



ELECTRIC SERVICE RULES

FOR

GREENFIELD MUNICIPAL UTILITIES

GREENFIELD, IA 50849

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DIVISION I – STATEMENT OF OPERATION

Section 1.1 Purpose

These service rules have been adopted by the Board of Trustees of Greenfield Municipal Utilities. The rules are subject to change from time to time to ensure safe and efficient service in compliance with applicable laws and regulations.

Section 1.2 Applicability

These service rules are intended to broadly govern operation of the municipal electric utility. Where a rule cannot be reasonably applied to a specific situation, the Board of Trustees reserves the right to act in an adjudicative capacity to resolve such conflicts.

Rates and charges are not included in these service rules. References to rates or charges and certain other terms and conditions of service "adopted by the Board of Trustees" refer to applicable resolutions adopted by the Board of Trustees.

Certain aspects of municipal utility operations are regulated by the Utilities Division of the Iowa Department of Commerce. Unless a statute specifically provides for regulation of municipally owned utilities, regulatory authority is limited to those statutes referenced in section 476.1B of the Code of Iowa.

Section 1.3 Definitions

Unless another meaning is specifically indicated, when used in these rules:

- a. "Applicant" means a person, partnership, association, firm, public or private corporation or governmental agency or legal entity, applying to the Municipal Utility for service.
- b. "Billing Period" means the normal period of time during which the customer's usage is accumulated for billing.
- c. "Board of Trustees" means the governing board established under Chapter 388, Code of Iowa.
- d. "Commercial" means all non-residential use of electricity.
- e. "Complaint" means a written statement or question by anyone, whether a municipal utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility obligation. The utility may require that complaints be in writing.
- f. "Contract" means any claim, account or demand against, or agreement with, the Municipal Utility, express or implied.
- g. "Contractor" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity working for the customer.

- h. "Customer" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity directly benefiting from electric service from the electric utility. In the case of a residence, customer also means other adult persons occupying the residence, which means they are receiving benefit from the electric service.
- i. "Delinquent or delinquency" means an account for which a service bill or service payment has not been paid in full on or before the last date for timely payment.
- j. "Demand" means the quantity of electrical power needed by the customer at a given point in time.
- k. "Easement" means the right to use the land of another for a special purpose.
- l. "Electric Service" is furnishing to the public for compensation any electricity, heat, light, power or energy.
- m. "Energy" means electric energy required in kilowatt hours.
- n. "Governing Body" means that body charged with setting policy of the Municipal Utility, or the Board of Trustees.
- o. "IAC" means the Iowa Administrative Code, as amended, and is used in the designating references within the Code.
- p. "Iowa Utility Board" or "IUB" means the state agency having the regulatory authority over the services (not rates) provided by the Municipal Utility.
- q. "Maximum Demand" means the greatest demand required by a customer during a specific length of time.
- r. "Meter" means a device that measures and registers the integral of an electrical quantity with respect to time. Whether self-contained, CT (CT means current transformer rated) or PM (Primary Metering).
- s. "Municipal Utility" means the entity charged with the operation of the electric utility.
- t. "Point of Delivery" means the location where the customers wiring starts and Municipal Utilities ends (Meter Socket, CT Cabinet or Termination Box for 1-ph and Transformers, CT Cabinet, Termination Box, Junction Box and Make-Up Box for 3-ph, see section 2.1(2) and Primary Metering).
- u. "Power" means electric power measured in kilowatts.
- v. "Premises" means a tract of land, building, part of a building or facility to which electric service is provided.
- w. "Residential" means primary use of electricity is for residential purpose.

x. "Right-of-way" means a situation in which although a parcel of land has a specific private owner; some other party or the public at large has a legal right to traverse that land in some specified manner. The term likewise refers to the land subject to such a right.

y. "Timely Payment" means a payment on a customer's account made on or before the date shown on a current bill for service, or on a form which records an agreement between the customer and the Municipal Utility for a series of partial payments to settle a delinquent account, as the date which determines application of a late payment charge to the current bill or future collection efforts.

z. "Utility" means Greenfield Municipal Utilities.

DIVISION II – SERVICE CHARACTERISTICS

Section 2.1 Service Characteristics

The Municipal Utility shall make available, throughout its service area, electric service of a character determined by the utility to meet the needs of its customers. The standard electric service available to meet this obligation is 120/240(nominal voltage), 60 Hz alternating current, single phase, 200 amperes or less, supplied via overhead or underground conductor, whichever the utility determines will best serve the location. In supplying this service, the Municipal Utility shall construct, own and maintain all facilities up to, but not including, the point at which the service wire is attached to the premises. In all standard service extensions, the Municipal Utility shall furnish, own and maintain the meter. Meter sockets must be purchased from the Municipal Utility and will be owned and maintained by the customer unless preapproved by GMU management. The customer shall be required to furnish, own and maintain a 5/8" by 8' ground rod and #6 ground wire to the meter socket.

