

ELECTRIC CUSTOMER SERVICE GUIDELINES

FOR

PONCA CITY UTILITY AUTHORITY



AND

PONCA CITY ENERGY



prepared by
Tana Wilson, Customer Service Manager
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MISSION STATEMENT

PONCA CITY UTILITY AUTHORITY AND PONCA CITY ENERGY

To provide safe, reliable utility service to our customers at the lowest practical cost while maintaining the integrity of each utility system.



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SECTION ONE. RIGHTS AND RESPONSIBILITIES

Authority

The enactment of these policies requires the approval of the Ponca City Board of Commissioners. It is the responsibility of the City Manager, the General Manager of Ponca City Energy, and the Director of Environmental Services, to ensure that the Ponca City Utility Authority Customer Service Guidelines are revised to reflect established procedural policy modifications and/or other policy modifications affecting the Ponca City Utility Authority. Most policy modifications, other than fees and rate schedules, are delegated to the General Manager of Ponca City Energy, the Director of Environmental Services and the City Manager without requiring prior approval of the Ponca City Board of Commissioners. However, the Board is to be informed of material revisions.

The head of electric distribution shall be an officer entitled the General Manager of Ponca City Energy. This person shall be primarily responsible for daily electric distribution operations of Ponca City Energy. The Director of Environmental Services shall have the supervision and control of the water, sewer systems, landfill, and solid waste divisions, through the Ponca City Utility Authority, and such other powers and duties as may be prescribe by law, the City Charter, the provisions of the Code and City Ordinance.

The Utility Billing Office Manager is authorized as the hearing or grievance officer for customers. The Utility Billing Office Manager is authorized to hear concerns and complaints, to settle disagreements, and to reconnect any customer disconnected for nonpayment while a concern is investigated, if the Utility Billing Office Manager deems necessary. The City Manager has the final authority to settle billing disputes.

All other grievances must be heard and addressed by the City Manager prior to an item appearing before the Ponca City Utility Authority Board of Trustees.

Scope

1. This policy is not meant to be all-inclusive, but offer direction and guidance for the City Manager and the employees of the Municipality.
2. This policy has been adopted by the Ponca City Utility Authority Board of Trustees for all customers of the Ponca City Energy.
3. The intent of this policy is to provide customers, electrical contractors, building contractors, plumbing contractors, and municipal employees with a helpful guide, with uniform procedures for providing utility service. The Municipality desires to treat its customers in a fair and indiscriminate manner, while recognizing that each customer has distinct needs and requirements.
4. Employees of the Municipality have been empowered and trained to use this policy to deliver quality customer service. Employees are expected to handle each decision with empathy and understanding, while listening carefully to the needs and requirements of individual customers. Ultimately, the City Manager accepts the responsibility as the final authority on this policy. However, every customer ultimately has the right to appeal that decision before the Ponca City Utility Authority Board of Trustees.
5. This policy is not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs, while meeting the requirements of good business practices on the part of the Municipality.

Definitions Used in this Policy

1. EMPLOYEES:
The employees of a Municipality are charged with the responsibility of delivering services to citizens and customers, while ensuring good business practices and considering customer needs.
2. MUNICIPALITY:
The Municipal governing body and its employees (The City of Ponca City).
3. PONCA CITY UTILITY AUTHORITY BOARD OF TRUSTEES:
Those officials elected to represent the citizens of the Municipality.
4. UTILITY:
The Ponca City Utility Authority (P.C.U.A.).
5. PONCA CITY ENERGY:
The Electric Distribution/Maintenance Department
6. ENVIRONMENTAL SERVICES DEPARTMENT:
The Water Distribution/Collection, Water/Wastewater, Solid Waste and Landfill Department.

Application of this Policy

1. This policy applies to every Ponca City Utility Authority customer or applicant. Copies of this policy are available at City Hall, located at 516 E. Grand Avenue.
2. This policy may be revised, amended, supplemented or otherwise changed from time to time by action of the Ponca City Utility Authority Board of Trustees. Customers are encouraged to seek answers to any questions by calling the Utility Billing Office at 767-0311 for billing inquiries, or the Ponca City Energy Administrative Offices at 767-0405 for service inquiries.
3. As detailed in ordinances, the Municipality 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),^e as well as the National Electrical Code (NEC), 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 Municipality is not responsible for any unforeseen damage caused by turning on or off Municipal utility services, any disruption of utility service, or by the operation and/or maintenance of the utility system.
5. The Municipality has also adopted an "Identity Theft Prevention Program" as a part of the Fair and Accurate Credit Transactions (FACT Act).
6. The Municipality will adhere to Open Records Act and to the Identity Theft Prevention Program when releasing information on accounts.

Conflict

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

Part of All Contracts

These policies are part of all oral and written contracts for providing and receiving utility service from the Municipality.

No Prejudice of Rights

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

Unique Rights and Responsibilities

The customer and the Municipality have unique rights and responsibilities toward utility service. These responsibilities and rights, detailed throughout this publication, are summarized below.

Customer Responsibility

1. To establish credit by paying a deposit. Visa, MasterCard, Cash, Checks, and or debit cards are accepted.
2. To allow Utility Department Personnel access to property, in order to set up and maintain service.
3. To pay bills by the Due Date shown on each monthly bill.
4. To notify the Utility Billing Office if a member of the household has a serious health related condition or is on a life support system.
5. To notify the Utility Billing Office of questions or complaints about service.
6. To be aware of and to safeguard City-owned property at home and/or business.
7. To install, maintain, and repair wiring and plumbing in the home and/or business.
8. To ensure that Utility service is not given or resold to a neighbor or tenant. The Municipality provides utility service for the sole use and convenience of the premises under contract. Violation of this policy will be cause for immediate disconnection of service and possible violation of city ordinance for meter tampering.
9. To notify the Municipality if an eligible customer is interested in an incentive program offered. And, a customer must notify the Municipality when electric use changes may cause them to be eligible for a rate change.

Customer Rights

1. A right to request a refunded deposit if the customer discontinues service from the Municipality, if the customer's account is paid in full.
2. A right to request installment payments, (designed to pay an account in full, before next bill is due), according to an agreement with the Utility Billing Office with no more than three (3) deferred payments within any six (6) month period. A minimum down payment of \$20.00 is required. If more than 30 days since a payment has been made, there will be a required \$40.00 to make a deferred payment.
3. A right to request historic billing and usage information. If a Utility Customer Service Representative cannot find any reason for usage changes, the customer may request that their meter be reread, at no cost to the customer. The customer may also request a meter test. If the meter is found to be inaccurate there is no fee for the test; however, if the meter is found accurate there will be a meter testing fee as set out by Resolution.
4. The customer has a right to request a review of any complaint according to a grievance procedure.

Municipal Responsibility

1. To refund a customer's deposit if conditions are met, (see Section One, CUSTOMER RIGHTS).
2. To provide written notice at least 24 hours before service is interrupted for failure to pay, (unless under a deferred payment contract). The notice will explain the reason for disconnection. The notice will respect a customer's right to privacy regarding publication of debt.
3. To avoid disconnection for nonpayment during extreme weather conditions, (see Section Four, DISCONNECTION DURING EXTREME WEATHER.)
4. To avoid disconnection for nonpayment on a Friday, a weekend, or a holiday, in order to allow the customer time to reconnect service within the same day.

5. To provide written and/or verbal explanation of rate schedules, payment procedures, available services, and other reasonable information.
6. To respond to questions or complaints from customers. The Municipality may not agree with the complaint but pledges prompt, courteous, and honest answers.
7. To provide their own historic billing and usage information when requested by the customer.
8. To provide energy usage and conservation information.
- 9 (a.) At the occurrence of a major electrical outage, Ponca City Energy Administration staff will immediately notify by telephone, mobile radio, or other means the Utility Billing Office staff of the outage, its cause, if known, and when it may expect to be corrected. Utility Billing Office staff will relay the information received from Ponca City Energy Administration staff to utility customers who call inquiring about interruption of their electrical service.
- (b.) Minor, isolated complaints regarding electrical service received during regular working hours by the Utility Billing Office staff will be transferred to the Ponca City Energy staff for handling. Utility Billing Office staff will offer no opinions or explanations as to a problem of which they have no personal knowledge.

Municipality' s Rights

1. To access the City' s Utility facilities.
2. To receive notice of changes in address, status of Utility service or problems with Utility service from the customer.
3. To receive timely payment for services delivered to a home and/or business.
4. To allow the Municipality to take action in court regarding equipment tampering and/or financial delinquencies.

SECTION TWO. ESTABLISHING SERVICE

Office and Service Hours

1. The Utility Billing Office is located in City Hall at 516 E. Grand. All mail should be addressed to P.O. Box 1450, Ponca City, OK 74602. The Utility Billing Office is open from 8:00 A.M. to 5:00 P.M., Monday through Friday, except on holidays.

Routine and regular service work will be performed from 8:00 A.M. to 4:00 P.M., Monday through Friday, except for holidays. Service work for unusual conditions may be arranged at other times upon request, and may require an additional fee.

2. Emergency restoration work is performed 24 hours a day, seven days a week. The emergency service phone number is (580) 767-0405.

Request for Service

1. Place of Application:
Applicants must complete an application/agreement request for the Municipality to turn on residential or commercial utility services (services may include electric, water, sewer, and solid waste collection) at the Utility Billing Office, located at 516 E. Grand. All other applicants requesting service connections must fill out a request for services at the same location. Applicants may request service and come in at a date certain to sign and present identification.
2. Time of Application:
The Municipality will strive to meet customer needs for connection of service. Utility services will be turned on the next business day after service is requested upon successful completion of application and deposit. All other utility service connections will be made in a timely manner.
3. Original application:
Any customer requesting services must complete an application and agreement for services, (see Figure 1, 2, and 2.1). The customer must show valid photo identification, driver's license number or social security number and a deed, or if renting must have lease agreement or verification from landlord to PCUA clerks. If the applicant is unable to come into the office at the time service is needed a written request may be faxed to PCUA or a request by email. All information may be completed to begin service with a deposit or letter of credit on the condition the applicant has a date certain to present identification and to sign the application at the Billing Office.
4. Commercial and Industrial Accounts:
Accounts established for non-residential service may require a Federal Tax ID number, and the signature of an officer listed within the business Articles of the Corporation. For a non-incorporated business, the account will be listed in the name of a contact person (owner, manager, etc.), who will accept personal responsibility for payment of the account.
5. Temporary Cut-on at Permanent Dwellings:
The Municipality may request that an additional fee/deposit be paid to cover the expense of cutting on and off utilities, maintained for less than 30 days, at permanent premises. The purpose of this fee is to recover the costs for difficult cut-on and cut-off services, such as primary metered, bucket truck type facilities or manhole type facilities (fees set by City Resolution or Ordinance).
6. New Construction:
The customer will need to meet the requirements explained in the line extension section of the Municipality's policy. (see Figure 3, 3.1, and 3.2).

7. Service Requests:
All requests for utility service, or requests to add another service connection, will be handled as a request for all services applicable to the location requesting service beginning at the Utility Billing Office. A list of services and fees for request for service utility connection are set out by City Resolution.

8. Account Service Charge:
A nonrefundable utility service initiation fee will be charged to any new or transferred account established on the records of the Utility Billing Office, unless the customer has entered into a Rental Property Owner/Agent Agreement with the Municipality. This fee will be charged when transferring from one account to another and will be on the first bill of the new or newly transferred account, (all fees set out in City Resolution). An account must be current to transfer to another residence. There are no payment arrangements available on transferred account balances. Final bill from previous address will be due and payable within 13 days.

9. Deposit Requirement:
A deposit will be required to initiate each service account. For information on deposits see fees set out in City Resolution or Ordinance.

10. Account Information:
Account holders should notify the Municipality of account information changes, such as mailing address, account name, or usage modifications.

11. Welcome Packet:
The Municipality will give each new customer a welcome packet, including information on the Utility, as well as conservation, load management, and safety.

12. Provision of Information:
Customers can request written and/or verbal explanations of the Municipality's policies, and may also view a written copy of customer guidelines at City Hall from the City Clerk.

Figure 2 Ponca City Utility Authority Commercial Service Agreement

PONCA CITY UTILITY AUTHORITY

COMMERCIAL SERVICE AGREEMENT

Date of Application: _____

Date Service Desired: _____

Customer Name:

LAST FIRST MI

Doing Business As:

Type of Business:

Tax Exempt No.:

Service Address:

Mailing Address:

Phone No.:

_____ SSN: _____

Work Phone No.:

_____ DLN: _____

Deposit Amount:

_____ Deposit No. : _____

DENIAL OF SERVICE TO A CUSTOMER

Service may be refused by the utility to a customer when there remains an unpaid account for services previously provided. Also, the utility shall not be required to provide service to an applicant who uses an alias, trade name, business name, or the name of a relative or other person as a device to escape payment of an unpaid obligation. P.C.U.A. may require payment of unpaid utility bills of any other person when a previous customer with an unpaid account remains an occupant or user of the customer (OAC 165:35-23-1). Ponca City Code ' 29-4, ' 13-120, and ' 1-10 states Tampering with Meters is Illegal and May Result in Penalty as set out by City Ordinance.

TRANSFER OF DELINQUENT ACCOUNT

A customer shall be considered to have one (1) credit account with the P.C.U.A. irrespective of the number of addresses or number of bills received. Should some portion of the account become delinquent, service may be terminated at any remaining addresses receiving service to the customer's credit.

