



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Helgeson, Brown, Carlson, Mital and Simpson
FROM: Rod Price, Chief Electric Engineering & Operations Officer and Richard Fatooh, Interim Supervisor, Distribution Engineering Dept.
DATE: December 19, 2017
SUBJECT: Electric Policy Revision, Resolution No. 1802
OBJECTIVE: Board Action

Issue

EWEB Electric Operations field staff (troubleshooters) are making return trips to re-inspect underground service lateral substructure installed by customer/contractor that do not meet EWEB construction standards (EC-5-B.1000). The multiple trips are creating scheduling inefficiencies as well as extra costs due to additional inspection(s).

Background

Last year (June 2016), EWEB had assumed the responsibility of inspecting underground service lateral substructure and conductor installations, a task that would no longer be performed by the City of Eugene. Notifications to the builder/developer/contractor community were sent to communicate the change. Since this time EWEB staff has worked with the community with the positive intention to further educate those who are installing facilities to be owned by EWEB upon connection.

Discussion

Unfortunately, EWEB field staff continues to return to sites that failed inspections and although a majority are properly installed, there are many times where field staff are being rescheduled to return to the same site only to find the substructure is still not installed correctly.

Our staff, Distribution Engineering Technicians, Building and Renovations' Customer Service Analysts, and Electric Operation's troubleshooters, will continue effort to communicate information (Construction Standard) to those that are installing this substructure.

Communication to customers affected will be provided prior to the implementation with several forms of outreach.

Recommendation

Existing EWEB policy and procedures do not include any means to charge for re-inspections due to incorrect installations. Amending the policy will provide the verbiage to allow EWEB to recuperate costs for return inspections as well as provide a means of deterrence to parties that do not install facilities per our Construction Standards.

Requested Board Action

EWEB staff requests the Board to approve and revise policy per approval and adoption of Resolution No. 1802. This resolution has been reworded per Board request. Original request was submitted via Resolution 1729, December Board Meeting.



V. ELECTRIC SERVICE CHARGES AND PRICES

For charges specific to Water; see Water Service Charges and Prices. For all other charges; see All Utilities Charges and Prices

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**A. Connect/Disconnect of Electric Service at Customers Request for Electrical repairs
(per call out)**

(Resolution No. 1414)

During regular business hours..... No Charge
After regular business hours.....\$150.00

B. Temporary Electric Service Installation Charges

(Resolution No. 1509)

- 1. Temporary Service (150 feet or less)\$280.00
- 2. Temporary Service Conductor (over 150 feet) \$3.58/ft
- 3. Temporary Transformer (single).....At estimated cost
- 4. Three-Phase Temporary Service with Primary To be computed

C. Customer-Damaged EWEB Facilities Actual Cost

D. Service Lateral Substructure Re-Inspection Charge (per visit).....\$75.00
First inspection is included with each request for service.

**RESOLUTION NO. 1802
JANUARY 2018**

**EUGENE WATER & ELECTRIC BOARD
RESOLUTION APPROVING ELECTRIC UTILITY CHARGE**

WHEREAS, The Eugene Water & Electric Board (EWEB) periodically reviews, revises and updates Customer Service Policies & Procedures – All Utilities, Electric and Water policies for consistency, legality, correctness and to reflect actual practices evolving as continual improvement;

WHEREAS, a change to the Electric Utility Customer Service Policies for the Service Lateral Substructure Re-Inspection Charge has been presented at the January 9th, 2018 Regular Board Meeting as follows:

Service Lateral Substructure Re-Inspection Charge (per visit).....\$75.00
First inspection is included with each request for service.
Based on cost for labor and equipment for return inspection.

NOW THEREFORE, BE IT RESOLVED, that the Eugene Water & Electric Board does hereby resolve to adopt the stated Electric Utility Charge for Service Lateral Substructure Re-Inspections. Furthermore, be it resolved that the Board hereby authorizes the General Manager to update the current Customer Service Policies accordingly.

DATED this 9TH day of January, 2018.

THE CITY OF EUGENE, OREGON
Acting by and through the
Eugene Water & Electric Board

President

I, ANNE M. KAH, the duly appointed, qualified and acting Assistant Secretary of the Eugene Water & Electric Board, do hereby certify that the above is a true and exact copy of the Resolution adopted by the Board in its January 9, 2018 Regular Board Meeting.

Assistant Secretary