



Eugene Water & Electric Board

Customer Services Policies and Procedures
Steam Utility

This section covers policies, procedures, minimum requirements, and information, etc., which pertain to all types of steam service.

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I. STEAM SERVICE CONDITIONS

This section covers policies, procedures, minimum requirements, and information that pertain to all types of steam service.

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FOR ALL UTILITY LOCATIONS, CALL ONE NUMBER
1-800-332-2344
CALL BEFORE YOU DIG



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A. Directory

- 1. For Customer Account Information, New Service Orders, Start/Stop Service, or other Billing concerns, call:

EWEB Customer Service Department.....484-6016
(During regular business hours)

- 2. For General Steam Service Inquiries, System Operations, and Technical Support Services, call:

EWEB Steam Division Operations.....341-8559
(24-hour coverage is provided)

- 3. Customer/Steam System Emergencies, call:

EWEB Steam Division Operations.....341-8559
(24-hour coverage is provided)

- 4. Steam Facility Locations 1-800-332-2344
(Call before you dig!)

B. Service Area

Steam service is available at all premises located in or adjacent to the area served by EWEB’s steam mains, subject to the capacity limitations of EWEB’s production and distribution facilities. (See Service Area Map, Figures S-1 and S-2.)

C. Customer Installation Responsibility

- 1. Piping and Equipment

The customer shall install, own and maintain all piping and equipment beyond the point of delivery with the exception of the meter. The customer's installation shall conform to all requirements of governmental agencies having jurisdiction thereof, including applicable codes or ordinances, and these Policies and Procedures.

- 2. Condensate Return

If required by EWEB, the customer shall install a pump and appropriate piping systems to the condensate return system at the point of delivery. Further, the customer shall provide a means of wasting all such condensate within the



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customer's premises. When the return of condensate is not required by EWEB at the time steam service is supplied, the customer shall provide a means of wasting all such condensate within the customer's premises.

3. Pressure Regulation and Control

If a customer requires steam pressures at less than that which EWEB delivers at its established point of delivery, the customer shall own, install, and maintain suitable pressure reducing valve(s) and other control devices as needed to meet the requirements of the customer's equipment and ensure safe operation thereof.

4. Service Responsibility

The use of steam upon the premises of the customer is at the risk of the customer, and the responsibility of EWEB ceases at the point of delivery. The customer shall furnish, own and maintain all materials and facilities required to distribute steam beyond the point of delivery to points used on the customer's property. Only those specific EWEB-owned facilities on the customer's premises, such as metering located beyond the point of delivery, shall be maintained by EWEB.

The customer shall provide sufficient space for, ready access to, and shall exercise proper care to protect EWEB's property on the customer's premises; and, in the event of loss or damage to EWEB's property on the customer's premises arising from neglect, improper maintenance, carelessness, or misuse by the customer, the cost of the necessary repairs or replacement will be billed to the customer.

Any customer desiring temporary discontinuance of steam service shall turn off the steam supply at the customer's valve. The customer is responsible for any damages or injuries sustained through failure to properly exclude steam from the customer's premises. The customer is also responsible for protecting the customer's plumbing during freezing weather or during extended absences from his/her premises.

EWEB-owned piping, meters, valves, or other equipment associated with steam service shall not be unsealed, tampered with, or disconnected at any time unless by or under the supervision of an authorized EWEB representative.

5. Services Without Customer Valve

It is the customer's responsibility to install a control device, such as a hand valve, as a means of protecting the premises served. This device shall be installed as



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close as possible to the point of delivery at a location accessible to the customer. At the customer's request EWEB will turn off/on the steam supply so that such an installation can be accomplished. The customer shall be charged according to the established schedule of charges for all such connection or disconnection of service. (See Steam Utility, S-III-2, paragraph B.)

Should damage occur to EWEB's facilities as a result of the customer's failure to install and maintain a control device or hand valve, the customer shall be billed for full cost of repair or replacement of EWEB's damaged facilities.