Further, any delinquencies for one address to a customer's credit may be transferred to any other address to which a customer requests service in the future or in which a customer may reside, irrespective of the name of the account.

DELINQUENT ACCOUNT TURNED OVER TO COLLECTION AGENCY

If any delinquent account is turned to collection or attorney, or if suit is filed, all costs and attorney fees associated therewith, fees, costs, and expenses, shall be added to the delinquent amount and collected as part of the delinquent account.

I HAVE READ THE ABOVE AND FOREGOING AND AGREE TO ABIDE BY THE ABOVE TERMS AND ALL RULES AND REGULATIONS PROMULGATED BY THE PONCA CITY UTILITY AUTHORITY NOW EXISTING OR HEREAFTER ADOPTED FOR THE EXTENSION OF SERVICE.

Billing Office Representative P.C.U.A. Customer Date

Figure 2.1 Ponca City Utility Authority Policy on Accounts

PONCA CITY UTILITY AUTHORITY POLICY ON ACCOUNTS

DENIAL OF SERVICE TO A CUSTOMER

Service may be refused by the utility to a customer when there remains an unpaid account for services previously provided. Also, the utility shall not be required to provide service to an applicant who uses an alias, trade name, business name, or the name of a relative or other person as a device to escape payment of an unpaid obligation. P.C.U.A. may require payment of unpaid utility bills of any other person when a previous customer with an unpaid account remains an occupant or user of the customer (OAC 165:35-23-1). Ponca City Code '29-4, '13-120, and '1-10 states Tampering with Meters is Illegal and May Result in Penalty as set out by City Ordinance and/or jail time as set out by City Ordinance. However, in situations where PCUA believes a dangerous or unsafe condition exists on the Customer's premises, utility service may be discontinued without notice. PCUA shall have the right to disconnect or discontinue, without notice, for lack of adequate electric, water, or sewer; violation of the City of Ponca City's ordinances and/or PCUA Guidelines/Rules actions beyond PCUA's control; injunctions, or acts of God. The customer may be required to reimburse PCUA. All landlords and/or owners must have all their accounts current to allow tenants to turn utilities into their names.

Prior Indebtedness

PCUA may withhold or discontinue utility service rendered under an application made by any customer or agent of a family, household, organization or business, unless all Prior Indebtedness to PCUA for the utility service at any or more locations of such family has been settled in full. PCUA may also refuse Utility Service for Prior Indebtedness by a previous Customer if the current Applicant or Customer occupied the premises and/or received the benefits of the Utility Service at the time the Prior Indebtedness occurred. The customer may only be reconnected upon payment of the amount due, and a deposit in the amount required for new accounts, (see this Section, ESTABLISHING SERVICE, and Section Four - DISCONTINUING SERVICE).

TRANSFER OF DELINQUENT ACCOUNT

A customer shall be considered to have one (1) credit account with the P.C.U.A. irrespective of the number of addresses or number of bills received. Should some portion of the account become delinquent, service may be terminated at any remaining addresses receiving service to the customer's credit. Any transfer balances must be paid by the due date and are unable to make payment arrangements on a transfer balance.

Further, any delinquencies for one address to a customer's credit may be transferred to any other address to which a customer requests service in the future or in which a customer may reside, irrespective of the name of the account.

DELINQUENT ACCOUNT TURNED OVER TO COLLECTION AGENCY

If any delinquent account is turned to collection or attorney, or if suit is filed, all costs and attorney fees associated therewith, fees, costs, and expenses, shall be added to the delinquent amount and collected as part of the delinquent account.

Figure 3. Request For Service



RFS #: _____

Date: _____ Commercial Residential
 Name: _____ Customer Phone: _____
 Account #: _____
 Service address: _____
 Billing address: _____
 Description of service requested: _____

 Estimated completion date: ____

Code enforcement & P.C.E notified by billing:

General contractor: _____ Phone: _____
 Electrical contractor: _____ Phone: _____
 Phase: 1 phase 3 phase
 Voltage: 120/240 120/208 240/480 277/480
 Main breaker: _____ amps
 Connected load: _____ kva
 Construction: Temporary: Permanent:
 Remarks: _____

Construction needed by P.C.E: Yes No

Construction billable to customer (must be paid before work begins)

Qty	Item	cost	Qty	Item	Cost

Figure 3.1 Request for Service

Total cost: \$ _____ Date paid: _____
Notify billing & customer of invoice: Notify P.C.E of payment:
Construction completed by P.C.E: No construction needed
Date: _____
Notify billing & code enforcement:

Electrical permit #: _____
Code enforcement approved to Connect: Date: _____
Notified billing of approval:

Billing Approved to Connect: Date: _____
Notified P.C.E of approval:

P.C.E completed RFS: Date: _____
P.C.E notified billing:

Completed By Ponca City Energy Staff

Date: _____ Met With: _____

Address: _____

Description of Job: _____

Description of Customers responsibility: _____

Description of P.C.E responsibility: _____

Locates Needed: Yes No Date called: _____

Will Easements Be Needed: Yes No

Will Permits Be Required: Yes No

Does an Account Need to be Established: Yes No

Estimated Time Work to be performed: _____

Completed By:

Connection Scheduling

Connection to the Utility system is available during normal business hours. Depending on the situation, service connections may be available after normal business hours and may be at an additional cost-based fee as set by City Resolution.

Deceased Account Holder

When a customer (account holder) becomes deceased, the account that was in the name of the decedent must be placed in the name of either the current occupant or representative of the estate. All Rules of establishing service will apply; a new deposit may be required.

Customer Deposits

1. Payment Guarantee:

A deposit is a guarantee for payment of any and all bills rendered by the Municipality to the user of either electric, water, sewer services. Solid Waste service charges are also included on customer Utility bills.

2. Residential Deposit:

A deposit is required for each residential customer. This deposit will be considered as security for the payment of monthly bills for services or other proper charges by the Municipality as set out by City Ordinance or Resolution. The Municipality reserves the right to require a higher/additional deposit amount sufficient to satisfy the Municipality's exposure if the customer has received services in the past and has been suspended for nonpayment. The Municipality will also consider the following listed options in lieu of a cash deposit:

a. **Letter of credit from prior utility company.** A letter of credit/reference from another utility company will be accepted in lieu of a cash deposit from residential customers, as stated below:

X The letter of credit/reference must state that the customer has had 12 months continuous utility services within the last 18 months with no more than two (2) late payments.

X Accounts with a letter of credit rather than a cash deposit will be required to post a cash deposit if the account is not paid in a timely manner.

X Failure to post a cash deposit (if required) will result in the account being subject to cut-off procedures.

b. **Previous payment history with P.C.U.A.** A deposit may not be required for a residential customer whose last 12 consecutive months of service with the Utility represent a satisfactory pay history. Satisfactory pay history must meet the following criteria:

X No more than two 30-day balances in the last 12 months;

X No more than one returned check in the last 12 months; and

X No past due or returned check in the past six (6) months.

4. **Non-Residential/Commercial** It will be the policy of the Municipality to require a deposit amount based on two month ' s billing average (a high and a low), of the last year's actual history on a structure of similar size or type of business, if no history exists. This deposit will be considered as security for the payment of monthly bills for services or other proper charges by the Municipality. The Municipality will also consider the following listed options in lieu of a cash deposit:
- a. **Irrevocable letter of guarantee/surety.** An irrevocable letter of guarantee/surety from a bank or another financial institution will be accepted for non-residential utility deposits. The bank guarantees to pay the specific amount of commercial deposit as determined by the Billing Office within one (1) year if the customer does not pay their bill.
 - b. **Previous payment history with P.C.U.A.** A deposit may not be required for a non-residential customer whose last 12 consecutive months of service with the Municipality reflect a satisfactory pay history. Satisfactory pay must meet the following criteria:
 - X No more than two 30-day balances in the last 12 months;
 - X No more than one returned check in the last 12 months; and
 - X No past due or returned check in the current month.
5. **Interest on active deposits.** Interest on active deposits held at least 30 days or longer will be credited to the customer' s billing at least once annually. At date of posting, interest amount to be determined based on 2 year maturity yield Treasury Bond.
6. **Refund of deposits.** The Municipality will review the pay history of each account with a deposit for twelve (12) consecutive months. The following criteria will be followed for refunding deposits:
- X Those customers with 12 consecutive months of satisfactory pay history will be refunded their deposit as a credit to their account on the thirteenth month.

- X Deposits will be applied to the final billing for those accounts with deposits outstanding when service is terminated.
 - X When the deposit exceeds the final billing, the credit balance will be refunded to the customer in a timely manner.
7. Utility Payment History Letters. The Municipality will provide other utilities requesting information about a previous Utility customer's payment history a standardized form letter if the account in question is of good payment history and at the direction of the PCUA customer (nor more than two late payments), (see Figure 4).

NOTE TO ALL CUSTOMERS: Contact with the Municipality prior to disconnection is always more favorable, than making arrangements after service is involuntarily interrupted. A Deferred Payment Plan may be available prior to disconnection, under the appropriate supervisor's discretion.

Figure 4. Utility Payment History Letter

PONCA CITY UTILITY AUTHORITY
P.O. BOX 1450
PONCA CITY, OK 74602
(580) 767-0311

Date:

Dear Sir/Madam:

The following information is being provided to you as requested:

Customer's Name:

Account Number:

Service Address:

Ponca City, Oklahoma

Date Service Established:

Date Service Disconnected:

Number of bills paid late in the last twelve months:

Number of times cut-off for non-payment during the last
twelve months:

We hope the above information will be helpful to you. If we can be of further assistance, please let contact the Billing Office at 580-767-0306.

Sincerely,

Utility Billing Office Manager

Residential Rental Property

The Municipality will enter into a Rental Property Owner/Agent Agreement with a landlord or owner/agent of a residential property, (see Figure 5). This agreement allows the owner/agent to give authority to the Municipality to automatically provide service to certain listed properties which have been disconnected by a tenant and/or PCUA for nonpayment and place this residence back into the owner/agents name without any interruption of services as long as that tenant has vacated the premises. The owner/agent will not be notified each time the utilities are placed into their name unless the services were turned off delinquent from the tenants' name.

1. A fee will be charged to the owner/agent's account at the time the agreement is signed as set out by City Resolution.
2. Additional properties will be allowed to be placed on this agreement without any additional charge as long as the accounts are current.
3. If a Rental Property Owner/Agent Agreement is on file with the Utility Billing Office, a utility service initiation fee will be assessed to the owner/agent for new service or transfer of service as set out by City Resolution. Landlords will be removed and charged deposits for each residence if accounts are not kept current.
4. If no written agreement is on file with the Utility Billing Office, the normal initiation fee will be charged when placing the account into the name of the owner/agent as set out by City Resolution.

Figure 5. Rental Property Owner/ Agent Agreement

“Rental Property Owner/Agent Agreement”

I, _____ DBA _____, do
 Hereby understand and enter into a “Rental Property Owner/Agent Agreement” with the Ponca
 City Utility Authority on the following listed properties:

Address	Address

I understand the listed properties will automatically be reconnected in to the name of _____ when service is disconnected by one of my tenants. If services are terminated by PCUA for nonpayment, you will be contacted by PCUA before services are automatically put in your name. A reconnection fee of \$13.00 will be assessed to each account to cover the costs.

I understand there is a onetime startup fee of \$25. I also understand all my accounts are to be kept in good standing on a current basis. The Ponca City Utility Authority has the right to review this agreement and payment history at any time and may revoke such agreement if any of my accounts are not paid by the due dates and a deposit of \$125 will be required for each new service requested in my name. I understand this is temporary service for vacant houses. If I decide to rent a property all bills paid, I will contact the utility office to add trash and sewer services to that account. I also understand that if the tenant renting bills paid owes PCUA a debt, PCUA can terminate services at the residence until the occupant pays the debt owed.

Agent/Owner	Date
Phone Number	Mailing Address

Rates

1. The Municipality offers different rate schedules for commercial service. See City Resolution or Ordinance to determine the appropriate rate for each service classification. Complete rate schedules are available at the Utility Billing Office and at the Utility Administrative Offices.
2. The Municipality's rates are set by the Ponca City Utility Authority Board of Trustees and are designed to be fair, reasonable, just, uniform, and nondiscriminatory. Local rate regulation allows the Utility to be responsive to customer needs.
3. New and potential business customers are encouraged to provide the Municipality with their facility's load characteristics. The Municipality may require special conditions and contracts for service based upon necessary investment of the Municipality.
4. The mission of the Ponca City Utility Authority is to provide safe, reliable utility service to customers at the lowest practical cost, while maintaining the integrity of each utility system.

Billing Information

Customer billing cycles have been based upon the location of a customer's residence.

1.

Utility Billing Cycles		
<u>Cycle</u>	<u>Date Mailed</u>	<u>Date Payment Due</u>
1	10 th	5 th
2	20 th	10 th
3	30 th	20 th

2. All bills, for utility services furnished by the Municipality, shall be due and payable when issued by mail to the customer, (see Figure 6).
3. Supplemental (final) billing will be issued weekly and due within 13 days.
4. A bill will be considered delinquent after the set due date.
5. A penalty as set out by City Resolution will be charged to all delinquent accounts.
6. Customers that are delinquent will receive a door hanger or a reminder by mail, warning that service will be discontinued if payment is not made as set out in notice.
7. A charge (as set out in City Resolution) will be imposed each time a twenty-four (24) hour Cut-Off-Notice is delivered or mailed.
8. Water and/or wastewater services will be disconnected the following Friday after electric services are disconnected, if a customer's account is not paid in full.
9. The Municipality will utilize the appropriate authorities to assist, as required, in the control and management of the user charge systems.
10. Customers with a billing question or termination concern may contact the Utility Billing Office Manager, at the office or by phone, during regularly scheduled office hours (see Section 2, ESTABLISHING SERVICE).