Other service connections, including three phase service and service at primary voltages, are available at the option of the utility and may require a contribution in aid of construction or an advance for construction costs. Extension policies, including charges and other terms and conditions, shall be established by the Board of Trustees. Where a customer contribution in aid of construction or an advance for construction costs is required, the Board of Trustees may waive such requirements in whole or in part upon a determination that the waiver is in the public interest. Such waiver, when entered in the minutes of the Board of Trustees, shall not be considered a discriminatory practice.

Section 2.1(1) Service Voltage and Maximum Amperage (600 volt or less)

Overhead or Underground single phase;
200amp min, 400amp max, 120/240 volt service

Overhead three phase;
200amp min, 1200amp max, 120/208 volt service
200amp min, 600amp max, 277/480 volt service

Underground three phase;
200amp min, 2000amp max, 120/208 volt service
200amp min, 2000amp max, 277/480 volt service (UG transformer)

Anything over 400 (320)amp 3-ph has to be CT metering;

Other voltages/amperages may be made available for special service requirements at the option of the Municipal Utility.

NOTES:

All services are intermittent duty unless approved by the Municipal Utility.

All services have grounded neutral conductor.

Section 2.1(2) Point of Delivery

For residential single phase services, the Municipal Utility shall construct, own and maintain one service up to the point of delivery regardless of the number of meters located at the point of delivery. The Municipal Utility shall also own and maintain the meter.

For residential three phase services, the customer shall construct, own and maintain one service up to the point of delivery regardless of the number of meters located at the point of delivery. The Municipal Utility shall own and maintain the meter.

For commercial single phase services, the Municipal Utility shall construct, own and maintain one service up to the point of delivery regardless of the number of meters located at the point of delivery. The Municipal Utility shall also own and maintain the meter.

For commercial three phase services, the customer shall construct, own and maintain all facilities up to the point of delivery. The Municipal Utility shall own and maintain the meter.

The Municipal Utility will extend electric service to users on an area coverage basis, without regard to race, color, religion, sex, age, national origin or handicap.

Section 2.2 Engineering Practices

Facilities of the Municipal Utility shall be constructed, installed, maintained, and operated in accordance with accepted engineering practice in the electric industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished and safety of persons and property. However, the utility shall not be held liable in actions arising from interruptions or fluctuations in service.

The Municipal Utility shall use and shall require compliance with applicable provisions of the publications listed below as standards of accepted engineering practice unless otherwise ordered by the State of Iowa Utility Board.

- a. Iowa Electrical Safety Code, as defined in 199 IAC, Chapter 25.
(476, 476A, 478), including the National Electric Safety Code
- b. National Electrical Code, ANSI/NFPA No. 70.
- c. American Standard Code for Electricity Metering, ANSI C12.
- d. U.S.A. Standard Requirements for Instrument Transformers, ANSI C57.13.

- e. American National Standard Requirements for Electrical Analog Indicating Instruments, ANSI C39.1.
- f. American Standard Requirements for Direct-Acting Electrical Recording Instruments (Switchboard and Portable Types), ANSI C39.2.
- g. American National Standard Voltage Ratings for Electrical Power Systems and Equipment (60 Hz), ANSI C84.1, and the supplement ANSI C84.1a.
- h. Recommended Practice for Grounding of Industrial and Commercial Power Systems, I.E.E.E. Std 142 (the I.E.E.E. Green Book), or Grounding of Industrial and Commercial Power Systems ANSI C114.1
- i. National Fuel and Gas Code (NFPA 54), Liquid Petroleum Gas Code (NFPA 58)
- j. City Code of Greenfield, Iowa

If any conflict between standards listed, should a standard be less stringent than the Iowa Electric Safety Code, the Iowa Electric Safety Code shall govern to the extent required.

References to publications listed above shall be deemed to be to the latest edition or revision accepted by the State of Iowa Utility Board as a standard of good practice.

Section 2.2(1) Codes and Rules

The Municipal Utility requires that all customer installations meet the minimum requirements of the codes stated above in section 2.2 and/or state and local codes when their requirements are more restrictive.

The Municipal Utility reserves the right to refuse to extend service where a customer's installation does not comply with these provisions and requirements as stated. In case of refusal, the Municipal Utility will inform the customer of the reason of the refusal.

The Municipal Utility may de-energize any service when that service is found to be in an unsafe condition.

Section 2.2(2) Electric Primary, Secondary and Street Light Installation

Greenfield Municipal Utility requires that all grading will be plus/minus six (6) inches of final grade. Where it is a new development, new home or any undeveloped area, Greenfield Municipal Utilities will install underground facilities by trencher, backhoe and directional bore and leave the dirt spoil pile at the rough grade to allow for dirt to settle. Where it is an established yard (where a dwelling exists), Greenfield Municipal Utilities will attempt to replace the yard back to existing condition.

Section 2.3

Construction Guidelines for Electric Service

This section provides a general overview of our requirements for construction of electrical facilities. Because each construction project and site present their own specific issues, please contact the Municipal Utility for detailed information and complete answers to any questions you might have during the construction phase.

