law, a charge is added to the customer's bill because

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<sup>11</sup> General Statutes of North Carolina 25-3-506.

of each returned check, closed account or other insufficient funds or credit notice.

4. The customer's account will be charged for returned checks or, if permitted, closed account, other insufficient funds or credit notice, and will be subject to regular collection policies for delinquent accounts.
5. All returned checks, other insufficient funds, or credit or closed account notice and receipt of cash; certified check or money order for payment will be recorded on the Town of Wake Forest's books. The Town may pursue other remedies available against customers for returned checks, closed accounts or insufficient funds or credit.<sup>12</sup> The conditions necessary to pursue these additional remedies (e.g., notice and grace periods) should not restrict the Town's actions in pursuing other remedies, such as termination of service.

The Town of Wake Forest may decide to establish direct drafting or credit card payment methods. See policies on those options set forth in Section 3, *Service Options*.

## Electronic Commerce

Since the development of the World Wide Web in the early 1990s, the internet has become an indispensable tool for business and the consumer. Electronic commerce ("e-commerce") is now as common to many power customers as shopping at the mall or watching television. Electronic mail ("e-mail") and web pages provide a new and efficient way to communicate directly and indirectly with customers.

Advancements in web page design now make it possible for Wake Forest Power customers to apply for electric service, pay deposits and bills, and view their usage and costs by going on-line.

With the rapid advance of technology, it is important to keep on top of the changes occurring in e-commerce. For example, in 2000 the North Carolina General Assembly adopted the Uniform Electronic Transactions Act ("UETA").<sup>13</sup> UETA provides that electronic records or signatures (including notary acknowledgments) may not be denied legal effect or enforcement simply because they are in electronic form.<sup>14</sup> An electronic signature is established by a person's intent to adopt an electronic record as his or her signature.<sup>15</sup> Similarly, a contract may not be denied legal effect or enforcement because an electronic record was used in its formation.<sup>16</sup> Thus, North Carolina now recognizes electronic signatures and contracts as if they were written in pen and ink. Additionally, if parties conduct a transaction by electronic means and the law requires notice or further information to be sent, this may be done by an electronic record provided it may be retained by the recipient.<sup>17</sup>

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<sup>12</sup> General Statutes of North Carolina 6-21.3.

<sup>13</sup> General Statutes of North Carolina 66-311, et seq.

<sup>14</sup> General Statutes of North Carolina 66-317(a); General Statutes of North Carolina 66-321.

<sup>15</sup> General Statutes of North Carolina 66-312(9).

<sup>16</sup> General Statutes of North Carolina 66-317(b).

<sup>17</sup> General Statutes of North Carolina 66-318(a).



Certain caveats regarding UETA should be noted. First, UETA expressly does not apply to any “**notice of the cancellation or termination of utility services, including water, heat, and power.**”<sup>18</sup> In other words, a customer may sign-up for service electronically, but service may not be terminated if electronic notice of service cancellation is the only notice provided. So long as other types of notice (mail, telephone, or personal visit) are given, there is no reason not to attempt electronic communication as well. Another caveat is that UETA provides specific requirements for consent by consumers to the use of electronic records.<sup>19</sup> Essentially, where the law requires that information be provided to consumers in writing, it may be provided by electronic record only if the consumer has consented after being given a clear and conspicuous statement that: (i) he or she has the right to receive a nonelectronic form of the information; (ii) the consumer has the right to withdraw the consent to electronic communication and describing how to do so; and (iii) informs the consumer how to get a paper copy even if consent is not withdrawn. Prior to consent, the consumer must be told of the hardware and software requirements for access to and retention of such electronic records, and thereafter, the consumer must be given notice of any changes to such requirements with a statement of the right to withdraw consent.

UETA should facilitate better communication with existing and new customers by providing an additional means for reaching those customers. Persons applying for electric service on-line will be held to the same legal effect as if they had mailed or delivered an application signed by hand. Future developments may further broaden the appeal or necessity of communicating and doing business with electric utility customers over the internet.

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18 General Statutes of North Carolina 66-313(e)(1).

19 General Statutes of North Carolina 66-327.





## SECTION 3

# Service Options



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## Options in Service

1. **Use of Town of Wake Forest Meeting Rooms:** Community groups are welcome to use the Town of Wake Forest's meeting rooms and facilities. Call (919) 435-9410 for more information.
2. **Customer Education Series:** The Town of Wake Forest will conduct public information meetings on the operation of the Town and its utilities. Meeting notices will be posted on the Town's website, on Community Channel 10, and in the local media. Customers are invited to attend.
3. **24-Hour Emergency Service:** Employees of the Town of Wake Forest are on 24-hour call for emergency service. Please call (919) 554-6724 concerning power outages. For medical emergency reconnections due to non-payment of your utility bill, please call (919) 795-2047.
4. **After Outage Callbacks:** In the event a customer calls the Town of Wake Forest to report a service outage at their home or business, a Town employee will call back and confirm restoration. Customers are urged to leave a current phone number when reporting the outage.

## Difficulty in Paying Bill

1. Several local organizations may be able to offer assistance to customers who are having difficulty paying their bill.
2. Customers are encouraged to contact the Customer Service Manager at (919) 435-9466 to seek assistance with paying their electric bills upon receipt of late notice and prior to disconnection.
3. **H.O.P.E.:** Helping Others by Providing Electricity or H.O.P.E. is an initiative introduced by the Town of Wake Forest in 2005. Designed to help financially disadvantaged electric customers reconcile their Wake Forest electric bill, the program is funded by the generous donations of area residential and commercial utility customers. It is administered through a partnership between the Town and ChurchNet, a local non-profit organization assisting people in need. Contributions are tax-deductible.

## Bill Payment Options

To serve the needs of customers, the Town of Wake Forest offers several bill payment options. These alternatives are described in the following pages.

- Online Bill Pay
- Pre-Pay Power
- Equal Payment Plan
- Bank Draft
- Credit Card Payment (Online & In-Person)

## ONLINE BILL PAY

The Town of Wake Forest is pleased to offer our customers the convenience of online utility bill payments. Payments made online will be credited the next business day.

With online bill pay, customers can:

- Pay their utility bill with a MasterCard, Visa or American Express credit card or a debit card with MasterCard, Visa or American Express logos
- View their bill, current balance and due date
- Access billing history, payments, and charges
- View historical consumption data

Online utility bill payment offers several benefits, including:

- **Ease of use**—No more hassles with paperwork, postage or different payment methods for different statements.
- **Security and Privacy**—Personal information remains confidential and secure.
- **Flexibility**—No more postage or time spent handwriting a check. You can pay with Mastercard or Visa credit card or a debit card bearing MasterCard or Visa logos.
- **Accessibility**—You can pay bills any time, from anywhere, as long as you have Internet access. You can also view payments, bill history, and consumption data.