PROCEDURES ALLOWING A CUSTOMER TO CHANGE BILLING DUE DATE

A customer may be allowed to select a different billing date, either the 5th, 10th, or 20th, if they complete the following form and meet the specified qualifications.

The following qualifications must be met to be able to change a current due date to a different due date:

- 1) Must own your home or have lived at the resident for at least twelve (12) months if renting.
- 2) Must have your account auto drafted.
- 3) Payment on account must be current.
- 4) Change of due date form must be completed and approved by Billing Office.
- 5) If moving, must notify the Billing Office you have changed your billing due date for the previous address and if qualified can keep that due date.
- 6) Failure to make payments on time, will disqualify this service and the account will revert to the normal due date for that area.
- 7) If an account has been disqualified for nonpayment and the due date has been changed back to the normal date; the account holder may not be allowed to participate in this program again.
- 8) Landlords, on our landlord list, may sign up to change their billing due date on accounts if they are renting all bills paid and they are paying their bills through auto draft.
- 9) It must be understood that by changing the due date it will lengthen one billing cycle and shorten one billing cycle making one bill larger than normal due to the difference in timing. By signing the attached form you agree to pay the amount due in full to begin this process to accommodate the new due date.

Figure 6. REQUEST TO CHANGE BILLING DUE DATE FORM

NAME: _____

ADDRESS: _____

OWN: _____ RENT: _____ IF SO, LEASE DATE: _____

CURRENT DUE DATE: _____

DUE DATE REQUESTED: 5TH _____ 10TH _____ 20TH _____

ACCOUNT CURRENT: YES _____ NO _____

SERVICES EVER BEEN TERMINATED FOR NONPAYMENT: YES _____ NO _____

IF FOR A LANDLORD (RENTING BILLS PAID) ARE YOU CURRENTLY ON OUR LANDLORD LIST?
YES _____ NO _____

AN INDIVIDUAL FORM FOR EACH PROPERTY RENTING BILLS PAID MUST BE COMPLETED.

- 1) If moving, I must notify the Billing Office I have changed my billing due date for the previous address.
- 2) Failure to make payments on time, will disqualify this service and the account will revert to the normal due date for that area.
- 3) If an account has been disqualified for nonpayment and the due date has been changed back to the normal date; the account holder may not be allowed to participate in this program again.
- 4) It must be understood that by changing the due date it will lengthen one billing cycle and shorten one billing cycle making one bill larger than normal due to the difference in timing. By signing the attached form I agree to pay the amount due in full to begin this process to accommodate the new due date.

I have read the above and foregoing and agree to abide by the above terms and all rules and regulations set forth by the Ponca City Utility Authority now existing or hereafter adopted for this service.

Water & Light Billing Representative

Customer Signature

Date

Figure 7. Example of Utility Bill



Ponca City Utility Authority
P.O. BOX: 1450
Ponca City, OK 74602
(580) 767-0311

STATEMENT OF ACCOUNT

Account:

Address:

Date Issued/Due:

Due After Date:

O The Energy Aid Program helps disadvantaged citizens with home utility costs.
To contribute, include an overpayment and place a checkmark here.
DETACH TOP PORTION AND RETURN WITH YOUR REMITTANCE

Due Now:

Due After:



100-105104

Billing Abbreviations

- * Other billing items that may be abbreviated are as follows: Electric Commercial, (EC); Electric Residential Secondary Meter, (EAS); Electric Commercial Secondary Meter, (ECS); Adjustment, (A); Estimate, (E); Mercury Vapor Light, (MV Light); 59 – Collection Charge Residential Water (W1); Average Sewer (S1); Residential Refuse (G1); Residential Storm Drainage Fee (SD).

Billing Adjustments

Should the Municipality inadvertently overcharge or undercharge a customer for Utility service, the Municipality will notify the customer and set up a payment process.

1. Should the Municipality inadvertently overcharge a customer for utility service, the Municipality will refund the excess amount to the customer if their account is closed or will credit a customer's account with that amount if an open account. If the time frame of the mistake can be determined, the Municipality should credit the account for that entire interval, as long as it is not more than two years. If the time frame of the problem cannot be determined, the Municipality should refund the excess amount charged during the previous 12 months. If the exact amount of excess charge cannot be determined, the Municipality should estimate the amount due not to exceed 12 months estimation. If an overcharged customer owes a past due balance to P.C.U.A., the Municipality may deduct that past due amount from any refund or credit due the customer.
2. Should the Municipality inadvertently undercharge a customer for utility service, the amount due will be collected in installments over the same amount of time as the mistake. If the amount of time or usage cannot be determined, the Utility Billing Office will estimate the amount due. In most instances, the Municipality will limit its collection period to the 12 months prior to discovery of the mistake.
3. If an undercharge has occurred because of meter tampering, the Municipality can ask for the overdue amount to be paid in one payment. Also, a tampering fee as set out in Fee Schedule will be adjusted to the account.
4. If an overcharged customer owes the Utility on another account, the Utility Billing Office will apply the credit to the past due account.
5. A customer may apply for an adjustment of their water bill because of a significant increase in water consumption that can be proven to be the result of a leak not resulting in normal maintenance (toilet, leaky faucet, etc.). A repair bill will be required for auditing purposes. An adjustment to water and sewer charges because of leaks shall be made once in a twelve (12) month period. Normal consumption will be subtracted from the total usage and then one-half the difference may be credited as an adjustment with proper paperwork and confirmation the leak has been repaired.

TAMPERING/THEFT OF UTILITIES

7-1-13: TAMPERING WITH OR DAMAGING PUBLIC UTILITIES:

A. Unlawfully Using Services: It shall be unlawful for any person to connect or attach any kind of pipe, wire or other contrivance to any pipe, line, wire or other conductor carrying gas, water or electricity, and belonging to a public utility (whether publicly or privately owned), in such a manner as to enable him to consume or use the gas, water or electricity without it passing through the meter, or in any other way so as to evade payment therefor. It shall further be unlawful for any person to connect to and receive cable service without proper authority and without paying for such service.

B. Tampering with Systems: It is also unlawful for any person to damage, molest, tamper with, or destroy any pipe, line, wire, meter or any other part of any public utility, including telegraph and telephone systems and cable service. (1980 Code § 22-148; and. 2003 Code)

UNLAWFULLY USING ELECTRIC SERVICES CITY CODE 7-1-13A.

That is to say, the said defendant, on or about the «DATE_OF_OFFENSE», in the City, County and State aforesaid, then and there being, did willfully, knowingly, wrongfully and unlawfully use \$212.01 in electric power owned by the City of Ponca City, by, contrary to the ordinance and the statute in such cases made and provided and against the peace and dignity of the State of Oklahoma.

UNLAWFUL USE OF PUBLIC UTILITIES CITY CODE 7-1-13.

That is to say, the said defendant, on or about the «DATE_OF_OFFENSE», in the City, County and State aforesaid, then and there being, did unlawfully, willfully, knowingly and wrongfully connect or attach a pipe, wire or other contrivance to any pipe, line, wire or other conductor belonging to a public utility (whether publicly or privately owned) in such a manner as to enable «HIM_HER» to consume or use the gas, water or electricity without it passing through the meter or in any other way so as to evade payment therefore. It shall further be unlawful for any person to connect to and receive cable service without proper authority and without paying for such service to-wit: by «ACT» said act taking place at «LOCATION», Ponca City, Kay County, Oklahoma contrary to the ordinance and the statute in such cases made and provided and against the peace and dignity of the State of Oklahoma.

PROCEDURES FOR STOLEN ELECTRIC METERS

A meter may be determined stolen in several different ways:

- 1) The technician goes out to a location and the meter is gone;
- 2) A customer calls and advises he has no service/meter;
- 3) We determine there is a meter in the non-route collector using electricity but not in our system.

Once it is determined we have a stolen meter, the technician will go to the location to verify and call the police where they will investigate and refer to proper authorities for possible prosecution. We have a "Tampering with Service Investigation Report" (see next sheet) the technician will complete to assist in the investigation. A copy can/should be given to the officer investigating the "Theft of Electricity", "Tampering with Meter", or "Knowingly Concealing Stolen Property".

If tampering is found, PCUA will impose a Tampering Fee as set out in FEE SCHEDULE.

Sensus should be contacted if we are trying to locate a stolen meter. We can give them the flex number and they can ping it and send us back a spreadsheet of buddy locations. Hopefully, we can determine the location of the stolen meter by the number of hits. Police will need to be called to file a report each time. The judge has requested the police file the report and not code enforcement anymore.

Figure 8: Tampering with Service Investigation Report

Service Address: _____ Type: _____ Date: _____

Completed by Employee: _____ Employee Time: _____

Called to address for investigation by: _____

Photos Taken: Yes ___ No ___ Additional Evidence: _____

Additional Employee Name: _____ Time: _____

Electric Meter: _____ Current Read: _____

Tampering ___ Diversion ___

Condition of Seal: OK ___ Cut ___ Damaged ___ Missing ___

Other _____

Condition of Collar: OK ___ Cut ___ Damaged ___ Missing ___

Other _____

Condition of Boots: OK ___ Cut ___ Damaged ___ Missing ___

Other _____

Damage to Meter: Yes ___ No ___ Describe if Yes:

Damage to Meter Box: Yes ___ No ___ Needs Inspection before R/C?:

Yes ___ No ___

Locked out Service with: Red Seal ___ DeWalsh Ring ___ Fort Knox ___

Cut at Pole/Trans _____

Pulled Meter ___ SO # _____ Cut at Weatherhead _____

Water Meter for Address? Yes ___ No ___

Water Meter: _____ Current Read: _____

Tampering ___ Diversion ___

Condition of Seal: OK ___ Cut ___ Damaged ___ Missing ___

Other _____

Damage to Meter: Yes ___ No ___ Describe if yes:

Locked out Service with: Pad Lock ___ Red Seal ___ Pulled Meter ___

SO # _____

Additional Information:

Reviewed by: _____ Date: _____

Payment of Utility Bills

1. The Utility Billing Office is located in City Hall, at 516 E. Grand Ave.
2. A drop box is located on the east side of City Hall. Envelopes should include the utility billing stub and payment. Cash should not be deposited in the drop box. The City is not responsible for lost cash deposited in the drop box. Payments placed in the drop box after 5:00 P.M. and before 7:30 a.m. will be considered same-day payment.
3. Customers may enroll in the Automatic Bank Draft /Automatic Debit/Credit Card program to pay their bills.
4. Customers may pay their bills in person or by mail.
5. Customers may call in and pay with an accepted credit or debit card.
6. Customers may pay their bill online at www.poncacityok.gov.

Deferred Payment

1. All requests must be made by a person listed on the account, or an authorized legal representative of the customer.
2. A customer requesting a deferred payment must personally sign a statement, stating the date payment will be made to the Municipality, (see Figure 7).
3. If a deferred payment is not made by the specified time, service will be disconnected without further notice as early as the next day.
4. The maximum length of an extension is no more than 45 days from the cut-off date.
5. A minimum payment of \$20.00 shall be required if no payment has been made within the last thirty (30) days to make a deferred payment arrangement. If more than thirty (30) days an increase to \$40.00 shall be required to being a deferred payment arrangement.
6. Not more than three (3) deferred payments may be given within any 6-month period, unless approved by the Utility Billing Office Manager.

Figure 9. Agreement for Deferred Payment Form

NAME: «Name» ACCOUNT NO. «AccountNumber»
 ADDRESS: «Address» DATE: «Date»

PROMISE TO PAY

I hereby acknowledge that my account for utility services with Ponca City Utility Authority (PCUA) has an outstanding and current balance in the amount of \$ «Account Balance». Further, that any payment made under this agreement is in addition to my regular bill which will be due on or about the 5th-10th-20th of each month thereafter and nothing herein relieves me from my obligation to pay in full any such bill as it comes due. (To calculate current bill-subtract amount due from previous bill from total due.) In order to continue to receive utility service, I hereby agree to pay \$ «Pay Today» today and agree to make payments in person (inside the PCUA billing office) according to the following schedule.

DUE DATE	PAYMENT	DUE DATE	PAYMENT	DUE DATE	PAYMENT
«Due_Date_1» ____	«Payment_1»	«Due_Date_4» ____	«Payment_4»	«Due_Date_7» ____	«Payment_7»
«Due_Date_2» ____	«Payment_2»	«Due_Date_5» ____	«Payment_5»	«Due_Date_8» ____	«Payment_8»
«Due_Date_3» ____	«Payment_3»	«Due_Date_6» ____	«Payment_6»	«Due_Date_9» ____	«Payment_9»

Please read each line.