NOTICE:

Call the Municipal Utilities office for an appointment to disconnect your service and remove the meter seal and meter. It is **UNLAWFUL AND UNSAFE** to willfully alter or tamper with any meter seal, meter, conductors, transformer, secondary peds or any other utility property.

REMEMBER: KEEP SAFETY FIRST!

Section 2.3(1) Charges for Electric Service

Full payment of construction costs or arrangement for payment will be required before the Municipal Utility can proceed with the project.

Customer may also be required to furnish necessary right-of-way or easements for the Municipal Utility to install the electric distribution line extension and service. Additional site preparation/requirements, such as tree trimming, are also customer responsibilities for which cost may be incurred.

Section 2.3(2) Application for Service

To initiate a request for a new service, you may stop in the Municipal Utilities office to complete a Service Application. If you are unable to stop in the office, you may call the office to have a Service Application mailed or emailed to you. Application for service is also available on our website.

Request for service should be made in advance of the date that service will be required. All matters pertaining to the use of electric service should be discussed with a Municipal Utility representative at that time. Customers/contractors should contact the Municipal Utility about each installation as early as possible to provide time for necessary job checking, scheduling, proper coordination, and preparation for any necessary contract and billing arrangements. Close coordination between the Municipal Utility and the customer/contractor is necessary throughout the planning and construction stages.

This communication merely provides general guidelines and does not attempt to document all the detailed information required by both the customer/contractor and the Municipal Utility during construction.

Section 2.3(3) Winter Builds

The Municipal Utility shall trench/bore and install the underground cable if it is able to do so before three inches of frost is in the ground to a certain point of the proposed building site that is not ready to accept secondary cable yet upon the following basis:

The customer/contractor shall request and complete a Winter-Built Building Application Agreement form.

- The customer shall:
 - complete the open trench when ready for permanent service,
 - allow the municipal utility to inspect and approve the cable installation before the trenching is backfilled,
 - backfill the cable trench,
 - feed the cable into the conduit and meter socket
 - have the Electrical Inspector approve the electrical entrance installation once it is installed
 - allow the municipal utility to terminate the cable once it is installed in the meter socket.
- The owner of the property and/or contractor and/or electrician in some instances shall be responsible for the trench and placing appropriate conduit for the Municipal Utility.
- The owner of the property and/or contractor and/or electrician shall be responsible for the cable not being damaged.
- The owner and/or contractor and/or electrician shall be jointly and severally liable and shall pay for all cost incurred for cable repair and/or relocation.
- The customer shall acknowledge the fact that they may be incurring potential liability or expense for themselves due to the potential costs, which may be incurred for cable repair and/or relocation. The customer shall understand that the Municipal Utility is laying the cable at a time prior to what is ordinary as an accommodation to them because of the fact that the building is being constructed in the winter and trenching cannot be done when there is more than three inches of frost in the ground.

Section 2.3(4) Electrical Inspections and Connection of Service

When the customer's electrical work/installation has been completed, inspection is required by the State Electrical Inspector(s) to ensure compliance with the National Electric Code (NEC) as well as any local, state or federal rules and regulations. The Municipal Utility will not energize new service installations until such inspection has been made and formal notice from the State Electrical Inspector(s) has been received by the Municipal Utility.

Greenfield Municipal Utilities will also require formal notice of inspection by the State Electrical Inspector(s) in order to re-energize an existing service that has been disconnected for service work or on any electrical service that has been disconnected for more than twenty four (24) months for any reason.

Section 2.3(5) Meter Socket Installations

All meter sockets not purchased directly from GMU must be preapproved by the Municipal Utility.

All meter sockets being energized from an underground source will have the left side for line side service wires, unless approved by GMU Management.

On three phase delta secondary, the wild leg will be on the right side of the meter socket.

Minimum clearance surrounding an installed meter socket should be three (3) feet in front and one (1) foot to each side.

These rules apply to any underground service of such size that it does not require current transformer metering:

Form 1S, 3S and 5S meters are for maintenance only.

All pre-approved meter sockets are manufactured by Milbank.

All Commercial meter sockets will have a lever bypass.

Any meter sockets needed that are not on the list will need to be approved by GMU. GMU reserves the right to deny any meter socket.

All meter sockets need to be 200amp or greater rating unless it's a transformer rated meter socket.

All current rated metering shall be bar type approved CT cabinet.

Section 2.3(6) Grounding

In accordance with the National Electrical Code, a permanent and effective ground shall always be provided for all service entrance equipment. The neutral conductor shall also be grounded.

The grounding of electric installations is essential for the safety of those using the electric service, personnel maintaining the service, and is a safeguard for the Customer's equipment.

GROUNDING SERVICE ENTRANCE AND METERING EQUIPMENT

1. The electrical contractor is responsible for all bonding connections.
2. The meter socket shall be bonded to the system neutral and grounded
3. All CT cabinets must be grounded.
4. Intersystem bonding is required by National Electric Code (NEC) 2008 Hand Book 250.94.