D. Inspection Requirements

Inspection of piping or equipment for compliance with code or regulations other than those of EWEB is the responsibility of the appropriate governmental agency having jurisdiction thereof. Appropriate permits, approvals or certificates shall be obtained by the owner prior to connection to EWEB's service lines.

EWEB shall have the right, but shall not be obligated, to inspect the customer's piping or equipment before service is supplied and at any future time as determined by EWEB. However, nothing in these policies shall be construed as placing upon EWEB any responsibility for the inspection, condition, or maintenance of the customer's plumbing, piping, steam-using devices or other equipment.

EWEB shall not be liable for any leaks, loss or damage to persons or property resulting from defects in the customer's installation or equipment or the delivery of steam thereto. EWEB's liability for personal or property damage shall not extend beyond the point of delivery to the customer.

E. Metering Service and Meter Installations

EWEB shall own and maintain all necessary meters for measuring the amount of steam used by the customer. For rate schedule purposes, all meters serving the customer's premises shall be considered separately and the readings shall not be combined, except where EWEB for its own convenience or operating necessity elects to install two or more meters to serve the premises. Where a master meter is used to measure the total amount of steam used such as for apartment houses, EWEB shall not furnish or read auxiliary or submeters used for the customer's convenience.

Meters shall be read monthly and bills will be based on consumption in units of 1,000 pounds, or fractions thereof. The customer shall make access available to EWEB for routine maintenance and monthly reading of all meters installed on the customer's



premises. Such access is required during EWEB's regular business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday.

An official account shall be kept on the records of EWEB of all steam meter readings. Such account, so kept according to federal retention requirements, shall be accepted and received at all times and places, and in courts, as prima facie evidence of the use of steam by the customer and shall be the basis on which bills are calculated. Should any meter fail to register correctly the amount of steam used by the customer, the amount of such use shall be estimated by EWEB from the best available evidence.

EWEB will, upon request, test any customer's meter; however, such tests shall be made only if the customer is present to observe the test. If the meter is found, upon test, to over-register more than two percent under normal conditions of the customer's steam use, the customer's billing shall be adjusted for a maximum of six months to reflect the correction. No charge shall be made to the customer for this meter test.

If a meter under-registers the amount of steam used due to the customer tampering with the meter or piping, or if any other customer action causes under-registration, the service shall be discontinued and shall not be resumed until the customer has made satisfactory adjustment for the loss of revenue and given satisfactory assurance that EWEB shall be protected against any further acts of tampering.

Every meter location shall be designated by EWEB. For a change in size of the meter, at the request of the customer, the customer shall pay for the cost of changing meters and records. If a meter is damaged by hot condensate or steam from the customer's line, the customer will be required to pay the cost of repairing the meter and the estimated loss of revenue resulting from the damage.

F. Point of Delivery

EWEB shall designate a single point of delivery, at an agreed-upon nominal pressure and location, which will normally be at the customer's property line adjacent to the public right-of-way or steam line easement. However, EWEB may designate a point of delivery on the customer's premises, but only when EWEB determines that a location within the public right-of-way or easement is impracticable.

G. Customer's System Specifications

The general specifications for the customer's steam system connected to EWEB's service main are as follows:



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1. All steam system installations shall be designed to operate at the nominal steam pressure made available by EWEB at the point of delivery. Any required pressure regulation beyond the delivery point shall be provided by the customer. (See Steam Utility, S-I-3, paragraph C-3.)
2. Interior piping and equipment in any building served shall be installed to insure correct operation of EWEB's meter. Unmetered connections or bypasses are not permitted, unless specifically authorized by EWEB.
3. No open vents shall be permitted on any part of the customer's system without the approval of EWEB.
4. Approved master low-pressure traps, ball-float-type of proper size, are required as follows:
 - a. On each return line of single pipe gravity systems before they enter a common return line;
 - b. On two-pipe gravity systems with radiator traps, and on vapor or atmospheric system returns; and
 - c. On drip lines of any system where the condensate returns directly by gravity to the cooling coil or meter.
5. Master traps are not required:
 - a. On vacuum systems where the cooling coil is installed ahead of the vacuum pump; and
 - b. On two-line systems with not more than 200 square feet of radiation in not more than four units, each equipped with an approved thermostatic trap.
6. All ball-float traps shall have standard gate valve and union installed ahead of the trap; ball-float master traps and all radiator traps should be cleaned and placed in good operating condition each year before the start of the heating season.