1. This agreement supersedes any reminder/cut-off notices and **PENALTY WILL STILL OCCUR.**
2. I understand that, if I fail to make payments as agreed herein, Ponca City Utility Authority may as its option, declare this agreement null and void and terminate my utility service **WITHOUT FURTHER NOTICE,** thereby making all delinquent balances due immediately in order to be re-connected. If services are terminated, a re-connect fee will be charged and an additional deposit (up to \$125.00 for residential and undetermined for commercial) will be required and must be paid in person at the PCUA billing office. **Payments are to be made in person on date agreed.** Office hours are Monday through Friday 8AM-5PM.
3. I understand that I am only allowed 3 promises to pay including changes to the original promise to pay in a 6 month period. **This does not apply to final or bad debt accounts. Changes may only be made to current accounts only without a 60 day balance.** If the account has a 60 day balance, that amount will have to be paid before changes may be made.
4. PCUA may require payment of unpaid utility bills of any other person when a previous customer with an unpaid account remains an occupant of user of the customer.
5. If any account is turned to collection or attorney, or if suit is filed all cost and attorney fees associated therewith, fees, costs, and expenses, shall be added to the delinquent amount and collected as part of the delinquent account.

I have read the above and agree to abide by the above terms and all rules and regulation promulgated by the Ponca City Utility Authority now existing or hereafter adopted for the extension of service.

CUSTOMER'S SIGNATURE

WATER LIGHT BILLING REPRESENTATIVE

The Municipality's Response to Returned Checks

1. The Municipality will only accept a cash payment, a certified check, money order, or approved credit card from a customer passing more than two (2) insufficient fund checks in one year.
 - a. Upon receipt of the second returned check, a customer will be required to sign the following form that requires all bills must be paid with a cash payment, a certified check, money order, or approved credit card for the next year.

NAME: _____ ACCOUNT NO. _____
ADDRESS: _____ DATE: _____

I hereby acknowledge that due to nonsufficient funds (NSF) checks that I cannot use checks to pay my Ponca City Utility Authority bill(s). Payments can be made by using cash, money order, cashier's check, or credit card. Any payments made by personal check will not be accepted by PCUA and will be returned to the customer. After one year, this restriction will be removed from the account(s). I have read the above and agree to abide by the above terms.

CUSTOMER'S SIGNATURE _____
PCUA Billing Representative _____

2. No returned check will be held more than 72 hours from the time it is received by the Municipality.
3. The Municipality will notify the customer of a returned check on the day the check is received, with a hand delivered 24-hour notice.
4. The amount of the check will be charged back to the customer's account, until proper payment is received.
5. A fee will be added to a customer's account for each returned check as set by City Resolution.
6. A customer's account will be subject to regular collection policies for delinquent accounts, (see Section Two, ESTABLISHING SERVICE and Section Four, DISCONTINUING SERVICE).
7. All returned checks and receipts of cash; certified checks or money orders used for payment will be recorded on the Municipality's books.
8. A deferred payment arrangement may not be made on a returned check.

SECTION THREE: SERVICE OPTIONS

Options in Service

1. After Hours Service:
For customer emergencies, after-hours, weekday, and weekend service may be scheduled for an additional fee as set out in City Resolution or Ordinance.
2. 24-Hour Emergency Service:
Employees of the Municipality are on 24-hour call for emergency service. Customers should call (580) -767-0405.
3. After Outage Callbacks:
If a customer calls the Municipality to report a service outage at their home or business, the customer can request that an employee call back and confirm restoration. Customers need to leave a contact phone number with the Municipality.

Difficulty Paying Bill

1. The following organizations may be able to offer assistance to customers:

<u>AGENCY</u>	<u>PHONE NUMBER</u>
Salvation Army	580-765-4931
New Emergency Resource Center	580-765-5372

*Local Churches may also be of assistance. The State of Oklahoma Department of Human Services has offered assistance in the past with their LIHEAP programs at least once (1) a year.

2. We encourage each customer to seek assistance prior to disconnection.

Billing Payment Options

To serve the needs of customers, the Municipality offers an Average Monthly Payment Plan, an Automatic Bank Draft program, and an Automatic Monthly Credit Card payment. These programs are described below.

Average Monthly Payment Plan

P.C.U.A. offers average monthly billing to its residential customers, in order to minimize the impact of wide seasonal fluctuations upon monthly utility bills. The plan allows customers the option of spreading their annual utility cost over twelve (12) monthly payments.

Approval for placement on the plan will be administered by the Utility Billing Office. Customers applying for the plan will be required to sign an agreement, (see Figure 8), containing the following criteria:

1. The program is only available to all customers in good payment standing.
2. Customers must have had service for the previous twelve months or be the owner/resident of the home.
3. Applications for the plan are only accepted September 1 through May 31 of each year.
4. Customers may call or come into the Utility Billing Office to sign up for the program. An average monthly payment figure will be calculated based on the most current month and the previous eleven months usage for water, electric, and sewer utilities, and will require the customer's signature for approval. The customer's signature may be obtained by mail or in person at the Utility Billing Office.
5. Customers will pay the calculated average payment amount determined by the Municipality each month on or before the due date.
6. Customers must be current with their monthly payments. If the amount due from a customer under the plan is not paid when due, the Municipality will revert the account to the normal billing procedure, and any past-due balances owed will be immediately due and payable.
7. Effective each year, each average monthly payment account will be recalculated for the coming year. The customer may clear the account of any and all balances due, during the month of December. All credits will be applied to the customer's next bill.

8. The customer may discontinue participation in the plan, at any time, by notifying the Utility Billing Office. However, upon discontinuance of the plan, all outstanding balances will be due.
9. Customers may not transfer the plan to a new residence.
10. Any account balance must be paid-in-full upon transfer to a new residence. Any credit balance will be transferred to the new residence.
11. If utility service is discontinued, any past-due balances owed and/or credits due the customer shall be calculated on the final bill.
12. The Municipality reserves the right to change the average monthly payment amount when reasonable cause exists to do so. These include (without limitations) changes in usage or rates, equipment purchases or service charges, in order to avoid excessive settlements during the month of December.
13. Should it become necessary to adjust the customer's account for an electric meter over read, the customer's account will be settled on the plan and then reinstated.
14. If a customer is removed for nonpayment or late payments, they must pay in full their balance and wait for at least six (6) months to be able to return to Average Monthly Payments.

Figure 10. Average Monthly Payment Plan Form



City of Ponca City, Oklahoma
Budget Payment Plan Agreement
Average Monthly Payment Plan Form

To: Customer
123 City Hall
Ponca City, OK

Re: Average Monthly Payment Plan Agreement for:

Account: 00-0000-00
Address: 123 City Hall

By signature below, I/we hereby request the City Utility Billing Department to enter this account into the budget payment plan.

I / We agree to make the monthly budget payments on time and also agree to clear the account of any and all balances in the final month of the plan. If for any reason this account is terminated, all balances are due in full at that time.

I/We understand that if the payment specified as the "Budget Amount Due" is not paid on time, this account shall be dropped from the program and all amounts outstanding shall be due in full at that time.

I/We understand that this budget amount is in effect from January to December and effective each January the monthly payment plan will be recalculated for the forthcoming year. The City will notify me of the new budget amount at the beginning of The New Year.

The city reserves the right to change the average monthly payment amount when reasonable cause exists to do so. These include without limitation changes in usage, or rates, or service charges so as to avoid excessive settlement amounts at the anniversary date. Your new payment will begin when you receive your first bill with it stating:

Average Payment Balance:
Average Monthly Payment:
Total Due:

Which will be printed in the left bottom corner of your bill. The top portion will continue to show a running total of your account.

I/We fully understand all the terms of this program and accept them. Please return a signed copy to the PCUA and keep the extra copy for your personal records. If you have any questions, please contact our office at 580-767-0311.

Average Payment _____

Signed _____

Date _____

Automatic Bank Draft/Debit/Credit Card Program

The Automatic Bank Draft/Debit/Credit Card Program gives customers the option of having their bank accounts drafted or a debit/credit card on their set due date of the month or approved date billing date change. This relieves the customer from having the possibility of a lost or late payment, and saves a trip to the Utility Billing Office or the cost of an envelope and stamp. The Automatic Bank Draft/Debit/Credit Card Program allows the automatic payment of a customer's utility bill by his or her own bank or credit card.

Several local banking institutions participate in the Automatic Bank Draft Program. Customers with out-of-town banks can inquire if their bank participates by contacting the Utility Billing Office, (see Section Three, BANK DRAFT PLAN). Ponca City Utility Authority accepts credit cards from Visa or Master Card.

The following criteria are established for the Automatic Bank Draft Program:

1. Customers must fill out an application card for the program at the Utility Billing Office:
 - a. Name of customer's bank or Credit Card number
 - b. Address of customer's bank
 - c. Customer's account number
 - d. Bank routing number
 - e. City where customer resides
 - f. Customer's authorized check signature
 - g. Current date
 - h. Customer's home address
2. The customer will need to present and verify their bank account number to enroll or they will need to present their credit card and complete the form
3. Each month a notice of the amount due is sent to both the customer and their bank.
4. Bank drafts will occur on the bill's due date unless it falls on a weekend. If a weekend, the draft will occur the following Monday without any penalty.
5. Customers switching banking institutions must reapply for the program.
6. The program will remain in effect until the customer notifies the Utility Billing Office that they no longer wish to participate in the program.
7. Any payment draft returned by the bank, due to insufficient funds or account closing, will be treated as a returned check, and the customer will be released from the program, (see Section Two, ESTABLISHING SERVICE).

Figure 12. E BILLING REQUEST FORM



UTILITY BILLING

Ponca City Utility Billing
516 E. Grand
P.O. Box 1450
Ponca City, OK 74601
Phone (580) 767-0311 Fax (580) 767-0389

E BILLING REQUEST FORM

PCUA Acct #: _____

Date: _____

Name: _____

Address: _____

By signature below, I/we hereby request the Ponca City Utility Authority (PCUA) Billing office to begin sending the bills for this account electronically. My email account is _____.

I further understand it will be my/our responsibility to advise the PCUA Billing office of any changes of the email address to the above listed account.

I/We understand I will no longer receive a paper bill in the mail. I/We further understand this will begin on my next billing cycle.

Signature

Date

Address

Telephone

Remove

I am requesting to be removed from E-Billing. I understand that I will no longer receive a bill electronically. I understand that my bill will be mailed to my address.

Signature _____

Date _____

Medical Alert Program

1. The customer has the responsibility of notifying the Municipality, if someone in their household:
 - a. Has a health-related problem, or
 - b. Is on a life-support system (heart/lung, respirator, etc.).
2. The customer must provide a letter of certification from a doctor or hospital advising of the above condition. These letters are reviewed and brought up-to-date each year by the Municipality.
3. The customer has the responsibility of maintaining a non-delinquent account, in order to avoid service disconnection. An additional 24hr notice will be delivered to those on arrangements before the service is terminated. The Municipality will make every effort to make personal contact with a customer, designated under the Medical Alert Program, before service is terminated.
4. The Municipality will exercise all diligence in keeping the power flowing to a life- support patient. However, due to conditions beyond the control of the Municipality 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, should the Municipality be unable to restore power in a length of time acceptable to such a patient.

SECTION FOUR: DISCONTINUING SERVICE

Transfer of Service

A customer's account must have no delinquent balance, in order for service to be transferred to another address. Any final or transfer balance from an account must be paid on the due date and no arrangements will be made on the previous address.

A nonrefundable utility service initiation fee, as set out in City Resolution or Ordinance, will be charged for a new or transferred account established on the records of the Municipality.

Closing a Utility Account

After an account has been closed either voluntarily or involuntarily, all funds (including deposits, refunds, load management, and overcharge credits) will be used against amounts owed the Municipality on the closed account first. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the Utility. When all 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

1. Utility bills are due the dates they are rendered (or mailed) to the customer and have until their due date to pay without a late charge.
2. A bill is delinquent if not paid by the due date issued on the customer's utility bill.
3. A customer will be subject to immediate discontinuance of service when the customer's next bill is rendered showing a previous balance due.
4. A reminder notice will be mailed for immediate past due (60 day balance are delivered a 24hr notice) giving the customer an additional time to pay.
5. A customer subject to immediate discontinuance of service will receive a 24hr cut off notice by mail or a closed door hanger, stating:
 - The electric service will be cut off in 24 hours for:
 - Non-Payment of Utility Bill _____
 - No Utility Deposit _____
 - Insufficient Check _____
 - Your Mail was returned _____
 - Other _____
6. The customer should contact the Water & Light Utility Billing Office immediately, in person, in order to prevent disconnection of service.
7. A fee, as set out in City Resolution or Ordinance, is imposed each time a collector is dispatched to deliver a cut-off notice. Also, an additional deposit is charged in addition to the past to reactivate service.
8. For health purposes, water service is not disconnected until the following week, after electric service is involuntarily disconnected. Upon water disconnection, final meter readings are taken and the account is closed.

Voluntary Discontinuance of Service

Customers wishing to discontinue the use of any utility service must give notice at the Utility Billing Office. Failure to do so will render the consumer liable for the payment, until such notice has been given.

1. Any customer requesting discontinuance of service will inform the Utility Billing Office of the service location, the date service is to be disconnected, and the forwarding mailing address for the final bill.
2. Customers must notify the Utility Billing Office at least one (1) working day prior to a request for service disconnection, and provide a forwarding address.
3. The Municipality will mail final bills in a timely manner.