There is a grandfather exception for existing buildings (SEE NEC HAND BOOK).

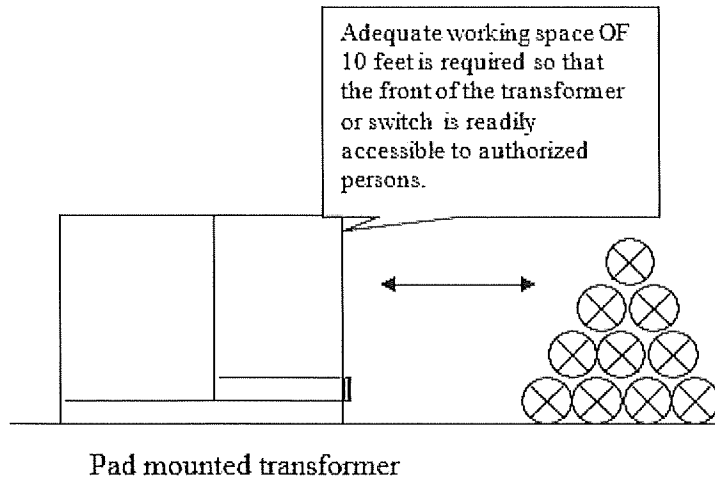
Section 2.3(7) Customer Grid Connected Generators

Customer generators such as wind turbines or photo voltaic arrays shall only be interconnected to the utility's distribution system in accordance with the standards adopted by the utility and generation shall commence only upon the inspection and approval of the utility.

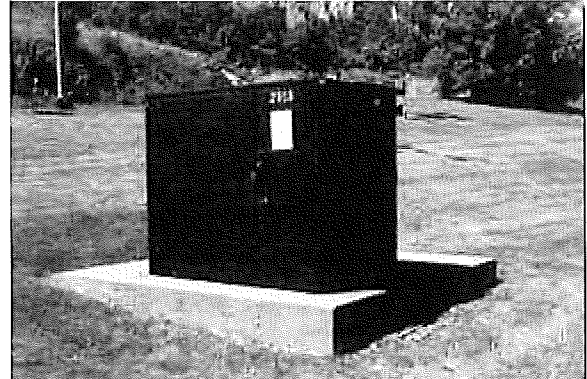
Section 2.3(8) Working Space Required in Front of Transformers, Pad Mount Switches and Primary Junction Boxes

A minimum working space of ten (10) feet is required in front (front is considered any side which opens) and 3 feet of clearance on any remaining sides of transformers, pad mount switches, and primary junction boxes to allow for safe operation of energized equipment. Customers are not allowed to place any structure, landscape, or enclosure within the minimum working space stated above.

Work Clearances around transformers, switches, and primary junction boxes.



3 feet on each side



10 feet in front

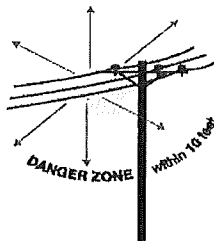
Section 2.3(9) Site Preparation

Prior to service installation the customer is responsible for preparing the site.

For Underground Service:

- Clearly mark the meter location on the foundation: Miss marked locations will result in additional cost to the customer for relocation. Clear debris, dirt piles, building materials, etc., from the right-of-way/easement and service route. Please allow at least 10 feet of clearance on each side of the service route for equipment.
- Finished grade after service is installed by the Municipal Utility will be rough grade. Customer is responsible for final grading.
- In some instances the customer may be required to provide trenching and appropriate conduit per the Municipal Utility specifications before the conductor is installed and connected. Depth will be at least twenty four (24) inches to top of conduit.
- Backfill/compact the service route to within six inches of final grade. Excessive ground settling due to lack of proper compacting can cause damage to utility service lines, which will incur extra cost to the customer.
- Obtain right-of-way/easements as required by the Municipal Utility.
- Obtain all permits and inspections as required by the Local Governing Agency.
- Identify, locate, and mark existing driveways, septic systems, sprinkler systems, and other underground facilities that might impact the service route. Also identify any future building plans, such as decks, patios, pools, landscaping, or fencing, that may interfere with the location of service and/or metering. All customer- owned underground facilities must be marked prior to service installation.

For Overhead Service:



- Trees must be cleared to a minimum of ten (10) feet on each side of any overhead line.
- Masts must be installed with two (2) feet of connecting wire.
- Pole meters must be equipped with a comparable fused disconnect or breaker switch below the meter socket.
- Minimum clearance above structures such as decks, patios, pools, outbuildings, etc., is regulated by the National Electric Code (NEC) and National Electric Safety Code (NESC) and by local, state, and federal governing rules and regulations as well as the Municipal Utility standards.
- All conduits, conductors, and other equipment downstream from the connecting point at the meter mast are the responsibility/property of the customer and will not be serviced/maintained by the Municipal Utility.