## PRE-PAY POWER

Pre-Pay Power service allows customers to pay for their electricity before they use it giving them control over their costs. Any post-pay customer who has had five disconnections for non-payment is required to move to the Pre-Pay Power plan.

Pre-Pay Power service offers many benefits:

- **Customers pay when they want, and how much they want.** By paying for electricity before they use it, customers can decide exactly how much to put aside for electricity.
- **View usage and balance at any time.** Pre-Pay Power customers can log in to their account and see how much electricity they are using on any given day.
- **No electric bills.** Under the Pre-Pay Power plan, customers will not receive a monthly bill. Instead, the cost of the electricity they use will be deducted from their pre-paid account on a daily basis.
- **No reconnection fees or late fees.** If the funds in a customer's account run out, their electricity will be turned off. To turn their power back on, they simply need to deposit more money into their account any time of day or night and their power will auto-

matically be restored within one hour of processing their payment. There is no fee for reconnecting their power.

- **No deposit.** The Pre-Pay Power plan does not require a deposit.

Terms of service include:

- New customers opting in to Pre-Pay Power will be required to complete an application and remain on the program for a period of six (6) months. If they leave the program, they must wait at least six (6) months before returning to Pre-Pay Power.
- A minimum of \$50 is required for initial service. Pre-Pay Power accounts will be charged the standard new account fee plus tax, standard base fee charges and the standard residential energy rate.
- Payments can be made 24 hours a day via MasterCard, Visa or American Express credit/debit cards or through the automated call system at (919) 283-5757, or online at [wakeforest-myacct.smartgridcis.com](http://wakeforest-myacct.smartgridcis.com). Cash payments can be made 24 hours a day at any Money Gram location. Personal checks are not acceptable forms of payment on this program.
- Pre-Pay Power accounts do not receive paper statements. Instead, the customer may select from several notification methods (email, text or phone call) to receive reminders about their balance.
- The Pre-Pay Power account is calculated daily with daily adjustments of all charges and fees deducted from the Pre-Pay Power credit balance.

## EQUAL PAYMENT PLAN

The purpose of this plan is to spread the cost of electric service as evenly as possible on a monthly basis over an annual period and to assist customers with home budgeting. Billing under this plan will not result in any greater or lesser payments to the Town of Wake Forest than would be the case with customary monthly billings.

**To Qualify for the Equal Payment Plan:** A customer who is a good credit customer may elect to use the equal payment plan. Accounts should be paid in full prior to beginning the Equal Payment Plan.

**Late Payments:** If a customer is late in paying two monthly bills, the customer may be removed from the equal payment plan.

**Rate Increases:** When an electric rate increase is approved, the equal payment amount will increase by the same percentage.

**Termination of Equal Payment Plan:** The agreement remains in effect until the customer or the Town of Wake Forest decides to end the payment option.

The Town of Wake Forest reserves the right to request a payment adjustment via letter with the customer between anniversary dates if it appears that the amount billed and the amount paid will vary by a substantial amount.

#### **BANK DRAFTS PLAN**

Bank drafts offer customers the option of having their bank accounts drafted on a set day of the month. This relieves the customer from having the possibility of lost or late payments and saves a trip to Town Hall or the cost of an envelope and stamp.

The draft date will be the 4th (Cycle 1), 10th (Cycle 2), and 20th (Cycle 3) of each month. This will allow the customer time to verify or question the customer's bill.

The customer should supply the Town of Wake Forest with a voided check. This gives the Town the necessary account number, routing number, and other information for the purpose of drafting the customer's account.

Customers with returned checks because of insufficient funds within the last 12 months will not be eligible for this program. Any draft returned by the bank because of insufficient funds or a closed account will be treated as a returned check, and the customer will be released from the bank draft program. To the extent permitted by North Carolina law, the customer shall reimburse the Town for all charges or fees, if any, imposed on the Town by the bank because of insufficient funds or a closed account of the customer.

#### **ACCEPTANCE OF CREDIT CARDS**

The Town of Wake Forest will accept the following bank credit or debit cards for bill payments, deposits, or fees:

- MasterCard
- Visa
- American Express

The Town will accept a credit card for payment and will verify each charge or debit account with the issuing bank. Any credit card or debit card payment request rejected for insufficient credit or a closed account will be treated as a returned check, and the customer will be released from the credit or debit card program. To the extent permitted by North Carolina law, the customer shall reimburse the Town for all charges or fees, if any, imposed on the Town by the bank because of insufficient credit or a closed account of the customer.



## Medical Alert Program

1. The customer is responsible for notifying the Town of Wake Forest in the event there is someone in their household who is either:
  - a. Chronically or seriously ill, or
  - b. On a life support system (heart/lung, respirator, etc.).
2. The customer must submit a form with a letter or certification from a doctor or hospital advising of the above condition. These letters will be reviewed and brought up-to-date each year by a designated employee in the Finance Department. A customer who complies with these notification procedures will have a special seal placed on their meter to designate their household as containing a chronically ill or life support customer.
3. The customer has the responsibility to carefully handle his or her account so that service may not be interrupted for failure to pay. With the medical alert designation, the Town of Wake Forest will make a good faith effort to make personal contact with the customer or member of the customer's household before service is terminated.
4. The Town of Wake Forest will exercise its good faith efforts in keeping the power flowing to a life support patient. However, due to conditions beyond the control of the Town and its employees (storm damage, loss of generation, etc.), electric power cannot be guaranteed 100 percent of the time. Each customer listed with the Medical Alert program should have a back-up plan for movement of the life support patient if the Town is unable to restore power in a length of time which is acceptable or critical to the patient's well-being.

*Also see Public Utility Regulatory Policies Act § 115(g).*

## Gatekeeper Program

The Town of Wake Forest cares about its citizens. The Town's Gatekeeper Program assists elderly citizens who are sometimes unable to help themselves. There are many who are healthy, active people involved in the community, but there are others who are not as fortunate. They live alone and may have little communication with others. If they become sick or unable to care for themselves, they can easily go unnoticed and unattended.

This program raises awareness among employees, who in the normal process of doing their jobs, come in contact with the elderly. Town staff should watch for danger signs in the homes of elderly customers, and they know what local agency to contact should the need arise. If the customer knows of someone who might benefit from this program, please contact the Town at (919) 435-9400.





## SECTION 4

# Discontinuing Service



## SECTION 4 CONTENTS

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## Transfer of Service

Customers may transfer service from one location to another as long as any bills are not past due. The remaining amount owed, the customer's deposit, and any fees from a previous service may be transferred to the new account.

If the customer has an account that is past due, the customer may be required to first pay that amount before the account can be transferred. Previous deposits will be applied to any amount past due, and a new deposit may be required to set up the new account.