Customer's Rights Prior to Discontinuance of Service

1. The Municipality will discontinue utility service for nonpayment only after giving the customer reasonable opportunity to question the accuracy of a bill. Reasonable opportunity is defined as, the period of time from the date the bill is mailed and the date of potential disconnection.
2. Any customer disputing the accuracy of their bill may contact the Utility Billing Office Manager at the Utility Billing Office, located at 516 E. Grand, or by telephone at 580-767-0306, for an informal hearing. Hearings may be scheduled between 9:00 A.M. to 5:00 P.M., Monday through Friday. The customer, or their chosen representative, must be present to state the complaint or contentions, either orally or in writing.
3. 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 cutoff. The City Manager has the final authority to settle billing disputes. All other grievances must be heard and addressed by the Ponca City Utility Advisory Board of Trustees prior to an item appearing before the Ponca City Utility Authority.
3. The Utility Billing Office Manager has the authority to settle an issue and to reconnect any disconnected account, while a billing dispute is under investigation. Under special circumstances, the Municipality may choose not to interrupt service, (For example, due to extreme weather conditions or due to prior written knowledge of a customer with a health related condition).
4. Disconnections for nonpayment will not be made on Fridays, holidays or weekends.

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 on the previous page.

Involuntary Discontinuance of Service

1. The Municipality 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 the Billing Information Section of this policy.
 - b. Failure of the customer to pay deposits as required in the Customer Deposits Section of this policy.
 - c. Discovery of meter tampering.
 - d. Failure of the customer to permit P.C.U.A. employees access to their meters at all reasonable hours. Locked gates, loose dogs, parked cars etc., are violations of P.C.U.A. Policy.
 - e. Use of power for unlawful reasons.
 - f. Discovery of a condition which is determined to be hazardous or unsafe.
 - g. Failure to abide by PCUA service agreement.
2. A notice for termination will include a clear explanation of the reasons for the termination, a statement that a cut-off is imminent, the cutoff date, and the address, phone number, and office hours of the Utility Billing Office.
3. Customers on the deferred payment plan will not receive a cut-off notice, but will be subject to immediate termination for failure to fulfill agreement.
4. Federal laws regarding bankruptcy require the Municipality to not alter, refuse or disconnect service based solely on the basis of the beginning of bankruptcy proceedings, or on the customer's failure to pay for the beginning of bankruptcy service, when a petition for bankruptcy has been filed. However, the Municipality may terminate a bankrupt debtor's service if it is not provided assurance of payment (a deposit or other security) for future services, within 20 (twenty) days after the date of the order for relief. If the debtor gives adequate assurance of future payment for services, the Municipality may not terminate the debtor's electric service for pre-petition debts. A new deposit will be required and the amount will be determined by the Utility Billing Office.

Disconnection during Extreme Weather

The Municipality will not exercise its right to disconnect service for nonpayment of any bill when the safety and well-being of a customer may be at stake. For that reason, disconnections for nonpayment may not be conducted on days when temperatures exceed 100 degrees and when temperature drop below 32 degrees.

Following extreme weather, should a customer's bill remain unpaid on the next business day, the disconnection for nonpayment may then occur. This delay in disconnection for nonpayment will not preclude the Municipality from disconnecting service at a future date and will not alter the customer's delinquent account status and liability.

The customer is encouraged to contact the Municipality in advance of disconnection to make payment arrangements, especially when winter day hardships may occur.

Re-connection

When it becomes necessary for the Municipality to discontinue services for any of the reasons listed above, service will be restored after payment by cash, money order, or debit/credit card of (1) all past due bills, including additional fees and charges required by this policy (2) any deposit as required and (3) any material and labor costs incurred by the Municipality, according to the City Resolution or Ordinance.

An additional deposit for security to the account and the past due will be due before reconnection. A reconnect fee, as set out in City Resolution or Ordinance, will be charged to the next bill.

RECORDS RETENTION POLICY:

BILLING	1 YEAR	2 YEARS	3 YEARS	5 YEARS	PERMANENT
Payment Stubs		X			
Payment Records/Adjustments		X			
Billing Records		X			
Meter Cards	X				
Service Orders		X			
Customer Applications		X			
AMP Appl.	X				
Auto Bank Drft Cards	X				
Deposits Refunded		X			
Bad Debt Postings		X			
Rummage Sale Permit Books/Rects.		X			

Then after the time has expired, a Memo needs to be issued to the Finance Director requesting Destruction of Records. Note which records, ex. Billing Records – June 02 or older. The Finance Director will then go to the City Commission and with their approval, the records may be destroyed.

BILLING RECORDS TIMELINE

<u>Type</u>	<u>Keep</u>
Billing Records	2 years
Billing Meter Deposits Refunded	2 years
Billing Meter Cards	1 year
Billing Payment Tickets	2 years
Billing Adjustments	2 years
Billing AMP Applications	1 year
Billing Draft Cards/Penalty Repts	1 year
Billing Rummage Sale Permit Books	2 years
Billing Bad Debt Postings	2 years

SECTION FIVE: CONSTRUCTION AND METERING GUIDELINES

Standard Supply Voltages

1. One system of alternating current, 60 hertz, is supplied throughout the Municipality's electric system.
2. The voltage, the number of phases and the type of meter to be supplied to a customer depends upon the character, the size and the location of the load to be served and upon the Municipality's available facilities. Customers are encouraged to consult with the Municipality before purchasing equipment.
3. The standard secondary voltages are:

Single phase, 2-wire, 120 volts

Single phase, 3-wire, 120/240 volts

Three-phase, 120/208 volts

Three-phase, 120/240 volts (Overhead only, 300 kva max.)

Three-phase, 240 volts (Overhead only, 300 kva max.)

Three-phase, 277/480 volts

Three-phase, 600 volts-2400 volts (By contract only)

The Municipality adopts the American National Standard Utility Voltages C84.1-1992

Customer Delivery Points

1. It is the customer's responsibility to provide a location for service connection (delivery point or point of connection).
2. The Municipality must be granted an easement and the right of continuous access to its facilities for the purpose of installation, maintenance, and meter reading. The Municipality also will have the right to barricade and lock its facilities to prevent interference by any unauthorized parties, including the customer or his employees.
3. The Municipality 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 requirements. Sometimes the customer will have to construct special floors, hallways, and elevators to accommodate the moving of electrical equipment. The space dedicated to the Municipality should be able to be secured by the Municipality 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 Municipality's least-cost approach. The Municipality may provide the delivery point where the customer wishes, if the customer supports the extra expense with a contribution in aid of construction, (Refer to UNDERGROUND LINE EXTENSION for information about new underground line extensions).
4. The customer and the Municipality must work together to make decisions on what facilities each will supply.
 - a. In establishing service connections, customers must assist the Municipality 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 Municipality will provide, own, and maintain the meter, the meter base (for CT metering only) and other metering facilities. The customer will provide, install, own, and maintain the meter base (for direct metering) on the customer owned structure, 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 Municipality may ask the customer to provide a one-inch conduit from a transformer pad to the meter location.

- c. The customer will provide overhead riser, weatherhead, underground conduit riser and the meter base, in accordance with the National Electric Code and the National Electric Safety Code. The Municipality will be responsible for making all connections and disconnections between the Municipality's lines and the customer's lines.
- d. The customer will provide any instrument transformer enclosures if required. The customer will provide any necessary weatherproof troughs for wiring connections and be responsible for providing the connectors and making the connections in a trough.
- e. The Municipality may choose to meter the primary side of the delivery point transformer when metering the secondary side is not feasible. The Municipality will provide, install, own and maintain all primary metering.
- f. 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 Municipality's specifications. The customer will also be responsible for providing all conduit cutouts to access the pad. When the transformer pad is the point of delivery, the customer will provide and install secondary conduit and conductors. The Municipality will provide the connectors and make all connections. If more than four conductors per phase are required, special arrangements must be made.
- g. All Primary Installations: The customer will provide a recorded easement for the location of any primary extension, required to service a customer.
- h. Overhead Installations: The customer will be responsible for providing and securing a right-of-way for the least-cost installation of the Municipality's poles, down guys and aerial conductors. The customer will be responsible for initial cost of clearing of the right-of-way and keep the right-of-way clear of any other obstacles. If the customer requests location of the Municipality's facility at a site other than the least-cost-facility, the customer will be asked to reimburse the Municipality with a contribution in aid of construction.

- i. Underground Primary Installations: The customer will be responsible for providing and securing a cleared right-of-way for the least-cost installation. The customer will be responsible for providing a cleared and finished grade, within 3 inches of final grade condition. The customer must provide the specific location of all property lines before construction can begin. Underground line extensions will be made according to the provisions of the Underground Line Extension Policy found on PAGE 68. The Municipality may not be able to provide underground conductors where severe obstacles exist. Where the Municipality 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 Municipality may agree to share its trench with other utilities provided that the customer and other utilities make suitable arrangements to meet the Municipality's construction schedule and safety requirements and agree to finish and tamp the trench to within 95 percent of original compaction.

- j. The customer must inform the Municipality as to the type of voltage and level of service desired. The Municipality will require information concerning total connected load, cycling loads, motor starting loads, and future loads. The Municipality 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 sine wave abnormalities on the electric system. The Municipality establishes a 60-cycle frequency electric system. Equipment which operates at other than 60 cycles will not work properly on the Municipal system.

- k. The Municipality will inform the customer of the level of available fault current that the customer's equipment might experience. Likewise, the customer must inform the Municipality of the installation of any fault current (short-circuit current) contribution from customer-owned motors and facilities.

Relocation of Facilities

The Municipality may consider a customer's request to relocate the Municipality'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:

- a. When a pole is within twenty-five feet of a property line or a proposed driveway, the Municipality 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.
- b. 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.
- c. The customer will bear the expense of returning the line to the original location and position for a temporary relocation.
- d. If a line is only to be raised, dropped, or moved for the passage of machinery, equipment, or other (such as a house move) and then returned to the normal condition within one hour, there will be no charge. If a project calls for several locations to be worked or if it exceeds one hour, there will be a charge, (see City Resolution or Ordinance)

Extra Facilities

1. Any time a customer requests the Municipality to provide facilities that are not normally required in the least-cost method of establishing electric service, the Municipality 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, additional transformer capacity for across-the-line starting of motors, backup or redundant delivery systems, extra metering features, special poles, switch devices, decorative fences, etc.).
2. Electric service will normally be supplied to a single delivery point, at a single enterprise, on a contiguous premise, streets, alleys, etc.
3. An extra facilities charge will be added to a customer's monthly billing, calculated as 3.0 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. Costs will be 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. Extra facilities contracts remain in effect for a minimum of five years, and extend year-to-year, thereafter, until facilities are removed. If the customer wishes to cancel an 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 Municipality may refuse requests for extra facilities if, upon determination, the requested facilities are not feasible, or adversely affect the Municipality's cost or electric system reliability.
7. Customers, for whom the Municipality 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 the contract expires, the contract is terminated by the customer according to contract terms, or the contract is terminated by the by the Municipality for reasons not related to the furnishing of extra facilities.

Minimum Wiring Requirements

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

All nonstandard temporary connections on a premise shall be for a fixed time period and be approved by the General Manager of Ponca City Energy and the appropriate office of inspections.

Three-Phase Service

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

Location of Meter for Modular Homes

Customers must meet with a Municipal Representative to determine meter location. The meter must be outside the building and accessible to Municipal employees. The meter pole or pedestal will be set at the customer's expense, in accordance with the Municipality's specifications and in the location approved by the Municipality.

Metering

1. Meters are highly accurate instruments, with life expectancy spans exceeding forty years. In very few circumstances do meters measure incorrectly. Municipal Utility employees will assist each customer in determining extraordinary usage, and will test any meter upon request if needed, (see Figures 11, 12, 13). A fee will be charged to the customer if a meter is found to be accurate, within a plus or minus 2 percent. A customer requesting a meter test should contact the Ponca City Energy Office, ((see City Resolution or Ordinance)
2. An electric meter will be tested free of charge only once within a twelve-month period, upon customer request. If testing is requested more than once in twelve months, the Municipality will require the customer to pay a charge based on the cost charged to the Municipality. If the meter test shows the meter to be inaccurate (plus or minus 2 percent), adjustments may be made, ((see City Resolution or Ordinance)
3. Master Metering
All residential electrical services in a Municipality must be individually metered. Electric meter locations at duplexes and apartments should be ganged into one central location. To the extent determined appropriate, master metering of electric service is prohibited or restricted under the provisions of the federal Public Utilities Regulatory Policies Act of 1978.

Figure 13. Request for Meter Test Form



PONCA CITY ENERGY
6714 N. PLEASANT VIEW RD.
PONCA CITY, OK 74601
580.767.0405

SUBJECT: Request for Meter Test

_____, of _____,
Name Street, Address or Location

Hereby request that my _____ meter be tested
for accuracy. (Electric or Water)

I understand that if the meter is found to have an average error of 2 percent or less (plus or minus), there will be a charge for testing of the meter.

Charges are:

Single phase residential meter \$25.00
Three phase electric meter \$50.00

I also understand that the following provisions for inaccurate meter registration adjustments will apply:

1. Fast Meter. If the meter is found to be more than two (2) percent fast (in the City's favor), there will be no charge for the meter test. The City will refund to the customer the overcharge, based on the corrected meter readings for a period equal to one-half the time elapsed since the last meter test, but not to exceed six months.
2. Slow Meter. If the meter is found to be more than two (2) percent slow (in the customer's favor), the customer shall be charged for the difference between the corrected meter readings and those charged on the previous bills for a period not to exceed six months. There will be no charge for the meter test in the amount of adjustment is equal to or greater than the charge for the meter test.