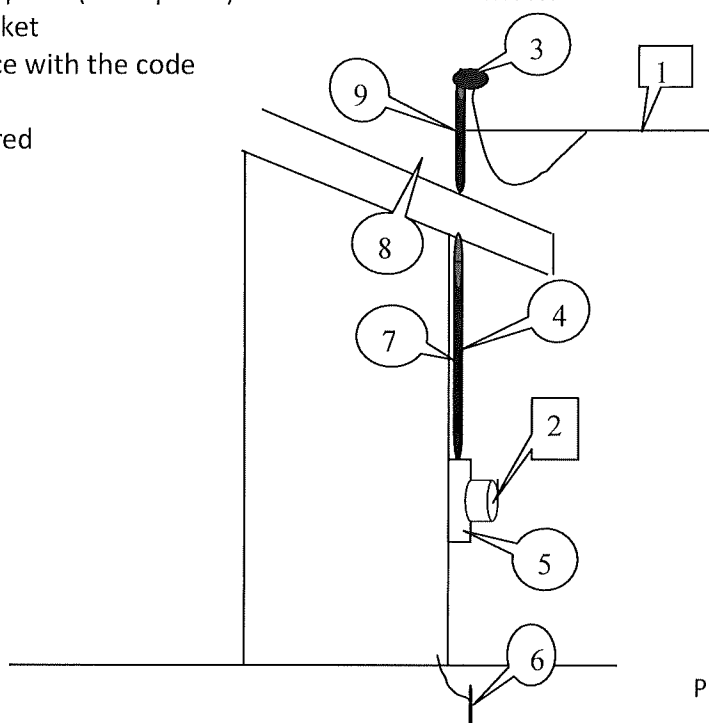
For Overhead Service (continued):

○ Customer furnishes, installs & maintains

□ Utility furnishes, installs & maintains

3. Conduit, Service Cable, Weatherhead
4. Conduit or Cable Supports (as required)
5. Approved Meter Socket
6. Ground in accordance with the code
7. Conduit
8. Conduit Guy if required
9. Cable wire support

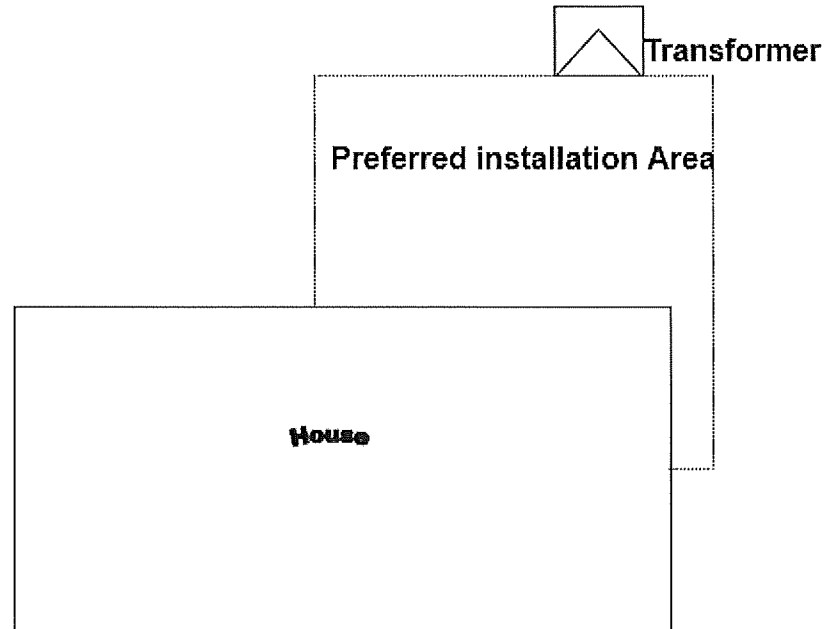
1. Overhead Service Drop
2. Meter



Section 2.3(10) Service Entrance

The customer is responsible for locating the service entrance at a place approved by a Municipal Utility representative. The meter installation and entrance must be located on the outside of the customer's structure at a suitable place approved by a Municipal Utility representative prior to installation. The metering site should normally be on the side of the structure closest to the power source, free from obstruction to allow for access by the Municipal Utility personnel.

Meter sites that require greater than one hundred (100) feet of conductor will result in the customer being charged labor, material, and equipment for the extended distance.



Section 2.3(11) Temporary Construction Meter

A temporary electric meter will be furnished to supply construction power prior to installation of permanent facilities. To initiate a request for temporary electric service, you may stop in or call the Municipal Utility to complete an Application for Service. The Municipal Utility requires this information to initiate your request for service, establish your account, and begin planning for installation.

The temporary meter must be set within six (6) feet of the closest power source at the site and all temporary service installations must meet the state and local codes. You are required to set a temporary "post" and meter socket with breaker on which to mount the meter.

Under no circumstances shall meters be removed or relocated - temporarily or permanently - by anyone other than an authorized Municipal Utility employee.

The Municipal Utility must receive required inspection approval from the State of Iowa Electrical Inspector.