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II. STEAM LINE EXTENSIONS

This section covers policies, procedures, minimum requirements, and information that pertain to steam line extensions.

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A. Steam Line Extensions

1. Definition of Extension

A line extension is defined as a branch from, or continuation of, an existing steam main to serve permanent new customers or additional load. The line extension includes all piping and equipment, including the meter, installed by EWEB for service to the customer. Sole and exclusive title to any extension constructed shall remain with EWEB.

EWEB will construct, own, operate and maintain steam mains and other related facilities only along public streets, roads and highways which EWEB has the legal right to occupy, and on public lands and private property across which rights-of-way, satisfactory to EWEB, have been obtained.

Prior to building any steam extension, EWEB may require each prospective customer to enter into an extension and/or guaranteed annual revenue contract for steam service for a period of five years from the date of completion of the main extension.

2. Extensions at EWEB Expense

Upon written request by a prospective customer, EWEB will make a feasibility study comparing the estimated revenue and cost of construction associated with the line extension. Based on this study, EWEB will determine an investment allowance, which represents the maximum amount that EWEB can invest economically in facilities to serve the customer.

This maximum investment allowance shall be calculated as a factor of three times projected annual customer steam revenues, net of fuels expense, municipal taxes, and any other direct costs of service specific to the prospective customer. Revenue projections will be calculated using EWEB's estimates of the customer's annual steam use at rates in effect at the time of calculation.

EWEB will then construct, at its own expense, a steam line extension the actual completed installation cost of which is less than or equal to the calculated investment allowance.

3. Extensions at Expense of EWEB and Customer

If the estimated installation cost of the proposed extension is greater than EWEB's investment allowance as determined in (2) above, the customer may secure an extension by paying, in advance, the difference between the estimated cost of the extension and the calculated EWEB investment allowance. (The "difference" is called "contribution in aid of construction.")



If the actual cost of the completed extension is less than the initial estimate, the customer will be refunded the difference, up to the amount advanced. Alternatively, if the actual completed cost exceeds the original estimate, the customer will be billed the difference in excess of EWEB's investment allowance and amounts previously advanced by the customer.

4. Subsequent Customers

During the period of five years from the date of completion of construction of any extension built under these Policies and Procedures, any subsequent customer(s) who desire permanent connection to a prior extension, or an additional extension thereto, shall pay to EWEB a pro rata share of any contribution in aid of construction if such contribution is required. Where applicable within a five-year period, such subsequent customer payments toward prior extensions shall be refunded by EWEB to the original customer/developer.

In such cases, the costs of any new construction, the prior extension, and all associated revenues will be considered as a unit in calculating the applicable investment allowance, the pro rata share of any prior contribution in aid of construction, and any refund of prior contributions. However, no prior customers' contribution will be increased as a result of subsequent customer connection.