## Closing a Utility Account

After an account has been closed by either customer request or by the Town of Wake Forest, all funds (including deposits, refunds, load management credits, and overcharge credits) will be applied first against amounts owed the Town on the closed account. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the Town. When those accounts have been cleared, a check for the remaining money will be issued to the customer for any net credit.

## Forced Closing of a Utility Account

Upon termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer. Any balance owed to the Town of Wake Forest will remain until the balance is paid.

All legal means of collection for an account in arrears will be taken.

## Termination of Service<sup>1</sup>

1. **Requesting Discontinuance of Service:** Any customer requesting discontinuance of service will inform the Town of Wake Forest of the location, date service is to be disconnected and the forwarding mailing address for the final bill. The request should be made via email so both parties have a record of the date of request.
2. **Disconnection Scheduling:** Disconnection from the Town's utility system will be performed the next working day. Upon request, turn-offs may be performed on the same day.
3. **Final Bill:** A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding.

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1 North Carolina Utilities Commission Rules R8-20, R12-8, R12-11.

## Customer's Rights Prior to Discontinuance of Service

1. **Reasonable Opportunity:** The Town of Wake Forest will discontinue utility service to customers for non-payment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as "the period of time from the issuance of the bill until the date of potential disconnection." (The Town will give a second notice of disconnection approximately eight days before actual disconnection.)
2. **Disputed Bill:** If a customer disputes the accuracy of their bill, he/she has the right to present their complaint in person or in writing to the Customer Service Manager, the Finance Director, or the Town Manager.
3. **Hearing:** The Town of Wake Forest will discontinue utility service for non-payment of bill only after notice has been given and the customer has had the opportunity to be heard on disputed bills.

The customer has the right to present their complaint verbally or in writing to the Customer Service Manager, the Finance Director, or the Town Manager. Should the customer wish to appeal staff's decision, he/she must submit a written request to the Finance Director or Customer Service Manager that they be placed on the Board of Commissioners work session agenda.

The customer will be notified in a timely manner of the results of any investigation regarding a hearing and of any resulting determination regarding adjustment or cut-off. All grievances must be heard and addressed by Town staff prior to an item appearing before the Board of Commissioners.

4. **Exceptions:** Under special circumstances, the Town of Wake Forest may choose not to interrupt service during extreme weather or when the meter serves an elderly, handicapped or critically ill person, or a person on life support equipment about whom the Town of Wake Forest has prior written notice.
5. **No Disconnection:** Disconnections for non-payment will only be made before 5 p.m. on Mondays, Tuesdays, Wednesdays, and Thursdays.

## Customer's Rights Regarding Disconnection

1. If a customer disputes the accuracy of a bill, that customer has a right to a hearing as detailed in Section 4, *Discontinuing Service*.
2. Customers receive only one utility bill.

## Involuntary Discontinuance of Service<sup>2</sup>

1. Normal involuntary disconnection procedures will be waived the first time a good credit customer appears on the disconnect list.
2. The Town of Wake Forest may discontinue utility service for any one of the following reasons:
  - a. Failure of the customer to pay bills for utility service as required in Section 2, *Establishing and Billing for Services*.
  - b. Upon discovery of meter tampering including by-passing the meter or altering its function.
  - c. Failure of the customer to permit Town of Wake Forest employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc., are violations of Town policy.
  - d. Use of power for unlawful reasons.
  - e. Discovery of a condition which is determined to be hazardous or unsafe.
  - f. Reselling electricity.
  - g. Violation of any of the Town's other electric utility service policies and procedures, as they may change from time to time.
3. Federal bankruptcy law directly affects the ability of the Town of Wake Forest to terminate electric service<sup>3</sup>. A key factor is whether the termination, when done in compliance with the Town's own policies and procedures (e.g., notice of termination), was completed before or after the filing of the bankruptcy proceeding.
  - a. **Termination Before Bankruptcy.** Electric utility service may be terminated at any time prior to the filing of a bankruptcy petition in the event of default (e.g., non-payment) by the customer. In such event, the Town of Wake Forest need not reconnect the service unless within twenty (20) days after the bankruptcy filing the customer or his trustee shall provide the Town with adequate assurance of payment (a deposit or other security) for services provided after the bankruptcy filing.
  - b. **Termination After Bankruptcy.** Electric utility service may not be altered, refused or disconnected based solely on the bankruptcy filing or on the customer's failure to pay for pre-bankruptcy service. However, the Town of Wake Forest has the right to demand assurance of payment (a deposit or other security) for future service after the bankruptcy. The bankrupt customer or his/her trustee has twenty (20) days after the bankruptcy filing to provide such assurance. During that period the Town must continue to provide service to the customer. If this adequate assurance is not provided

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2 Town Ordinance Section 32-8; North Carolina Statute 160A-314(b); North Carolina Utilities Commission Rule R8-20; Public Utility Regulatory Policies Act: Title I, Section 115.

3 United States Statute 11 U.S.C. § 366.

within the twenty (20) day time frame, then the service can be discontinued by the Town.

4. The Town of Wake Forest may take extra measures to insure that handicapped, elderly, or seriously ill customers receive their bills, have them explained to them, and are notified of any problems with payment.

**NOTE:** The Town will keep disconnected meters on its regular meter reading route to deter unlawful utility connections.

## Disconnection of Prior Debts

The Town of Wake Forest can disconnect customers with prior debts only if:

- The current services are in the name of the customer(s) with the prior debt.
- The customer has been delinquent for 10 days and the Town has notified the customer of their intent to disconnect and has given the customer reasonable time to respond.

## Disconnection During Extreme Weather

The Town of Wake Forest will not exercise its right to disconnect service for non-payment of any bill when the Town knows the safety and well-being of its customers is at stake. For that reason, disconnections for non-payment may not be conducted on any extremely cold winter day or extremely hot summer day. The Town has established temperature guidelines for this policy - below 32 degrees Fahrenheit and above 100 degrees Fahrenheit all day long. The Customer Service Manager can make decisions regarding disconnection of service in extreme weather situations.

If a customer's bill remains unpaid on the next business day, the disconnection for non-payment may then occur. This delay in disconnection for non-payment will not preclude the Town from disconnection at a future date and does not change the customer's liability for payment of all bills and fees.

The customer is encouraged to contact the Town in advance of disconnection to make payment arrangements, especially where winter day hardships can occur. Meters should be identified with a seal so employees are aware of these special circumstances.

*Also see Public Utilities Regulatory Policies Act § 115(g).*



## Reconnections<sup>4</sup>

When it becomes necessary for the Town of Wake Forest to discontinue services for any of the reasons listed in this Section 4, *Discontinuing Service*, service will be restored after payment of (1) all past due bills due the Town, (2) any material and labor cost incurred by the Town, according to the current fee schedule and (3) all fees and charges required by this policy.