If you wish to be present during the meter removal and testing, please contact Ponca City Energy at 767-0405, 6714 N Pleasant View Rd, to set up a time and date. Meters will only be tested during normal workdays, excluding holidays, Monday through Friday, between the hours of 8:30 a.m. to 11:00 a.m. and 1:30 p.m. to 4:00 p.m. .

I understand that the meter will be tested within two (2) weeks of the receipt of this request, and that the results will be made available to me within two weeks of the date of the meter test.

P.C.U.A. Customer Signature

Mailing Address

Telephone Date

Figure 14. Example In-Accurate Meter Letter

<u>LETTERHEAD</u>
(DATE)
(INSIDE ADDRESS)
Dear Customer:
The Ponca City Utility Authority appreciates your concern about the cost of electric energy and the instrument used to measure its flow into your home.
The Ponca City Utility Authority defines an accurate meter as being within plus or minus 2 percent of a perfect reading. Under our past history, a meter has an average life span of 40 years and less than one out of 1,000 ever malfunction.
As requested, our meter technician has completed his test of your electric meter. The results demonstrate that your meter was inaccurate. As agreed, we have checked the meter and not charged for your meter test.
If you have reason to believe than an electrical appliance in your home is causing a usage problem, please contact our Residential Energy Auditor at 767-0405 to inquire about a free residential energy audit.
Sincerely, P.C.U.A. Billing Office
(Name) (Title)

Figure 15. Example Accurate Meter Letter

LETTERHEAD

(DATE)

(INSIDE ADDRESS)

Dear Customer:

The Ponca City Utility Authority appreciates your concern about the cost of electric energy and the instrument used to measure its flow into your home.

The Ponca City Utility Authority defines an accurate meter as being within plus or minus 2 percent of a perfect reading. Under our past history, a meter has an average life span of 40 years and less than one out of 1,000 ever malfunction.

As requested, our meter technician has completed his test of your electric meter. The results demonstrate that your meter was accurate. As agreed, we have checked the meter and applied a meter test charge of _____ to your next monthly bill.

If you have reason to believe than an electrical appliance in your home is causing a usage problem, please contact our Residential Energy Auditor at 767-0405 to inquire about a free residential energy audit.

Sincerely,
P.C.U.A. Billing Office

(Name)
(Title)

Meter Reading

1. The Municipality's meters will be read electronically. Reading dates will vary slightly from month to month due to weekends, holidays, weather conditions and other factors. Monthly billing periods will be assumed to be 30 days, but may range from 25 to 36 days.

The Municipality's meter reading schedule is:

Cycle 1	From the 5th of the month to the 5th of the following month;
Cycle 2	From the 15th of the month to the 15th of the following month;
Cycle 3	From the 25th of the month to the 25th of the following month.

2. The Municipality uses AMI metering with Sensus.

Line Extensions

The Municipality 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 Municipality. Line extensions to a home are made safely and quickly.

If the Municipality'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 Municipality's initial, preferred method.

The customer's preferred method will need to meet the qualifications of good engineering and operating practices.

Overhead Line Extension

The meter location may not be more than three hundred (300) feet from the primary distribution line. If the Municipality determines that a primary extension is required and all conditions for an extension are met, the primary may be extended to a maximum of 300 feet before an aid to construction from the customer is required.

1. Ponca City Energy will extend overhead primary and secondary service up to a distance of 300 feet at no charge. If rocks holes are encountered, the customer will be billed at actual cost.
2. Ponca City Energy will extend overhead primary and secondary service beyond the 300 feet limit at a cost equal to actual cost of construction.

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 require electric service on a regular basis.

Single-phase electric service facilities will be extended to establishments of this classification located on any premise within the service area of the Municipality upon request of the owner or occupant. No contribution in aid of construction will be required if the Municipality's standards for extending service are met.

2. Modular Homes:

Modular homes will be considered a permanent residence, and service will be extended provided that:

- a. The modular home is on a permanent foundation with the wheels and axles removed; AND
- b. The applicant for service can provide evidence of ownership of the property on which the mobile home is located; AND
- c. The applicant for service can provide evidence of ownership of 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; OR
- 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 residence:

This classification includes schools, public buildings, churches, commercial and industrial establishments, controlled environment, livestock and poultry housing, or any other establishments determined by the Municipality 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, on any premises within the service area of the Municipality, upon request by the owner or occupant. No contribution in aid of construction will be required if the Municipality's standards for extending service are met.

Setting Poles for Customer Use

Ponca City Energy will install electric poles for customers to attach underground secondary services or metered service risers at a cost of the pole plus two hours of labor for two employees. If rock holes are encountered, the customer will assume the additional cost as well. Henceforth, the pole becomes the property of the customer. Ponca City Energy discourages customer owned equipment or services to be attached to Ponca City owned poles.

Underground Line Extension

The Municipality will extend underground service, upon customer request. When determining underground service, contribution in aid of construction credit may be given for developments that, in the opinion of the Municipality, are economically more feasible to install underground than overhead.

Underground service connections:

1. Ponca City Energy will extend primary underground service up to a limit of 300 feet at no cost under the following conditions:
 - a. The customer provides trenching, conduit and backfill to a Ponca City Energy's specifications; OR
 - b. The customer provides actual cost of trenching, conduit and backfill to Ponca City Energy's specifications.
2. Ponca City Energy will extend primary service beyond 300 feet under the following conditions:
 - a. The customer provides trenching, conduit and backfill to Ponca City Energy's specifications plus the cost of conductor beyond the 300 feet limit; OR
 - b. The customer provides actual cost of trenching, conduit and backfill to Ponca City Energy's specifications plus the cost of conductor beyond the 300 feet limit.

Secondary Underground Services: - Not Available

Underground Service to Platted Additions

For new, platted subdivisions consisting of three or more contiguous lots, Ponca City Energy will provide primary and secondary service connections at no cost to the Developer provided that the installation is in accordance with the preferred design of Ponca City Energy, which normally will be front lot construction in the right-of-way or utility easement along lot lines accessible from the street. Further, that the secondary service connections are not in back yards or other inaccessible areas and terminate at a meter located on the side of the house in the front third of the structure. If rock, loose soil, or other obstacles to customary construction methods are encountered, the Developer is responsible for the remedial solutions for the installation of the required conduits. Developer is responsible for the installation of the required conduits to NESC, NEC, and City requirements. The free extension under this provision will be limited to 300 feet per lot for primary service and 200 feet per lot for secondary extensions. After developer sells the home ownership of secondary cable will transfer to home owners. For installations where the preferred Ponca City Energy design is not accepted by the Developer, service may be obtained under the provisions for Underground Service Connections as described above.

Temporary Service

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 loop 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 (see City Resolution or Ordinance)

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 Municipality. These services will be paid by the customer in advance, and will include the total estimated cost of installation and removal of the service facilities, less the salvage value of the material used or the temporary construction cost, whichever is greater. An advance deposit for the full amount of the estimated bill for service may be needed, ((see City Resolution or Ordinance)

3. Other Temporary Services

This classification includes barns, grain bins, water pumps, camp houses, individual seasonal residences, residences of a nonpermanent nature, 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 Municipality, upon request by the owner or occupant as follows:

If the establishment is within 300 feet of an existing primary overhead line, no contribution in aid of construction will be required.

Payments/Contribution in Aid of Construction

1. All payments for any new installations will be made prior to the beginning of construction by Municipal personnel.
2. Contributions in aid of construction 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, such establishment may be charged a prorated portion of the cost of the extension. If requested by the original contributor, the portion charged may be credited to the account of the original contributor, if all the following are met:
 1. Credit is applied for within a period of three years from the date of the original extension agreement;
 2. The customer requesting the credit is the same customer who paid the aid to construction and owns the property and account;
 3. The account is active, current, and has been without interruption from the time it was activated;
 4. The following formula shall be used to calculate the prorated portion to be charged -

$$P = (MC \setminus 36N)(F-300)$$

P = Dollar amount of prorated charged to new metered connection and allowed credited to account of original contributor.

M = Number of months remaining in the three-year period from the due date of the original Contribution Aid of Construction.

C = Dollar amount per foot charged for the original line extension.

F = Footage of original line extension used for the new metered connection.

N = Total number of metered connections on original line extension including the new metered connection.

Right - of- Way and Easements

1. Customers must provide a right of way suitable for the Municipality to install and maintain its facilities. That right-of-way must be dedicated and recorded with the appropriate register of deeds. The right-of-way may be in the form of utility easements shown, a recorded final plat, or a dedicated easement deed. Utility' s easements shall be a minimum of 20 feet wide.
(CONTACT CITY OF PONCA CITY ENEGINEERING DEPT. 767-0326)
2. When the Municipality must cross property other than that owned by the customer, the Municipality will administer the acquisition of the right-of-way. The customer to receive service will be responsible for all expenses necessary for obtaining the right-of-way.
3. Right-of-way easements must contain accurate legal descriptions of the property concerned and must be executed by all of the owners in question.
4. All right-of-way easements shall include a plat or drawing, showing the locations of all structures, overhead and underground facilities, and the right-of-way easement. The plat or drawing must bear the seal of the registered land surveyor.

SECTION SIX: ELECTRICAL EQUIPMENT

Options for Energy Efficiency

P.C.U.A. offers several energy efficient programs:

1. Heat Pumps:
A homeowner or builder may receive a W.I.S.E. rebate for the installation of electric air conditioners and/or heat pumps (split or permanently-installed package systems only, i.e., air source, ground source /geothermal or dual fuel: Plug in window units are not eligible) (see SECTION EIGHT: ENERGY SERVICES PROGRAMS)
2. Medium and Large Power Users:
Non-residential customers, with average monthly usage of more than 80,000 kWh may apply for different rates. These rates are determined upon application by the customer, ((see City Resolution or Ordinance)
3. Commercial and Industrial Users:
Commercial and industrial customers heating solely with electric heat, during the Off Peak Season, may be eligible for a special rate. The customer is responsible for notifying the billing office of eligibility.
4. Determining High Bills:
Most high bills can be traced to usage in the home or business. P.C.U.A. employees are trained to spot areas of concern and possible savings for customers.
5. Residential Energy Audits: Homes ten (10) years or older
An older home may have been constructed using good energy standards 20 years ago, but today's higher costs dictate better thermal efficiency standards. Municipal employees can help customers, by providing a free residential energy audit.
6. Security Lighting:
Outdoor lighting contributes to a safe nighttime environment in Ponca City, (see Figure 14).
7. Standby Generation Consulting:
Municipality employees can help the customer safely install backup generation for critical loads.

Service Interruptions

1. The Municipality does not guarantee uninterrupted power.
2. The Municipality will make all reasonable efforts to provide continuous and uninterrupted electric service, but cannot be liable for loss or damage (direct, consequential or otherwise) caused by any failure to supply electricity or by an interruption, if it is due to any cause beyond the reasonable control of the Municipality.
3. If the customer notifies Ponca City Energy of an outage condition, Ponca City Energy employees will promptly begin to restore the energy supply.
4. Whenever service is to be interrupted for installation or maintenance of equipment, Ponca City Energy will attempt to notify the customer in advance.
5. Ponca City Energy may call back a customer who calls during an outage, and requests a call back.
6. 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 show proof that the premises are safe, before power is restored to the premises.

Customer - Owner Equipment

1. Electric Motors:
The Municipality 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. The Municipality has established a maximum motor size that it will allow to be connected to its system and for which it will provide motor current starting. Motors larger than the designated size must have some form of reduced current starter.
2. Emergency Generators:
Where an auxiliary or standby emergency generator service is installed by the customer, and approved (by Ponca City Energy), a double throw switch must be used to prevent possible feedback into the main power line. 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 electric distribution system must supply Ponca City Energy with information regarding the electrical characteristics of the equipment. Customers who create noise, harmonics or surge transience on the electric distribution system will be responsible, at their expense, for the filtering and elimination of these problems under American National Standards Institute and Institute of Electrical and Electronics Engineers guidelines.
4. Protective Devices:
All protective devices will be installed at the customer's expense.
5. Power Factor Corrections: Included in the rates.

Property Owned by the Municipality

1. All meters and other equipment furnished by Ponca City Energy will be the property of Ponca City Energy. Damages to this equipment, arising 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 electric poles, no customer, citizen, person or organization will install or attach any wire, sign, basketball goal or other material to any municipally owned pole without express written consent of the Director of Ponca City Energy, or his designate.

The Municipality' s Response to Meter Tampering

1. Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. The Municipality will call for the prosecution of cases of meter tampering, electric or water theft and fraud to the fullest extent of the law.
2. Anyone violating this policy may be fined and/or jailed, (see City Resolution or Ordinance)
3. Any customer may contact the Utility Billing Office Manager if they believe that they have been incorrectly charged for additional services. The Utility Billing Manager is available between 8:00 A.M. and 5:00 P.M., Monday through Friday, except on holidays.

SECTION SEVEN: DISPOSAL OF MATERIAL

Disposal of Used Utility Poles

1. All poles removed from the system must be brought into the storage area and will only be disposed of under the direction of the Distribution Planner, Distribution Supervisor, Assistant Director or the General Manager.
2. Poles which are no longer serviceable or of use by the Electrical Department may be disposed of by other than City Employees if approval is obtained from the Distribution Planner, Distribution Supervisor, Assistant Director or the General Manager. Any person(s), group, corporation or other requesting such poles must be provided a material data sheet and agree to cover any liabilities to the Municipality arising from receipt and/or use of such utility pole(s) or material.
3. A distribution line may be abandoned in place by approval of the General Manager.

