



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Mital, Helgeson, Manning and Simpson
FROM: Todd Simmons, Distribution Reliability Manager
DATE: September 23, 2014
SUBJECT: 2014 Electric Policies & Procedures update and approval
OBJECTIVE: Board Action to approve Resolution No. 1414

Issue

EWEB staff has conducted a review of our Customers Service Policies and Procedures for Electric Utilities. An additional after business hours service fee has been included to align with the Water Utility fees schedule and to reimburse the utility for responding to customer equipment issues after hours.

Background

Electric Troubleshooters respond to 450-500 after business hours calls every year. 75-100 of these calls are due to failed customer equipment or to reconnect service after customer equipment has been repaired. The cost to the utility each year is \$20-25k for this service.

Discussion

E-V Electric Policy Changes:

A new section was added regarding the addition of a service fee of \$150 for service requests outside of normal business hours.

Requested Board Motion/Action

Approve 2014 Electric Utilities Policies and Procedure update as provided in the complete review documents. Approve Resolution No. 1414 which promulgates the changes to EWEB's Customer Service Policies and Procedures.

Please contact Todd Simmons at Todd.Simmons@eweb.org if you have any questions or comments.

**RESOLUTION NO. 1414
OCTOBER 2014**

**EUGENE WATER & ELECTRIC BOARD
RESOLUTION APPROVING REVISION TO
ELECTRIC UTILITY POLICIES & PROCEDURES**

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

WHEREAS, The Customer Service policies and procedures - having been reviewed and presented at the October 7th, 2014 Regular Board Meeting and revised as follows:

1. Electric Service Charges and Rates, E-V: Addition of fee for Connect/Disconnect Diagnosis of Service at Customers Request for Electric repairs; \$150.00.

NOW, THEREFORE, BE IT RESOLVED, that the Eugene Water & Electric Board does hereby resolve to adopt the revisions of the Customer Service Policies and Procedures – Electric Policies as so revised.

DATED this 7th day of October 2014.

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

President

I, TARYN M JOHNSON, 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 at its October 7th 2014 Regular Board Meeting.

Assistant Secretary



V. ELECTRIC SERVICE CHARGES AND RATES

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

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Approved: 10/14
Adopted: 10/14

Revision Date Effective: 10/08/14
Revision: 19



**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

1. Temporary Service (150 feet or less)\$155.00
2. Temporary Service Conductor (over 150 feet) \$1.35/ft
3. Temporary Transformer (single).....At estimated cost
4. Three-Phase Temporary Service with Primary To be computed

C. Customer-Damaged EWEB FacilitiesActual cost

D. Primary Service (at 12.47 KV) and Maintenance Agreement Fees

Customers will be charged the actual cost of labor, equipment, materials and applicable overhead in order to establish and maintain primary service.