After-hours reconnection for a medical emergency may be available if the customer agrees in writing to pay the past due amount and any additional fees on the next business day.

Any Pre-Pay Power customer who is disconnected for insufficient funds will be reconnected within one hour of paying the required amount.

## North Carolina Setoff Debt Collection Act

The North Carolina Setoff Debt Collection Act (“Act”)<sup>5</sup> provides an administrative procedure for the Town of Wake Forest to collect amounts due for electric service from the state tax refunds of its customers.

The Act only applies to debts and refunds of at least fifty dollars. The debt to be paid can be one debt owed the Town of Wake Forest or the sum of any number of valid debts owed the Town. Before submitting the debt for collection by setoff, the Town must first give the customer notice of its intent and the claim for offset must be finally determined as provided in the Act. The notice must explain the basis for the claim and that the Town intends to apply the customer’s state tax refund against the amount owed for electric service. The Notice must inform the customer of his rights to contest the matter by filing a request for hearing with the Town within thirty (30) days after the date the notice is mailed. The notice must also state that the failure to request a hearing within thirty (30) days will result in setoff of the customer’s debt.

If the customer timely files a written request for a hearing the governing body of the Town or a person designated thereby, must hold a local hearing. If the customer wishes to dispute the decision following a local hearing, the customer must file a petition for a contested hearing under Article 3 of the Administrative Procedures Act, within thirty (30) days of receiving a copy of the local decision. Further appeals shall be in accordance with the Administrative Procedure Act, except that the place of initial judicial review will be the Superior Court for the county in which the customer resides.

If the Town has complied with the notice provisions and the debt has been finally determined to be owed, the Town may submit the debt for collection by setoff. The debt must be submitted through

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<sup>4</sup> Town Ordinance Section 32-8(b); General Statutes of North Carolina 160A-314(b); North Carolina Utilities Commission Rule R12-3.

<sup>5</sup> General Statutes of North Carolina 105A-1 et seq.

a clearing house established pursuant to an inter local agreement or through the North Carolina League of Municipalities. A collection assistance fee of no more than fifteen dollars (\$15.00) is imposed on the customer on each debt collected through setoff. The claimant agency must notify the Department of Revenue in writing and supply information necessary to identify the customer. If the Department of Revenue determines that the customer is entitled to a refund of at least fifty dollars, then the Department of Revenue must setoff the debt owed the Town against the refund. The Town must notify the Department of Revenue when a debt has been paid or is no longer owed. The amount to be setoff is subject to the priorities and claims of other agencies, with the Department of Revenue having priority over all other claimants and State Agency having priority over local agencies.

While the Act provides an alternative way to collect past due utility bills, it is suggested that it be a remedy used together with other debt collection methods. The collection proceedings under the Act do not toll the statute of limitations covering the collection of the debt. Therefore, alternative debt collection efforts must still be pursued in a timely fashion.



## SECTION 5

# Electrical Equipment



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## Load Management<sup>1</sup>

Qualified customers of the Town of Wake Forest with controllable appliances may volunteer for a load management program. The Town will install load control switches only where it is cost effective.

1. The Town of Wake Forest, with the permission of the owner and customer, will install and operate load management switches on the electric water heater, central air conditioning units and electric heat pumps which will be operated during load management periods. Operation of the switches includes any on-site maintenance work necessary to insure proper functioning of the switches.
2. Installation of the switches shall be by qualified Town of Wake Forest personnel or an electrical contractor designated by the Town. Installation shall be at no cost to the customer.
3. New housing units, as a part of construction, will be required to formally request to have switches installed. The Town of Wake Forest shall provide the switches and installation specifications to the electrical contractor.
4. Customers who agree to have load management switches installed shall be entitled to credits authorized by the Board of Commissioners.
5. Water heaters will be load-managed on a year-round basis with customers receiving a credit per month (or year) on their utility bills.
6. The credit for controlling air conditioners will be based on the months of June, July, August, and September. During these billing months customers will receive a credit which will be posted on their utility bills.
7. The credit for controlling heat strips will be based on the months of December, January, February, and March. During these billing months customers will receive a credit which will be posted on their utility bills.
8. Tampering or disconnection of the load management device is in violation of NC Statute 14-151.1 and carries fines up to \$500 (or triple the Town's loss, whichever is greater) and/or two years imprisonment. If the device is suspected to be faulty customers are encouraged to contact the Town at (919) 435-9400 prior to contacting a service technician.

## Options for Energy Efficiency

The Town of Wake Forest wants to provide all of the electric energy customer's need, but no more than is necessary. Energy efficiency is a good idea for controlling future power costs and also makes good sense environmentally. For those reasons, the Town makes available many energy efficiency options for its customers.

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<sup>1</sup> General Statutes of North Carolina 160A-323. Public Utility Regulatory Policies Act: Title I, Section 115. General Statutes of North Carolina 14-151.1 (b2).

1. **Water Heater, Central Air Conditioning Units and Electric Heat Pump Bill Credits:** Beyond the load management switch credit, a customer may receive an electric water heater or electric heat pump bill credit for installing an energy efficient electric water heater or heat pump.
2. **Energy Audits:** Most high bills can be traced to inefficient usage in the home or business. The Town of Wake Forest has a full time Energy Auditor that is trained to spot areas of concern and possible savings for customers. This is a free service.
3. **Security Lighting:** Outdoor lighting contributes to a safe nighttime environment in the Town of Wake Forest. Town employees can explain how each customer can benefit.
4. **Standby Generation Consulting:** Town of Wake Forest employees can help commercial customers by working with an electrical consultant to safely install backup generation for critical loads.
5. **Load Management:** Rebates on electric water heaters, central air conditioning units and electric heat pumps.

## Power Quality Enhancements

1. **Uninterruptible Power Supply Systems:** Customers with personal computers may want to prevent data loss caused by momentary interruptions of power.
2. **Surge Protection Systems:** Customers may want to prevent expensive damage to sensitive equipment caused by lightning, storms, and other power surges.
3. **Power Conditioning:** Businesses can benefit from clean power ideas. Dirty power is electricity which fluctuates, spikes, and surges because of the normal operation of computers and machinery inside a business.

## Service Interruptions<sup>2</sup>

1. The Town of Wake Forest will make a good faith effort to provide continuous and uninterrupted electric service, but cannot be liable for loss or damage (direct, indirect, special, incidental, consequential, or otherwise) caused by any failure to supply electricity or by an interruption.
2. If the customer notifies the Town of Wake Forest of an outage condition, a Town employee will make a good faith effort to restore power.
3. The Town of Wake Forest will attempt to call back every customer who calls during an outage. The Town may consider waiting until the next day to return calls that come in after 4 p.m.
4. Prolonged service interruptions due to maintenance and construction may sometimes be necessary. In some instances, where safety is a concern, the customer may be required to have

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2 General Statutes of North Carolina 160A-334; North Carolina Utilities Commission Rule R8-40.

premises inspected by local authorities.