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- A. Late Fee**
Late fees of 1% or \$3.00 (whichever is greater) will apply to past due balances.
- B. Field Collection Charge**..... \$15.00
- C. Turn-On/Turn-Off of Steam Service at Customer’s Request (per call-out)**
 - Same day turn-on/turn-off..... \$200.00
 - Next day turn-on/turn-off..... No charge
 - Second trip charge same day..... \$75.00
 - Second trip charge next day..... No charge
- D. Suspension and Restoration of Service for Non-Payment (per call-out)**
 - Suspension during regular business hours \$30.00
 - Suspension of service at source due to lack of access \$200.00
 - Restoration request prior to 3:00 p.m. No charge
 - Restoration request after 3:00 p.m. \$200.00
 - (Service restoration off at source after 3:00 p.m., Monday through Friday, all day Saturday, Sunday, and EWEB-observed holidays is not available.)
- E. Unhonored Check Charge**..... \$25.00
- F. Tampering Charge**..... \$125.00 to \$500.00
- G. Customer-Damaged EWEB Facilities**..... Actual Cost
- H. Account Processing Charge** \$15.00
- I. Lack of Access Charge**
If a customer does not provide proper access to the meter, the following actions and charges will be assessed:
 - 1. 1st Month
Access letter in the form of door hanger explaining the policy.
 - 2. 2nd Month
Access letter in the form of door hanger explaining the policy and a charge of \$50.00.
 - 3. Additional months within any 12-month period
Access letter in the form of a door hanger explaining the policy and a charge of \$50.00 for each month when there is an access problem.
- J. Administrative Overhead Charges**
Computed at the rate of 20% of actual costs. (See Definitions, U-III-1)
- K. Operations Overhead Charges**
Computed at the rate of 15% of direct labor. (See Definitions, U-III-3)

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L. General Steam Service – Schedule 1

1. Applicable

To steam and all premises located in or adjacent to the area by the Eugene Water & Electric Board steam mains, subject to the capacity limitations of the production, transmission, and distribution facilities.

2. Monthly Rate

Basic Charge	\$ 25.00	per month
Plus Commodity Charge		
First 100,000 lbs. per month	\$ 41.75	per 1,000 lbs
Next 100,000 lbs. per month.....	\$ 41.15	per 1,000 lbs
All over 200,000 lbs. per month	\$ 40.40	per 1,000 lbs
Plus Fuels Charge		
All lbs. per month	\$ 12.15	per 1,000 lbs

3. Fuels Charge

The Fuels Charge Rate shall be revised annually or as necessary to reflect the projected cost of fuels used to produce steam sold under this Schedule. The Fuels Charge Rate shall be calculated as the sum of projected costs for natural gas, transportation, fuel oil, purchased steam, and applicable taxes, divided by projected steam sales for each heating season or other designated forecast period.

The Board may also establish a Fuel Reserve Account to mitigate potential volatility in actual fuel costs during the current forecast period, or to help stabilize fuels charges across succeeding rate periods. The Fuels Charge may be adjusted up or down during any given rate period to maintain targeted reserve levels, taking into consideration the current balance and amounts to be accumulated in the Fuel Reserve Account.

4. Minimum Charge \$ 25.00 per month

5. General Terms and Conditions

Service under this schedule is subject to the Policies and Procedures of EWEB.



IV. STEAM DEFINITIONS

The following terms, when used in these Policies and Procedures, rate schedules, or in the application or contract for utility services, have the following meanings, unless specifically indicated otherwise:

Condensate: The water formed by consumption and cooling of steam.

Condensate Meter: An instrument used to measure the amount of steam used after it has been condensed to water.

Condensate Pump: A pump for returning the condensate after it has passed through the meter.

Expansion Joint: The equipment installed to absorb the expansion or contraction of steam piping due to temperature change.

Line (Water Or Steam), Customer-Owned: The pipe, valves and fittings leading from the point of delivery into the premises served.

Nominal Pressure: The approximate steam or water pressure available to the customer in pounds per square inch (psi).

Open Tap Steam Service: The steam consumed by the customer that cannot be returned as condensate and must be metered as steam before customer consumption.

Orifice or Shunt-Flow Meter: An instrument used to measure steam passing through an orifice, used where there is a high rate of consumption or the condensate cannot be measured.

Pounds of Steam: The amount of steam used in a given length of time equal to the weight of that amount of water evaporated in the same length of time. (8.33 pounds of steam equals 1 gallon of water.)

Pressure Reducing Valve: An automatic valve used to reduce and limit steam or water pressure.

Relief Valve: A valve used to protect steam or water systems when pressures exceed normal operating pressure.

Steam Service Line: The pipe, valves and fittings laid from the steam main to the point of delivery.

Steam Trap: An automatic device that removes water that has condensed in low places of the steam line.