Section 2.3(12) Permanent Meter

After construction is complete, please note the following items must be done prior to installing the meter:

The Municipal Utility must receive required inspection approval from the State of Iowa Electrical Inspector.

The address must be permanently marked on the building. For multiple-occupancy buildings or multiple meter sets (ganged or grouped meter sockets), each meter set requires a separate identifiable address and labels placed on each meter socket with that separate identification.

The building's main breaker(s) must be shut off.

Section 2.4 Special Conditions of Service

Except for facilities defined in section 2.1 of these rules or in extension of policies adopted by the Board of Trustees as a responsibility of the Municipal Utility, the customer shall be responsible for all wiring and electrical equipment on his or her premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by section 2.2. of these rules, the special conditions of this section, and any other applicable laws or regulations.

The customer's facilities shall be subject to inspection by the utility during normal working hours. No inspection or approval of a customer's compliance with this section by the Municipal Utility or other agent of the Municipal Government shall be construed to impose any duty or liability on the Municipal Utility, but shall be considered solely for the purpose of ensuring protection of the utility's property and continuity of service to customers of the Municipal Utility.

Section 2.4(1) Requirements for Electric Motors

All installation of power loads on the Municipal Utilities system shall conform to the safety rules as set forth in the Iowa Electrical Safety Code, and other such codes or specifications as may be applicable.

Customers are required to provide suitable protective devices so that motors and equipment will be protected from damage and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of poly-phase motors, or the re-establishment of normal service after any caused by any of the above conditions.

The Municipal Utility reserves the right to limit the number and size of motors installed. The customer or customer's electrician shall contact the Municipal Utility regarding requirements for motor starting equipment, wiring and other motor specifications.

In each case where the simultaneous single-phase and three-phase load is about to exceed the capability of the installed transformer, it shall be the responsibility of the customer to make arrangements with the Municipal Utility for the installation of a suitable transformer before such simultaneous load exceeds the capability of the presently installed transformer.

The Municipal Utility reserves the right to limit the capacity of any single-phase service when, in its judgment, such service will impair the service to other customers, or such service shall exceed the capacity of the Municipal Utilities facilities.

Section 2.4(2) Corrective Equipment

Customer electrical equipment shall be installed and used in such a manner as to not adversely affect voltage regulation or impair the Municipal Utilities service to other customers. When such equipment creates fluctuating voltage or power factor conditions, or any other disturbance detrimental to service to other customers or to the Municipal Utilities use of its own equipment, the customer will be required to install and maintain, at his own expense, suitable corrective equipment to eliminate these detrimental effects.

Section 2.4(3) Standby Generators

No other source of supply of electricity shall be introduced or used by any customer in conjunction with electric service supplied by the Municipal Utility without prior written approval of the Municipal Utility. At a minimum, standby facilities will only be approved if a single change-over switch that provides a visible opening and is padlockable in the open position, or a relay of adequate capacity shall be provided and so connected that the Municipal Utility lines cannot become energized by a standby power source under any conditions.

Section 2.4(4) Energy Conservation Certification for New Structure

Under the provisions of the Iowa Administration Code 199-36.7(476) and 199-35.14(476) new structure energy conservation standards, a utility providing gas or electric service shall not provide service to any structure completed after April 1, 1984, unless the owner or builder of the structure has certified to the utility that the building conforms to the energy conservation requirements adopted under 661-16.801 (103A) and 661-16.802 (103A). If this compliance is already being certified to a state or local agency, a copy of that certification shall be provided to the utility. If no state or local agency is monitoring compliance with these energy conservation standards, the owner or builder shall certify that the structure complies with the standards by signing a Certificate of Energy Conservation Compliance form provided by the Municipal Utility. **No certification will be required for structures that are not heated or cooled by electric service, or are not intended primarily for human occupancy.**

Section 2.4(5) Right of Access

The Municipal Utilities' identified employees or designated representatives shall have access to customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to the Municipal Utility.

Section 2.4(6) Interruption of Service

The Municipal Utility will use reasonable diligence in supplying electrical service, but shall not be liable in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, acts of God, or otherwise unsatisfactory service, whether or not caused by negligence.

Section 2.4(7) Notice of Trouble

Customer shall notify the Municipal Utility immediately should service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. All outages will be repaired by the Municipal Utility as quickly as possible. When the Municipal Utility responds to a trouble call placed by the customer and the trouble is not with the Municipal Utilities supplied equipment, but is caused by a failure of the customer's equipment, a service call charge will be billed to customer. Municipal Utility employees are not allowed to make repairs to customer owned facilities or equipment.

Section 2.4(8) Notice of Scheduled Service Interruptions

All customers affected by planned electric interruption will be given adequate notice to allow sufficient time for the customers to take appropriate action. Notice may be given by telephone, direct mail, personal, newspaper, radio, or a combination of any of the above.