**NOTE:** Whenever service is to be interrupted for installation or maintenance of equipment, the Town of Wake Forest will make every effort to notify the customer in advance.

## Customer-Owned Equipment

1. **Electric Motors:** The Town of Wake Forest should always be consulted on motor installations. The maximum permissible size depends upon the customer's location on the distribution system and the capacity of the circuit. All motors should be installed with devices which protect against overload or short circuit.
2. **Emergency Generators:** Where auxiliary or standby emergency generator service is installed by the customer, and approved (by the Town of Wake Forest), a double throw switch must be used to prevent possible feedback into the main power line as referenced in the National Electrical Safety Code. Parallel operation of the customer's generator will not be allowed except where expressly granted by written contract, and where approved suitable automatic protective equipment and appropriate metering devices are used.
3. **Power Quality:** Customers who intend to use equipment that may generate noise, harmonics, or surge transience on the Town of Wake Forest's distribution system must supply the Town with information regarding the electrical characteristics of the equipment. Customers who create noise, harmonics, or surge transience on the Town's distribution system will be responsible, at their expense, for the filtering and elimination of these problems under American National Standards Institute (ANSI) and Institute of Electrical and Electronics Engineers (IEEE) guidelines.
4. **Protective Devices:** All protective devices will be installed at the customer's expense.
5. **Power Factor Corrections:** Of interest mostly to business customers, the maintenance of a high power factor is of primary importance to the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of low power factors unfavorable to the Town of Wake Forest and the customer. Where the overall power factor of the customer's load is less than 85 percent lagging, the Town will require the customer to install, at customer expense, equipment to correct the power factor. The Town reserves the right to measure power factor at any time. Town engineers can help a customer identify power factor correction solutions.

**NOTE:** The Town of Wake Forest will evaluate what poor power factor costs, what customer classes might create that problem, and how to address the situation.

## Property Owned by the Town of Wake Forest

1. All meters and other equipment furnished by the Town of Wake Forest will be and shall remain the sole property of the Town. Damages to this equipment which arise from neglect on the part

of the customer will be the financial responsibility of the customer.

2. For the safety of the employees who work on the electric poles, no customer, citizen, person, or organization will install or attach any wire, sign, basketball goal, or other material to any Town of Wake Forest-owned pole without express written consent of the Town Manager.

## The Town of Wake Forest's Response to a Customer Cutting On/Off Utility Service

1. It is unlawful for anyone other than a Town of Wake Forest's employee or its agent to cut on or off utility service.
2. A service charge as set forth in Section 4, *Discontinuing Service*, will be billed to anyone violating this policy to recover the Town of Wake Forest's cost for investigating the complaint.
3. If a meter seal is found to be broken or removed, the Town of Wake Forest should investigate to determine if tampering has occurred and then reseal the meter. The customer should be notified of this process.

## The Town of Wake Forest's Response to Meter and Load Management Switch Tampering<sup>3</sup>

1. Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required on behalf of the large majority of good paying customers who would be financially burdened with paying for the stolen services. The Town of Wake Forest will call for the prosecution of cases of electric meter tampering, electric theft and fraud to the fullest extent of the law.
2. Load management devices are considered by this policy to be the same as meters. Any damage to these devices will be paid by the customer.
3. A service charge representing the Town of Wake Forest's cost for the investigation and processing of a meter tampering case will be billed to the customer who benefited from the tampering.
4. Any customer may contest these additional service charges by calling upon the Customer Service Manager at (919) 435-9466 for a hearing.
5. Tampering with electric meters is prohibited by Sections 14-151.1 and 14-156 of the General Statutes of North Carolina. A fine will be charged for this offense.

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3 Town Ordinance Section 32-425; General Statutes of North Carolina 14-151.1 and 14-156.





## SECTION 6

# Construction and Metering Guidelines



## SECTION 6 CONTENTS

### *Construction and Metering Guidelines*

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## Standard Supply Voltages<sup>1</sup>

1. One system of alternating current, 60 hertz, is supplied throughout the Town of Wake Forest's electric system.
2. The voltage, number of phases, and type of meter which will be supplied depends upon the character, size, and location of the load to be served and upon the Town of Wake Forest's available facilities. Customers are encouraged to consult with Wake Forest Power before purchasing equipment.
3. The standard secondary voltages are:
  - Single-phase, 2-wire, 120 volts – Street and Security Lights only
  - Single-phase, 3-wire, 120/240 volts
  - Three-phase, 120/208 volts
  - Three-phase, 120/240 volts
  - Three-phase, 240 volts
  - Three-phase, 240/480 volts
  - Three-phase, 277/480 volts
  - Three-phase, 600 volts-24000 volts)

The Town of Wake Forest adopts the American National Standard Utility Voltages C84.1-1982.

## Customer Delivery Points<sup>2</sup>

1. It is the customer's responsibility to provide a location for service connection (delivery point).
2. The Town of Wake Forest must be granted an easement and the right of continuous access to its facilities for the purpose of installation, maintenance, and meter reading. The Town also will have the right to secure and lock its facilities to prevent interference by any unauthorized parties, including the customer or the customer's employees.
3. The Town of Wake Forest will need space for the installation of wiring, poles, guys, anchors, transformers, fences, and other apparatus used in furnishing electricity to the customer. The customer may be asked to provide an appropriate security fence enclosure for the equipment. Sometimes the only space available is indoors where the customer will have to dedicate space. Inside a building, the customer will have to bear the expense of constructing the space to meet electrical, fire, explosion, and ventilation code requirements. Sometimes the customer will

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<sup>1</sup> North Carolina Utilities Commission Rules R8-16, R8-17 and R8-18.

<sup>2</sup> Town Ordinance Section 32-422 and 32-423.

have to construct special floors, hallways, and elevators to accommodate the moving of electrical equipment. The space dedicated to the Town should be able to be secured by the Town to prevent access by the customer or general public. Transformer noise levels should be taken into consideration. On occasion, the customer may want to provide a delivery point that is not the Town's least-cost approach. The Town may provide the delivery point where the customer requests, if the customer supports the extra expense with a contribution in aid of construction. (Refer to *Underground Line Extension* of this section for information about new underground line extensions.)