Disposal of Junk Metal

Metals which are accumulated over a period of time, such as old conductors removed from the system which are no longer serviceable, shall be collected in one location and sold in accordance with the City of Ponca City's codes and policy to the highest bidder for such material, this shall be done on an as-needed basis as determined by the General Manager.

SECTION EIGHT: ENERGY SERVICE PROGRAMS

W.I.S.E. Rebate

(See FIGURES 16,16.1,16.2,16.3 and 16.4)

Objective.

The objective of OMPA's W.I.S.E. Rebate Program is to assist OMPA Member Cities that participate in OMPA's Energy Services Programs by encouraging residential and commercial customers, HVAC contractors, and subdivision homebuilders to purchase and install energy-efficient air conditioners and electric heat pumps.

For the utility, higher-efficiency air conditioners and heat pumps reduce summer peaks (which is a significant factor in the cost of power to the City), and improve overall load factor (which helps reduce the utilities' costs). Electric heat pumps also add off-peak winter load, thereby increasing revenues and improving overall system load factor even more. This program also helps the utility to compete with neighboring utilities.

Customers benefit from the higher efficiencies of the air conditioners and heat pumps promoted in this program. With appropriate electric rate structures, heating with heat pumps can be lower in cost than other alternatives for most (or all) of the winter. In summer, the higher-efficiency air conditioners and heat pumps help reduce customers' air-conditioning costs.

Qualifying Standards

This program applies to permanent installations in residential and commercial building. Manufactured and/or mobile homes are generally not eligible for program participation; however, should such an application meet Member City's criteria for satisfying the issue of permanence, OMPA will review and consider each request on its own merits.

Each building can generally only qualify once for these rebates, unless significant building additions cause the installation of additional heat pumps and/or air conditioners, or at least ten years have elapsed since the previous installation that was rebated. Rebates will not be provided for heat pumps and/or air conditioners that replace units for which rebates have already been provided, unless this ten-year condition is met.

City personnel (or city-designated personnel) must inspect the equipment after installation to confirm that program requirements are met. OMPA staff reserves the right to make random inspections of rebated equipment within three months of receipt of the rebate request from the city. City personnel will be notified in advance of any such random inspections. If it is found that any of the inspected equipment does not meet the qualifying criteria for the OMPA WISE Rebate Program, any rebate funds provided to the city by OMPA for this equipment must be given back to OMPA.

If a dual-fuel heat pump is installed, a copy of the fact sheet entitled "Your Dual-Fuel Heat Pump" must be provided to the customer. This explains the benefits of correct operation of the dual-fuel installation.

Rebate applications must be received within three months of air conditioner or heat-pump installation.

Qualifying Equipment and Standards

Electric air conditioners and heat pumps that meet all of the following criteria will qualify for rebates:

1. Electric air conditioners and heat pumps must be permanently-installed split or single-package systems. Plug-in window units are not eligible, but units installed in/through outside walls do qualify, provided the installation is of a permanent nature.
2. Air-source, water-source, and ground-source (geo thermal) heat pumps all qualify, provided they meet minimum efficiency standards listed below.
3. Dual-fuel heat pumps qualify provided they meet the following installation criteria:
 - a. An outdoor thermostat must ensure that, under normal operating conditions, the electric heat pump heats the house/dwelling whenever the outdoor air temperature is above 40 degrees Fahrenheit. Outdoor thermostat settings at or below 40 degrees Fahrenheit are acceptable; settings above 40 degrees Fahrenheit are not acceptable.
 - b. The indoor (control) thermostat must be wired so that, when outdoor temperatures exceed 40 degrees Fahrenheit, the auxiliary heat source will operate only when the indoor thermostat is manually set on the "emergency heat" setting.
4. Air Conditioners must meet the following minimum efficiency standards:
 - Cooling: Current minimum Energy Star SEER* rating plus 2
5. Air -Source Heat Pumps must meet the following minimum efficiency standards:
 - Cooling: Current minimum Energy Star SEER* rating plus 1
6. Ground-Source (Geothermal) Heat Pumps must meet the following minimum efficiency standards, and must have an Integrated Water Heater or Desuperheater for domestic water heating:
 - Cooling: Current minimum Energy Star EER* rating plus 1

*SEER (Seasonal Energy Efficiency Rating) is used for air conditions and air-source heat pumps; EER (Energy Efficiency Rating) is used for water-source and geothermal heat pumps.

Rebate Amounts

For qualifying air conditioners and heat pump equipment (as specified above), the rebate amounts are as follows:

Air Conditioners	\$100 per ton (\$50 CITY / \$50 OMPA)
Air-Source/Dual-Fuel Heat Pumps	\$250 per ton (\$125 CITY / \$125 OMPA)
Ground-Source Heat Pumps	\$800 per ton (\$400 CITY / \$400 OMPA)

P.C.U.A. may rebate at any level. OMPA will match on a 50/50 basis up to the amounts shown above. Rebate amounts shall be calculated using tonnage rounded to the nearest half-ton. (e.g.) (1 ton = 12,000 BTU's, so 44,000 BTUs = 3.67 tons, and 3.67 rounded to the nearest half-ton is 3.5; 46,000 BTUs = 3.83 tons, and 3.83 rounded to the nearest half-ton is 4.0).

The latest ARI (Air-Conditioning & Refrigeration Institute) Directories will be used to determine both efficiency and capacity ratings for air conditioners heat pumps.

Figure 17. WISE Rebate Summary Residential and Commercial Applications
OMPA WISE REBATE SUMMARY
COMMERCIAL, INDUSTRIAL, AND/OR INSTITUTIONAL APPLICATIONS
EFFECTIVE 1/1/2014

ELECTRIC AIR CONDITIONERS AND/OR HEAT PUMPS

**Permanently-installed split, single-packaged and through-the-wall units qualify;
window units DO NOT QUALIFY.**

Any individual unit < 65,000 Btu/hour must meet the WISE Residential Rebate criteria

Note: Commercial, industrial or institutional customers are rebated at the commercial rebate amounts as listed below, and do not qualify for the residential rebate amounts.

Any individual unit ≥ 65,000 Btu/hour can qualify by

- ◆ **Meeting the WISE Residential Rebate criteria, OR**
- ◆ **AIR CONDITIONERS** (that are listed in the “Energy Star Certified Light Commercial HVAC” listing **AND** meet the CEE Tier 2 criteria), 50/50% MATCH - \$80.00 per ton** (\$40.00 OMPA/\$40.00 City) (payable to Building Owner or Builder of SPEC building)
- ◆ **AIR-SOURCE HEAT PUMPS** (that are listed in the “Energy Star Certified Light Commercial HVAC” listing), 50/50% MATCH - \$200.00 per ton** (\$100.00 OMPA/\$100.00 City) (payable to Building Owner or Builder of SPEC building)
- ◆ **DUAL-FUEL HEAT PUMPS** (Air-source) (that are listed in the “Energy Star Certified Light Commercial HVAC” listing or Geothermal that meet minimum Energy Star EER rating), 50/50% MATCH - \$200.00 per ton** (\$100.00 OMPA/\$100.00 City) (payable to Building Owner or Builder of SPEC building)
- ◆ **GEOTHERMAL HEAT PUMPS** (that meet minimum Energy Star EER, and have at least one operating Integrated Water Heater or Desuperheater for domestic water heating) 50/50% MATCH - \$800.00 per ton** (\$400.00 OMPA/\$400.00 City) (payable to Building Owner or Builder of SPEC building)
- ◆ Rebates will not be approved for locations already rebated, unless significant building additions justify additional air conditioners/heat pumps, or at least 10 years has elapsed since the last rebate was approved for that location.
- ◆ Dual-fuel heat pump systems must be installed and maintained under the following conditions:
 - 1) Setpoint of outdoor thermostats must not exceed 40° Fahrenheit.
 - 2) Whenever outdoor temperatures exceed 40° Fahrenheit, the auxiliary heat source will only operate when the indoor thermostat is manually set on the emergency heat mode.

** City may rebate at any level. OMPA will match on a 50/50% basis up to the amounts shown above.

Notes:

1. Current Energy Star minimum ratings used by this program are 17.1 EER for closed-loop geothermal heat pumps.
2. Customers’ classification (residential, commercial, industrial or institutional) is determined by the city’s rate category for the customer.
3. All rebate standards and amounts are subject to review and change as deemed necessary by the O.M.P.A. Board of Directors.

This form is available on the OMPA website (at www.ompa.com under the Programs link).

Figure 18. WISE Rebate Summary Residential Applications
OMPA WISE REBATE SUMMARY
RESIDENTIAL APPLICATIONS
EFFECTIVE 1/1/2014

ELECTRIC AIR CONDITIONERS AND/OR HEAT PUMPS

Permanently-installed split, single-packaged and through-the-wall units qualify;
window units DO NOT QUALIFY.

- ◆ **AIR CONDITIONERS** (that meet minimum Energy Star SEER rating plus 2)
50/50% MATCH - \$100.00 per ton** (\$50.00 OMPA/\$50.00 City)
(payable to Homeowner or Builder of SPEC home)
- ◆ **AIR-SOURCE HEAT PUMPS** (that meet minimum Energy Star SEER rating plus 1)
50/50% MATCH - \$250.00 per ton** (\$125.00 OMPA/\$125.00 City)
(payable to Homeowner or Builder of SPEC home)
- ◆ **DUAL-FUEL HEAT PUMPS** (Air-source) (that meet minimum Energy Star SEER rating plus 1 or Geothermal that meet minimum Energy Star EER rating)
50/50% MATCH - \$250.00 per ton** (\$125.00 OMPA/\$125.00 City)
(payable to Homeowner or Builder of SPEC home)
- ◆ **GEOHERMAL HEAT PUMPS** (that meet minimum Energy Star EER, and have an operating Integrated Water Heater or Desuperheater for domestic water heating)
50/50% MATCH - \$800.00 per ton** (\$400.00 OMPA/\$400.00 City)
(payable to Homeowner or Builder of SPEC home)
- ◆ Rebates will not be approved for locations already rebated, unless significant building additions justify additional air conditioners/heat pumps, or at least 10 years has elapsed since the last rebate was approved for that location.
- ◆ Dual-fuel heat pump systems must be installed and maintained under the following conditions:
 - 1) Setpoint of outdoor thermostats must not exceed 40° Fahrenheit.
 - 2) Whenever outdoor temperatures exceed 40° Fahrenheit, the auxiliary heat source will only operate when the indoor thermostat is manually set on the emergency heat mode.

** City may rebate at any level. OMPA will match on a 50/50% basis up to the amounts shown above.

Notes:

1. Current Energy Star minimum ratings used by this program are 14.0 SEER for air conditioners and air-source heat pumps, and 17.1 EER for closed-loop geothermal heat pumps.
2. Customers' classification (residential, commercial, industrial or institutional) is determined by the city's rate category for the customer.
3. All rebate standards and amounts are subject to review and change as deemed necessary by the O.M.P.A. Board of Directors.

This form is available on the OMPA website (at www ompa.com under the Programs link).

Figure 18.1 Contractor Agreement

WISE REBATE PROGRAM

CONTRACTOR AGREEMENT FORM FOR AIR CONDITIONERS AND/OR HEAT PUMPS

All air conditioners and/or heat pumps for which rebates are requested from the City will be installed so that they meet the following conditions of the WISE Rebate Program:

1. _____ Installation or modification of air distribution systems will be completed according to recommended industry standards.
2. _____ Heat-loss and heat-gain calculations for sizing of equipment in accordance with accepted industry methods will be done while abiding by applicable codes on installation of air conditioners and/or heat pump systems.
3. _____ Dual-fuel heat pump systems will be installed in accordance with the following rebate conditions:

_____ A. Set point of outdoor thermostats will not exceed 40° Fahrenheit.
_____ B. Whenever outdoor temperatures exceed 40° Fahrenheit, the auxiliary heat source will only operate when the indoor thermostat is manually set on the emergency heat mode.
4. _____ Customer will be provided with operating instructions and equipment operation will be fully explained. For dual-fuel installations, customer will be provided with a copy of the fact sheet entitled "Your Dual-Fuel Heat Pump."

Contractor Signature: _____ Date: _____

Company Name: _____

Company Address: _____

Telephone Number: _____

This form is available on the OMPA website (at www.ompa.com under the Programs and Services link).

Figure 18.2 Check List

WISE REBATE PROGRAM

AIR CONDITIONER AND/OR HEAT PUMP INSTALLATION CHECK LIST

The City of _____ has caused the inspection of an air conditioner or heat pump installation at:

STREET ADDRESS

CITY, STATE, ZIP

The following conditions of participation under the Rebate Program have been met.