When personal notice is given, a reasonable effort to reach all the effected customers should be made. Adequate notice shall contain:

1. Greenfield Municipal Utilities name
2. Area effected
3. Date
4. Time
5. Expected duration of service interruption
6. Alternate date (if applicable)

Section 2.4(9) Moving of Structures

The actual cost to move electric facilities to accommodate a customer's moving project will be done at the customer's expense. A deposit may be required to cover the estimated expenses.

A notice of five (5) working days must be given to the utility prior to the move.

Section 2.4(10) Relocation of Service

Customers who are planning to build under or over the existing electric lines or enclose an electric meter need to contact the Municipal Utility prior to building. Arrangements need to be made to have the electric line relocated and/or the meter relocated

The customer will be charged materials, labor, and equipment by the Municipal Utility for the

relocation of the service line. The customer is responsible for moving the meter socket at their expense.

Customers who build under or over the existing electric lines are responsible for their total electric service and will be charged material, labor, and equipment by the Municipal Utility for the moving, repairing and/or replacement of such service.

The Municipal Utility encourages customers to reroute service that will be located under or over any new buildings or additions. This will avoid delays in restoration of your electrical service should you have a problem with the wires over or under the building.

Section 2.4(11) Locating Underground Utilities









Iowa law requires that any person, homeowner, professional, public or private entity, planning to engage in any form of excavation within the state of Iowa, must notify the Iowa One Call notification system, Dial 811 or 1-800-292-8989, at least forty eight (48) hours prior to excavating.

The Iowa One Call notification system is a free call and a free service to all persons planning an excavation within the state of Iowa. The required forty eight (48) hours advance notice does not include Saturdays and Sundays or legal holidays.

Iowa One Call is a non-profit organization funded by the owners and operators of underground facilities who are required by law to belong to the system.

Underground Utility Markings Meanings

American Public Works Association Utility Location & Coordination Council Uniform Color Code:

	Red: Electric Power Lines, Cables, Conduit and Lighting Cables
	Yellow: Gas, Oil, Steam, Petroleum or Gaseous Materials
	Orange: Communication, Alarm or Signal Lines, Cables or Conduit
	Blue: Water, Irrigation and Slurry Lines
	Green: Sewers and Drain Lines
	Pink: Temporary Survey Markings
	White: Proposed Excavation
	Purple: Reclaimed Water

Section 2.5 Tree Trimming

In accordance to the Iowa Utility Board, Electric Utilities are required to maintain the reliability and safety of their system, which is partly done by keeping tree branches away from their power lines, including those lines that are on customer's property.

When trimming, the Municipal Utility attempts to cut trees in ways that reduces stress and ensures the smallest possibility of disease for the tree.

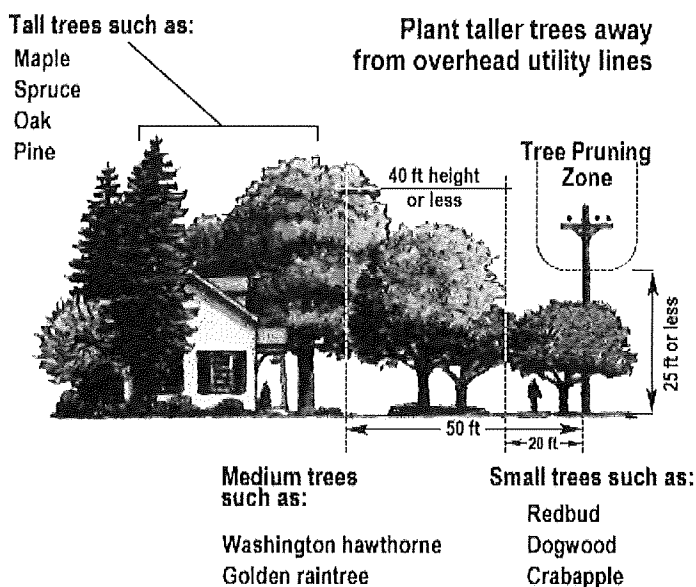
Trimming will usually involve clearing branches to allow at least ten (10) feet of space surrounding a power line. These are the federal and state guidelines that help protect work around power lines and the systems reliability.

Customers may be notified of when tree trimming will occur in their area. The notices usually hung on the door or mailed, include a telephone number for customers to call with their questions. The notice can be anywhere from two or more days prior to the trimming. Notice does not have to be given and this procedure does not apply to emergency trimming performed in an effort to restore service after a storm.

Customers that do not allow the Municipal Utility to trim their trees will be held responsible for any damages that may occur, including loss of revenue.

Following are steps the customer can take to help avoid having the Municipal Utility trimming trees in your yard.

- When planting trees in the yard, select a location away from overhead or underground power lines. (Roots need to stay ten (10) feet away from underground power lines.)
- Check with a nursery about the correct types of trees for planting in the space available.
- Trim all trees and bushes that are under and near power lines each year to keep them from growing toward the lines.



Municipal Utility representatives may enter customer's property to trim any branches that are touching or are close to power lines. It is necessary to enter private property so that the reliability of

the power system is maintained and outages are avoided. Municipal Utilities has this right through an assumed "easement." An easement is essentially permission for the Municipal Utility to maintain its power lines on a customer's property. Easements are filed with the County Recorder's office and copies are typically kept on file with the Municipal Utility.