4. The customer and the Town of Wake Forest must work together to make decisions on what facilities each will supply.
  - a. In establishing service connections, customers must assist the Town of Wake Forest in meeting both local building codes and the National Electrical Safety Code. Safe working clearances, personal safety clearances, and safe construction clearances are of special concern.
  - b. The Town of Wake Forest will provide, own, and maintain the meter, and other metering facilities. The customer will usually be asked to install the meter base since this is often the point of connection to the customer's wiring. Also, the customer must provide a suitable location for the meter. The Town may ask the customer to provide an appropriate sized conduit from a transformer pad to the meter location.
  - c. The customer will provide overhead riser, weatherhead, and conductor to meet building codes and the National Electric Safety Code. The Town of Wake Forest will provide the underground conduit riser to the meter base. The Town will be responsible for making all overhead weatherhead connections and disconnections.
  - d. The Town of Wake Forest will provide any instrument transformer enclosures. The customer will provide any necessary weatherproof troughs for wiring connections. The Town may meter the primary side of the delivery point transformer when metering the secondary side is not feasible. The Town will provide, install, own, and maintain all primary metering.
  - e. When the delivery point is to be located on the customer's property and a pad mounted transformer is required, the customer will be responsible for providing a reinforced concrete transformer pad according to the Town's specifications. When the transformer pad is the point of delivery, the customer will provide and install secondary conduit and conductors—for three-phase requirements only. The Town will provide the connectors and make all connections.
  - f. **Overhead Installations:** The customer will be responsible for providing and securing a right of way for the least cost installation of the Town of Wake Forest's poles, down guys, and aerial conductors. The Town will provide tree clearing of the right of way. The customer may be asked to clear any other obstacles in the right of way. If the customer requests location of the Town's facility at a site other than the least-cost facility, the customer will be asked to reimburse the Town with a contribution in aid of construction.

- g. **Underground Installations:** The customer will be responsible for providing a cleared and finished grade within six inches of final grade condition. The customer must provide the specific location of all property lines before construction can begin. The Town of Wake Forest may not be able to provide underground conductors where severe obstacles exist. Where the Town encounters obstacles that necessitate construction beyond normal trenching (such as creeks, rocks, gullies, walls, and other conflicting utilities), the customer will be asked to support the extra expense with a contribution in aid of construction. The Town may agree to share its trench with other utilities provided that the customer and other utilities make suitable arrangements to meet the Town's construction schedule and safety requirements and agree to finish and tamp the trench to within 95 percent of original compaction.
5. The customer must inform the Town of Wake Forest as to the type of voltage and level of service desired. The Town will require information concerning total connected load, cycling loads, motor starting loads, and future loads. The Town will inform the customer of any service limitations. Only certain voltage classes may be available and across-the-line starting of certain size motors may be limited. Restrictions on certain types of electrical loads may be necessary if the load produces spurious noise, ferroresonance, or other sinewave abnormalities on the electric system. The Town establishes a 60-cycle frequency electric system. Equipment which operates at other than 60 cycles will not work properly on the Town system.
6. The Town of Wake Forest will inform the customer of the level of available fault current that the customer's equipment might experience. Likewise, the customer must inform the Town of the installation of any fault current (short-circuit current) contribution from customer-owned motors and facilities.

## Relocation of Facilities

The Town of Wake Forest may consider a customer's request to relocate the Town's facilities. However, the customer will be asked to bear the expense of the relocation with a contribution in aid of construction under the following terms:

1. When a pole is within 25 feet of a property line or a proposed driveway, the Town of Wake Forest may agree to relocate the pole at no charge provided the customer provides any additional, necessary right of way and provided the relocation does not affect the structural integrity of any other poles or lines on the electric system.
2. For any other relocation of overhead or underground facilities, the contribution in aid of construction will be determined by calculating the total installed cost of the new facility plus removal costs, less any salvage value.

## Extra Facilities

1. Electric service for each customer will normally be supplied to a single delivery point for each customer. A single delivery point may also be used to supply a customer at premises that are separated (e.g., streets, alleys), if a Town of Wake Forest, at its discretion, deems a single delivery point safe and otherwise appropriate.
2. Any time a customer requests the Town of Wake Forest provide facilities that are not normally required in the least-cost method of establishing electric service, the Town may ask the customer to cover the cost of those additions by way of an extra facilities contract. (For example: more than one delivery point on a contiguous piece of property, more than one service voltage at a delivery point, extra transformer capacity for across-the-line starting of motors, backup or redundant delivery systems, extra metering features, special poles, switch devices, decorative fences, etc.)
3. An extra facilities charge will be added to a customer's monthly billing, calculated as 1.7 percent of the installed cost of the extra facilities, but not less than \$25. The installed cost of the extra facilities will be the cost of materials used, including spare equipment, if any; plus applicable labor, transportation, stores, engineering, and general expense; all estimated if not known.
4. If a customer has multiple delivery points, extra facilities charges will be calculated based upon the hypothetical cost to meet the customer's electrical needs at one delivery point and at one voltage versus the extra cost in meeting the customer's needs at multiple delivery points or multiple voltages.
5. The extra facilities contract will be for a minimum of five years, but will extend year-to-year thereafter until the facilities are removed. If the customer wishes to cancel the extra facilities contract prior to five years, the total cumulative amount of the unpaid balance may be paid and the facilities will be removed.
6. The Town of Wake Forest may refuse requests for extra facilities if, on its determination, the requested facilities are not feasible, or may adversely affect the Town's cost or the reliability of the electric system.
7. Customers for whom the Town of Wake Forest may be furnishing extra facilities under contracts made before this extra facilities clause was adopted will be exempt from all provisions of this clause, until their contracts expire, or are terminated by the customer under contract terms, or are terminated by the Town for reasons not related to the furnishing of extra facilities.

**NOTE:** 1.7 percent of the installed cost is sufficient to amortize the installed cost at 8 percent interest over five years.

## Minimum Wiring Requirements

The customer must meet all federal, state, and local requirements for wiring including National Electrical Safety Code, other codes and safety standards, prior to connection to the Town of Wake Forest's utility system. A certificate of occupancy will be required before service is begun.

Temporary service on a premises may be available provided the service is for a fixed time period and approved by the Director of Utilities and the appropriate office of inspections.

## Three-Phase Service

1. Three-phase service (at standard Town of Wake Forest voltages) may be extended to establishments, provided that revenues from the load are sufficient to justify the additional investment. Otherwise, a contribution in aid of construction may be required to cover the costs anticipated to be unrecoverable. Three-phase service requiring the construction of additional transmission or distribution facilities may be extended when it is economically feasible to the Town.
2. Applicants for three-phase service may need to execute a written contract before the service will be extended.
3. When three-phase service is provided to any customer, the customer must be responsible for protecting the customer's equipment from loss of phase (single-phasing) or phase unbalance.