1. _____ Installation or modification of air distribution systems has been completed according to recommended industry standards.
2. _____ Heat-loss and heat-gain calculations for sizing of equipment in accordance with accepted industry methods have been done while abiding by applicable codes on installation of air conditioners and/or heat pump systems.
3. _____ Dual-fuel heat pump systems have been installed in accordance with the following rebate conditions:

_____ A. Set point of outdoor thermostats did not exceed 40° Fahrenheit.
_____ B. Whenever outdoor temperatures exceed 40° Fahrenheit, the auxiliary heat source will only operate when the indoor thermostat is manually set on the emergency heat mode.
4. _____ Customer has received operating instructions and fully understands equipment operation.
5. _____ For dual-fuel installations, customer has received a copy of the City's Dual-Fuel Heat Pump Fact Sheet ("Your Dual-Fuel Heat Pump").

I have reviewed the checklist above and found that the conditions have been met for certification of rebate funds in accordance with the WISE Rebate Program.

Date _____

City Inspector Signature _____

Printed Name and Title _____

This form is available on the OMPA website (at www.ompacom.com under the Programs and Services link).

Figure 18.3 Dual-Fuel Heat Pump Fact Sheet

(CITY UTILITY NAME)

YOUR DUAL-FUEL HEAT PUMP

Congratulations on the installation of your new dual-fuel heat pump. This system provides you with the best of both worlds – an electric heat pump to air-condition your home in summer and heat it for most of the winter, with a back-up gas furnace for heat when outside temperatures are low enough to make it economical.

In order to keep your heating costs as low as possible, your system has been set up so that the electric heat pump heats your home whenever the outside air temperature is at or above 40° F. Below this temperature, the gas furnace will automatically operate. Your system is set up like this to take advantage of the fact that the electric heat pump heats with high efficiency (and is therefore more economical than the gas furnace) when the air temperature outside is 40° F or above. We therefore recommend that you allow your system to work automatically so that you benefit from the lowest possible heating and cooling costs.

There may be occasions when you would like to temporarily let the gas furnace heat your home for a short while. For instance, if you have been away from home for a few days, and set the thermostat down to save money while you are away, you might like to use the gas furnace to bring your home up to normal temperature and then let the heat pump carry on afterwards. If you set your thermostat on the “emergency heat” setting, the gas furnace will operate. Remember to restore the thermostat to its automatic setting as soon as you can, so that the system works automatically and you continue to get the lower-cost benefits of the heat pump.

If your gas furnace comes on when the thermostat is on its automatic setting and the temperature outside is above 40° F, your heating system is not operating in its most cost-effective mode. If this occurs, we recommend that you contact your HVAC contractor to have the operation of your system checked.

If you have any questions regarding your new system, we suggest that you call your HVAC contractor or the Energy Services (ES) representative at (city utility name).

HVAC Contractor _____ ES Rep _____

Telephone _____ Telephone _____

This form is available on the OMPA website (at www.ompacom.com under the Programs and Services link).

OMPA WISE Program;
March 2009 Rebate Program (2009) / mb

Figure 18.4: WISE Individual Rebate Request Form

Homeowner/Builder/ Business <input style="width: 200px; height: 20px;" type="text"/> Physical Address <input style="width: 200px; height: 20px;" type="text"/> Mailing Address <input style="width: 200px; height: 20px;" type="text"/> City, State, Zip <input style="width: 200px; height: 20px;" type="text"/> Social Security # <input style="width: 200px; height: 20px;" type="text"/> Customer Phone # <input style="width: 200px; height: 20px;" type="text"/> <input type="checkbox"/> Residential <input type="checkbox"/> Commercial	<table style="width: 100%;"> <tr> <td style="width: 60%;">Rebate Based on Tonnage</td> <td style="width: 20%;">Customer \$ <input style="width: 60px; height: 20px;" type="text"/></td> <td style="width: 20%;">OMPA \$ <input style="width: 60px; height: 20px;" type="text"/></td> </tr> <tr> <td>Contractor Name</td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td>Contractor Phone #</td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td>Account #</td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td>Home/Business Square Footage</td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td>Contact Person</td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> </table>	Rebate Based on Tonnage	Customer \$ <input style="width: 60px; height: 20px;" type="text"/>	OMPA \$ <input style="width: 60px; height: 20px;" type="text"/>	Contractor Name	<input style="width: 100%; height: 20px;" type="text"/>		Contractor Phone #	<input style="width: 100%; height: 20px;" type="text"/>		Account #	<input style="width: 100%; height: 20px;" type="text"/>		Home/Business Square Footage	<input style="width: 100%; height: 20px;" type="text"/>		Contact Person	<input style="width: 100%; height: 20px;" type="text"/>	
Rebate Based on Tonnage	Customer \$ <input style="width: 60px; height: 20px;" type="text"/>	OMPA \$ <input style="width: 60px; height: 20px;" type="text"/>																	
Contractor Name	<input style="width: 100%; height: 20px;" type="text"/>																		
Contractor Phone #	<input style="width: 100%; height: 20px;" type="text"/>																		
Account #	<input style="width: 100%; height: 20px;" type="text"/>																		
Home/Business Square Footage	<input style="width: 100%; height: 20px;" type="text"/>																		
Contact Person	<input style="width: 100%; height: 20px;" type="text"/>																		

EQUIPMENT CATEGORY (check one)

New
 Replacement
 Conversion (to heat pump)
 Add-on

Heat and Air Equipment

A. Air Conditioner <input type="checkbox"/> Air Conditioner	B. Heat Pump Type <input type="checkbox"/> Air Source <input type="checkbox"/> Dual-Fuel <input type="checkbox"/> Ground-Source	C. If Dual-Fuel, Back-Up Heat is <input type="checkbox"/> Natural Gas <input type="checkbox"/> LP Gas <input type="checkbox"/> Wood <input type="checkbox"/> Other	D. Former Primary Heat <input type="checkbox"/> Electric <input type="checkbox"/> Natural Gas <input type="checkbox"/> LP Gas <input type="checkbox"/> Other
---	---	---	---

INSTALLED				REMOVED			
Cooling		Heating		Cooling		Heating	
Btuh*	<input style="width: 60px; height: 20px;" type="text"/>	Btuh*	<input style="width: 60px; height: 20px;" type="text"/>	Btuh*	<input style="width: 60px; height: 20px;" type="text"/>	Btuh*	<input style="width: 60px; height: 20px;" type="text"/>
Tons**	<input style="width: 60px; height: 20px;" type="text"/>	Tons**	<input style="width: 60px; height: 20px;" type="text"/>	Tons**	<input style="width: 60px; height: 20px;" type="text"/>	Tons**	<input style="width: 60px; height: 20px;" type="text"/>
COP	<input style="width: 60px; height: 20px;" type="text"/>	COP	<input style="width: 60px; height: 20px;" type="text"/>	COP	<input style="width: 60px; height: 20px;" type="text"/>	COP	<input style="width: 60px; height: 20px;" type="text"/>
SEER/EER	<input style="width: 60px; height: 20px;" type="text"/>	HSPF	<input style="width: 60px; height: 20px;" type="text"/>	SEER/EER	<input style="width: 60px; height: 20px;" type="text"/>	HSPF	<input style="width: 60px; height: 20px;" type="text"/>

Installed Equipment Details

Manufacturer <input style="width: 200px; height: 20px;" type="text"/>	Furnace Model # <input style="width: 200px; height: 20px;" type="text"/>
Outdoor Model # <input style="width: 200px; height: 20px;" type="text"/>	ARI Reference # <input style="width: 200px; height: 20px;" type="text"/>
Indoor Coil # <input style="width: 200px; height: 20px;" type="text"/>	

* Btuh as specified by ARI ** Tons as calculated using 12,000 Btuh per ton

<input style="width: 90%; height: 20px;" type="text"/>			
City Representative	Date	Customer Signature	Date

OMPA Use Only Rev 1/2009 KW <input style="width: 60px; height: 20px;" type="text"/> INC. KW <input style="width: 60px; height: 20px;" type="text"/>	Please retain copies of this form for your records.
---	--

W.I.S.E. LOAN PROGRAM

The WISE Loan program offers low-interest financing to qualified customers for approved energy-saving measures. Some of the approved measures include heat pumps, electric water heaters, insulation, programmable thermostats, weather-stripping and more. Both secured (home equity) and unsecured loans available.

Qualifying Measures

Unsecured and home equity loans are available to finance the cost of (or any combination of):

1. Caulking
2. Weather-stripping
3. Central air conditioning units
4. Heat pumps which reduce the consumption of electricity (including air-to-air, dual fuel, ground source and heat pump water heaters)
5. Heat pumps, water heaters, and replacements/modifications which reduce oil or gas consumption, (except where primary fuel is oil or gas)
6. Insulation including ceiling, wall, floor, duct, pipe, water heater (wrap)
7. Storm or thermal windows
8. Storm or thermal doors
9. Electric system-coordinated, customer-owned devices that reduce the maximum kilowatt demand on the electric system
10. Programmable thermostats
11. Attic ventilation fans
12. Ceiling fans
13. Energy efficient lighting

W.I.S.E. Loan Information and Application Procedures

The minimum amount for an unsecured loan is \$5000, and the maximum is \$35,000. Unsecured loans have a maximum loan term of three years. For a home equity loan, the minimum amount is \$1,000 with a maximum of \$100,000, and the loan is available for up to fifteen years. Discounts for participating in the W.I.S.E. loan program are 1% of the current market rate for an unsecured loan and ¼% of the current market rate for a home equity loan. Generally, the approval time for a customer should be only about 60 minutes or less (excluding time required or collateral evaluation for Real Estate secured loans). Unsecured loan interest rates will be based upon the credit of each applicant. The sequence for the loan procedure is as follows:

- 1) The customer will provide the city with a completed contractor bid sheet and a signed and notarized acknowledgment form. (See FIGURE 16.1)

2) The city will give the customer a completed loan certificate and BOK's contact information. The city will need to retain copies of the completed contractor bid sheet, the loan certificate and the acknowledgement form for their records and will need to forward a set of copies to OMPA.
(See FIGURE 17 and 18)

3) Once the customer has made application with BOK, the bank will process the loan application and notify the customer of the approval/decline of the loan. For approval, customers must meet BOK's eligibility requirements. If approved, the closing will be between BOK and the customer; the city will no longer be involved.

If you have any questions about the loan program, please call 767-0405.

Figure 19: W.I.S.E. Loan Acknowledgment Form

W.I.S.E. LOAN ACKNOWLEDGEMENT FORM

The loan applicant acknowledges and agrees that the loan application being submitted to the Bank of Oklahoma to receive a discount on the interest rate through the Oklahoma Municipal Power Authority's (OMPA's) W.I.S.E. Loan program meets all the requirements as set forth in the W.I.S.E. Guide, Section 13 as adopted by

(City)

The _____ reserves the right to inspect the home after the
(City)
qualifying improvements are made.

Maker (Loan applicant)

Co-Maker (Co-Applicant)

STATE OF OKLAHOMA)
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of
_____, 20__, by _____
and _____.

Notary Public

My Commission expires:

Figure 20: W.I.S.E. Loan Certificate

OMPA W.I.S.E. LOAN CERTIFICATE

this certifies that

(Name)

(Address)

A customer of the City of _____

Is eligible to apply for a W.I.S.E. Energy Loan with the Bank of Oklahoma for 1% discount off of the current market rate for an unsecured loan or 1/4% discount off of the current market rate for a home equity loan.

City Representative

Date

Wind Energy

Through this program, a source of pollution-free power is available to our customers. Under the terms of a long-term contract with Florida Power and Light Energy LLC, a subsidiary of Florida Power and Light Group Inc., OMPA, Ponca City's wholesale power provider, purchases the electricity output from 34 General Electric 1.5-megawatt turbines. The turbines are part of the Oklahoma Wind Energy Center, which is located northeast of Woodward. OMPA is making that power available for resale by the City of Ponca City.
Contact 767-0311 for more information

Figure 21. Wind Power Application



PONCA CITY UTILITY BILLING OFFICE
P.O. BOX 1450
PONCA CITY, OK 74602
(580)767-0311

APPLICATION FOR GREEN POWER WIND CHARGE

Ponca City's wholesale electricity provider, Oklahoma Municipal Power Authority, has entered into the renewable energy resources field by the construction of a large wind powered generator farm in Woodward, Oklahoma, and is now making that power available for resale by the City of Ponca City.

Customers may purchase renewable wind power, Green Power Wind Charge (GPWC), at \$0.01 per kWh and shall be sold in blocks of 100 kWh or their total monthly kWh. The power cost adjustment factor will not be levied on energy powered by GPWC. The monthly customer bill shall be the customer base rate, customer kWh rate, applicable tax, and the GPWC rate.

- 1) This is a contract with PCUA for at least twelve (12) months for this service.
- 2) A customer may elect to have all the bill or blocks of 100 kWh on each bill for 12 months.
- 3) _____ I elect to have _____ blocks of 100 kWh on my each of my next 12 months billing
or
_____ I elect to have my monthly total electric bill powered by GPWC on my next 12 months billing
- 4) This will begin on my next billing effective: _____.

Account Number: _____ Address: _____

Name on Account: _____ Date: _____

Signature: _____

Residential Energy Audits on homes ten (10) years or older.

Customers concerned about improving the efficiency of their homes may request a free residential energy audit by contacting the Residential Energy Auditor at Ponca City Energy, 767-0405.

Grade School Safety Programs

The Ponca City Utility Authority provides safety demonstrations for local grade schools upon request. Contact the Ponca City Energy office at 767-0405 for more information.

Conservation Information

The Ponca City Utility Authority provides useful energy conservation methods for customers through educational press releases, information packets, brochures, and newsletters. For more information contact the Ponca City Energy office at 767-0405