## Location and Accessibility of Meters<sup>3</sup>

The customer will meet with a representative of the Town of Wake Forest to spot a potential location for the customer's meter. The meter must be outside the building, and accessible to the Town's employees. The meter pole or pedestal is set at the customer's expense in the location approved by the Town.

It is imperative that the Town have access to its electric meters for reading, servicing, and otherwise operating its electric system. The Town should maintain the right to take action, including termination of service, if a customer refuses to provide access to a meter or otherwise attempts to materially restrict access.

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3 North Carolina Utilities Commission Rule R8-9.

## Access to Meter

No customer's meter shall be installed in any location where it will be unreasonably exposed to damage or inaccessible. Every customer of the Town of Wake Forest's electric system shall provide a suitable place for reasonable access to the Town's meter and other electric equipment and facilities for the purpose of reading, testing, adjusting, or servicing that meter or otherwise taking action in connection with the provision of electric service in the Town. No customer shall materially restrict access to a Town meter; equipment or other facilities; and, upon request of the Town, shall take such action as shall be reasonably necessary to provide access to the Town's electric meter, equipment, or other facilities.

## Metering<sup>4</sup>

1. Meters which measure utility service are highly accurate instruments of measurement with expected life spans that exceed 40 years. These meters measure incorrectly in very few circumstances. Town of Wake Forest utility employees would prefer to assist each customer in determining extraordinary usage, but will test any meter upon request in accordance with the meter testing policy Section 1, Rights and Responsibilities. A customer requesting a meter test should contact the Town at (919) 435-9400.
2. **Electric Meters:** All electric meters are tested regularly by the Town of Wake Forest. An electric meter will be tested at the request of the customer. If meter is working properly, a fee will be assessed. If the meter test shows the meter to be inaccurate (plus or minus 2 percent), adjustments may be made to the meter and to the account.
3. **Master Metering:** All residential electrical services in the Town of Wake Forest must be individually metered. Meter locations at duplexes and apartments should be ganged into one central location. NOTE: Master metering of electric service is prohibited or restricted under the provisions of the federal Public Utilities Regulatory Policies Act of 1978.

## Meter Reading<sup>5</sup>

1. The Town of Wake Forest's meters will be read electronically by Town employees, according to the Town's schedule. Reading dates will vary slightly from month-to-month due to weekends, Town holidays, weather conditions, and other factors. Monthly billing periods on average are approximately 28 to 30 days but could range from 25 to 36 days.

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<sup>4</sup> General Statutes of North Carolina 143-151.42. North Carolina Utilities Commission Rules R8-9, R8-11, R8-12, R8-13, R8-14; Public Utility Regulatory Policies Act: Title I, Section 113, 115.

<sup>5</sup> North Carolina Utilities Commission Rule R8-8.



The Town of Wake Forest's meter reading schedule is:

Cycle 1 Reading dates 1st - 9th

Cycle 2 Reading dates 10th – 16th

Cycle 3 Reading dates 17th – 26th

2. The Town of Wake Forest's meter readers use modern meter reading equipment and techniques. If meter reading corrections are necessary, the Town will promptly make them, and a new bill will be rendered. A credit due a customer from a meter reading error will be posted to the customer's account or a check may be written to the customer, if requested.
3. In extreme weather or unforeseen circumstances, the Town of Wake Forest reserves the right to estimate meter readings. The Town will make every effort to notify customers should this situation arise.
4. The Town will periodically visit the customer's home and perform a re-read or an audit of a meter.

## Line Extensions<sup>6</sup>

The Town of Wake Forest strives to design, install, operate, and maintain the electric distribution system in compliance with good engineering and operating practices which are economically feasible for the Town. Line extensions to a home are made safely and quickly.

If the Town's preferred method of service is not acceptable, the customer may pay a non-refundable contribution for the extra cost of providing and maintaining service by an acceptable alternate method. The cost to the customer will be for any amount that exceeds the cost of the Town's initial, preferred method. The customer's preferred method will need to meet the qualifications of good engineering and operating practices.

## Overhead Line Extension

Application for electric service will be classified into one of the following defined classifications, and overhead service will be extended accordingly:

### PERMANENT ESTABLISHMENTS

1. **Permanent/Non-seasonal Residences:** This classification includes permanent non-seasonal residences, including mobile homes, apartments, and condominiums which are of a permanent nature and which require electric service on a regular basis. Single-

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6 General Statutes of North Carolina 160A-331 and 160A-332; North Carolina Utilities Commission Rule R8-24.

phase electric service facilities will be extended to establishments of this classification at any premises within the service area of the Town of Wake Forest upon request of the owner or occupant. No contribution in aid of construction will be required if the Town of Wake Forest's standards for extending service are met.

2. **Mobile Homes:** Mobile homes will be considered a permanent residence, and service will be extended provided that:
  - a. The home is on a permanent foundation with the wheels and axles removed; and
  - b. The applicant for service can provide evidence of ownership of or lease rights in the property on which the mobile home is located; and
  - c. The applicant for service can provide evidence of ownership of or lease rights in the home; and
  - d. The home is to be used as a permanent dwelling by the applicant for service rather than a weekend or summer cottage type dwelling; and
  - e. The home is located in a mobile home park served with permanent water and sewer facilities and approved by the zoning authority in which it is located.
3. **Permanent Establishments Other Than Residences:** This classification includes schools, public buildings, churches, commercial and industrial establishments, controlled environment livestock and poultry housing, or any other establishments determined by the Town of Wake Forest to be of a permanent nature, requiring electric service on a continuous basis. Single-phase electric service facilities will be extended to establishments of this classification at any premises within the service area of the Town upon request by the owner or occupant. No contribution in aid of construction will be required if the Town's standards for extending service are met.

#### TEMPORARY SERVICES<sup>7</sup>

1. **Temporary Construction Service:** Temporary single-phase service, 120/240 volts, may be furnished for construction purposes relating to establishing permanent service in accordance with the following:
  - a. The customer requesting temporary service must provide a suitable pole and an approved meter base installed at an agreed upon location;
  - b. Temporary service must be located at a site convenient to existing facilities, or the cost to install and remove facilities may be charged;
  - c. Upon payment of a temporary service fee; and
  - d. Must be inspected prior to connection.

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<sup>7</sup> General Statutes of North Carolina 160A-333.

2. **Other Transient Temporary Service:** Temporary service will be furnished for service of short duration or transient nature (fairs, carnivals, special events) in accordance with the existing rate schedules of the Town of Wake Forest, except that the customer needs to pay in advance the total estimated cost of installation and removal of the service facilities, less salvage value of the material used or the temporary construction cost, whichever is greater. An advance deposit of the full amount of the estimated bill for service may be required.
3. **Recreational, Weekend, or Seasonal Residential Developments:** At the request of an owner or developer, overhead distribution primary will be installed upon payment to the Town of Wake Forest of a contribution in aid of construction to recover installation costs.

Options: An amount equal to 75 percent of:

- The Town's total investment in electric utility plant
- Plus the cost of service to install
- Minus the estimated amount of net margin for sales over a five-year period as determined by standard accounting practices utilized by the Town to provide electric service to the development.)

When requested by owner or developer, the Town will install service lateral to its designated point at the residential unit.

4. **Other Temporary Services:** This classification includes barns, grain bins, water pumps, camp houses, individual seasonal residences, residences of a non-permanent nature and mobile homes, and other similar services that are considered to be of incidental nature. Single-phase electric service facilities will be extended to establishments of this classification at any location within the service area of the Town of Wake Forest upon request by the owner or occupant as follows:

If the establishment is within 150 feet of an existing primary overhead line, no contribution in aid of construction will be required.

If the Town requires a contribution, the amount should equal one-half of the average cost of primary overhead line extension.

## Underground Line Extension

The Town of Wake Forest will extend underground service, upon request, to its customers. When considering underground service, contribution in aid of construction credit may be given for developments in which the installation of underground utilities are, in the opinion of the Town, more feasible to install than overhead utilities.

## RESIDENTIAL SERVICE

1. **Service to New Developments:** At the request of an owner or developer, the Town of Wake Forest may install underground distribution facilities for service to single residences, apartment houses and condominiums, and in new developments where there is no existing overhead primary service, upon the following terms and conditions:

- A contribution in aid of construction fee per foot of service lateral in excess of 250 feet average per lot also may be required of the owner or developer.
- Incidental loads such as water pumps, swimming pools, club houses, etc., will be considered as individual services. However, the total cost of a special three-phase service to any incidental loads will be charged.

(Refer to *Customer Delivery Points* of this section for information about delivery points that are not the least-cost approach.)

2. **Areas With Existing Overhead Primary:** At the request of an owner or developer, the Town of Wake Forest may furnish and install up to 250 feet of underground primary and service laterals in areas already being serviced with existing overhead primary service when the owner or developer agrees to pay a contribution in aid of construction fee. The conversion of overhead to underground will be at the discretion of the Town's utility director.
3. **Conversion of Service Drops:** At the request of an owner, the Town of Wake Forest may replace existing overhead service drops with underground service, upon the following terms and conditions:
  - a. The owner may be required to pay a non-refundable charge to remove the existing overhead service.
  - b. In addition to the removal charge, the owner may be required to pay an installation charge, as in paragraph 2 above.
  - c. It is the customer's responsibility to accommodate the underground service drop.
  - d. Where the Town's existing overhead facilities are no longer adequate, new underground service may be installed at no cost to the customer.
4. **Recreational, Weekend, or Seasonal Residential Developments:** (Same as overhead but a contribution in aid to construction may be required.)
  - a. The Town of Wake Forest may furnish and install the transformers, transformer enclosure, primary cable and terminators, primary bus, connectors (including those for secondary), and metering.
  - b. The owner or developer should provide and install all duct and cable for secondary service from the secondary terminals of the transformers or CT cabinet to the service entrance equipment. The owner or developer may be required to provide and/or install the transformer pad, the duct for the primary cable from

the pad to the origin of the underground run, and a conduit from the pad to the nearest location appropriate for the installation of a meter. The owner or developer may be responsible for providing and installing cable terminations and splicing in troughs, current transformer cabinets, transformer pads, or other junctions.

- c. All work by both parties will be performed in accordance with specifications of the Town of Wake Forest.

#### **OTHER REQUIREMENTS APPLICABLE TO ANY UNDERGROUND LINE EXTENSION**

1. Where, due to rock conditions in the soil, the trenching work cannot be accomplished by use of standard trenching machines, any excess cost caused by these conditions may be charged by the Town of Wake Forest to the owner or developer. Where there are other unusual conditions, such as high water table, which require installation procedures not normally used, the excess cost of those procedures may be charged to the owner or developer.
2. The owner or developer shall reimburse the Town of Wake Forest for the cost of installing and removing any temporary overhead facilities requested by him.
3. The cost of cutting through and replacing pavement within the development shall be at the owner/ developer's expense.
4. The owner or developer will furnish, without cost to the Town of Wake Forest, necessary easements and rights-of-way; and will be required to initially cut and clear those easements. The owner or developer will be required to have the rights-of-way and all streets, alleys, sidewalks, and driveway entrances graded to final grade; and will have lot lines established, before construction of the electrical distribution system begins.
5. The type of construction and the location of the facilities will be at the option of the Town of Wake Forest. If the owner or developer desires changes in either location or type of construction, the installations will be made only when the owner or developer pays the Town the estimated additional cost incurred.
6. The Town of Wake Forest will have the option of placing transformers above ground, on pads of its specification or design, or underground in enclosures of its specifications or design. The Town will determine the practicality of placement.
7. Shrubs and trees requiring protection during the installation of the underground service will be the responsibility of the owner or developer, and the owner or developer will hold the Town of Wake Forest and its subcontractors harmless against any claims for damage. It will be the responsibility of the owner or developer to re-seed and/or maintain the trench cover.
8. In areas where the work is the Town of Wake Forest's responsibility, the Town will take responsibility for re-seeding with common varieties and strawing a grassy area.

## Payments/Contribution in Aid of Construction

1. All payments for any new installations will be made prior to the beginning of construction by Town of Wake Forest personnel.
2. Contributions in aid of construction to be paid by any customer will be calculated based upon the historical cost of materials, historical cost of labor, overhead, vehicle expenses, engineering, administration, and 10 percent contingency.
3. In the event that all or a portion of a temporary line extension requiring contribution in aid of construction is utilized in providing service to a permanent establishment, a refund may be made, providing the permanent establishment is served and the refund applied for within a period of five years from the date of the original extension agreement.

## Right of Way and Easements

1. Customers must provide a right of way suitable for the Town of Wake Forest to construct, inspect, operate, maintain, repair, and reconstruct utility facilities and improvements; including, but not limited to, electrical facilities and improvements. In addition, for the purpose of constructing, inspecting, enlarging, operating, maintaining, repairing, and reconstructing its facilities; the Town shall also have the right of ingress to and egress from the easement over the property of the customer adjacent to the easement in such manner as shall occasion the least practicable damages and inconvenience to the customer. That right of way must be dedicated and recorded with the appropriate register of deeds. The right of way may be by utility easements, a recorded final plat, a blanket easement deed, or a dedicated easement deed.
2. When the Town of Wake Forest must cross property other than that owned by the customer, the Town will administer the acquisition of the right of way. The customer getting service will be responsible for all expenses necessary to get that right of way.
3. Right-of-way easements must contain accurate legal descriptions of the property concerned and must be executed by all the owners in question.