Section 2.5 (1) Lowering Electric Lines for Tree Trimming and Removal

The Municipal Utility will lower or remove electric lines to allow a tree to be trimmed or removed in a safe and efficient manner.

The Municipal Utility will charge the customer making the request to have the electric lines lowered with labor, equipment, and materials if it is determined that the tree cannot be trimmed or removed safely without lowering the electric lines.

Section 2.6 Class of Service for Application of Rates

Service classifications shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. Service classifications shall be defined as part of the rate schedules adopted by the Board of Trustees. In addition, the Municipal Utility reserves the right to supply large power service in accordance without the provisions of a written contract. As nearly as practicable, rate schedules adopted by the Municipal Utility shall reflect relative differences in the full cost of providing various quantities of service to each customer class.

Section 2.7 Meter Installation

The Municipal Utility shall install, own, and maintain a meter of a type appropriate to the nature of the service, for each service extension. Meters shall not be required, however, where consumption can be readily computed without metering or where the service is of a temporary nature and the cost of meter installation would be unreasonable. A meter seal shall be placed on all meters such that the seal must be broken to gain entry, only a qualified Municipal Utility representative should break the meter seal to gain entry.

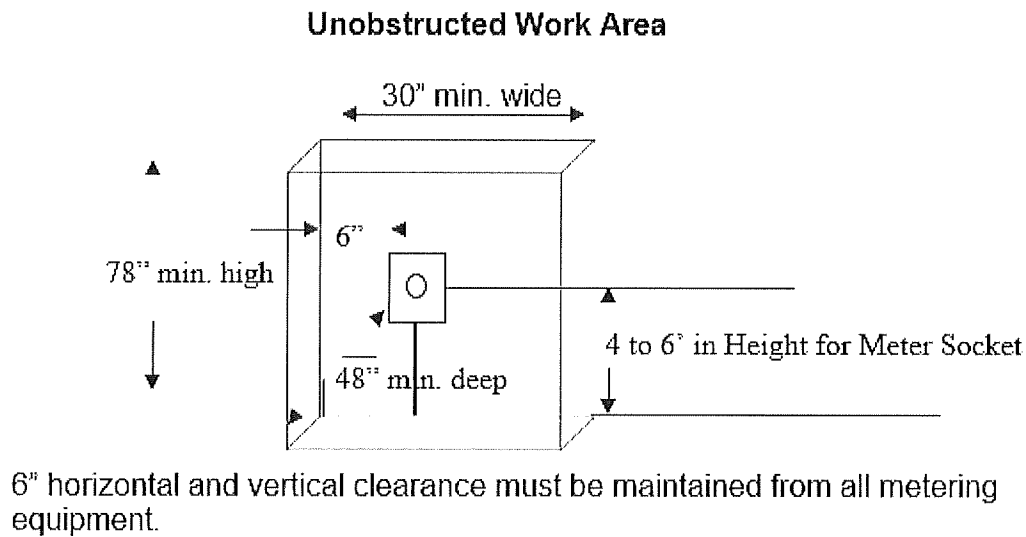
The customer will furnish and install the wire, conduit, disconnect, meter socket, and/or entrance cable.

The minimum unobstructed working space required in front of a single meter is 78" high, 30" wide, and 48" deep (NEC 110.26 A). The use of current transformers requires a working space a minimum of 78" high, 70" wide and 36" deep. Meter height must be between 4 and 6 feet. Meters installed in a cabinet require a minimum space of forty eight (48) inches deep to open the cabinet door. Locate all meters and metering equipment at least thirty six (36) inches horizontally from a gas meter regulator vent and transformers at least 60" horizontally from gas meter regulator vent, see NFPA 54.

Locate all meters and metering equipment at least sixty (60) inches horizontally from liquid petroleum equipment that is not filled at site and all meters, metering equipment and transformers at least one hundred and twenty (120) inches horizontally from liquid petroleum equipment that is filled at site, see NFPA 58.

Metering transformers will be furnished by the Municipal Utility when required, but the customer may be requested to install and wire the metering transformer, meter socket and furnish and install the

metering enclosure per GMU specifications.



Section 2.7(1) Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately rented or owned, except that the Municipal Utility provide single meters for electricity used in central heating, cooling, water heating or ventilation systems; where individual metering is impractical; where a facility is designated for elderly or handicapped persons and utility costs constitute part of the operating cost and are not apportioned to individual tenants; or where metering or resale of service was permitted prior to 1966.

In buildings in which there is more than one electric customer, or requiring more than one meter, all meters shall be mounted on a common meter board with an approved fused disconnect switch mounted for each customer.

Section 2.7(2) Meter Pedestals

Customers who have meter pedestals installed on their premises are responsible for the wire from the meter pedestal to the electrical entrance.

The pedestal must have a fused disconnect between the pedestal and the building.



Customer furnishes, installs & maintains

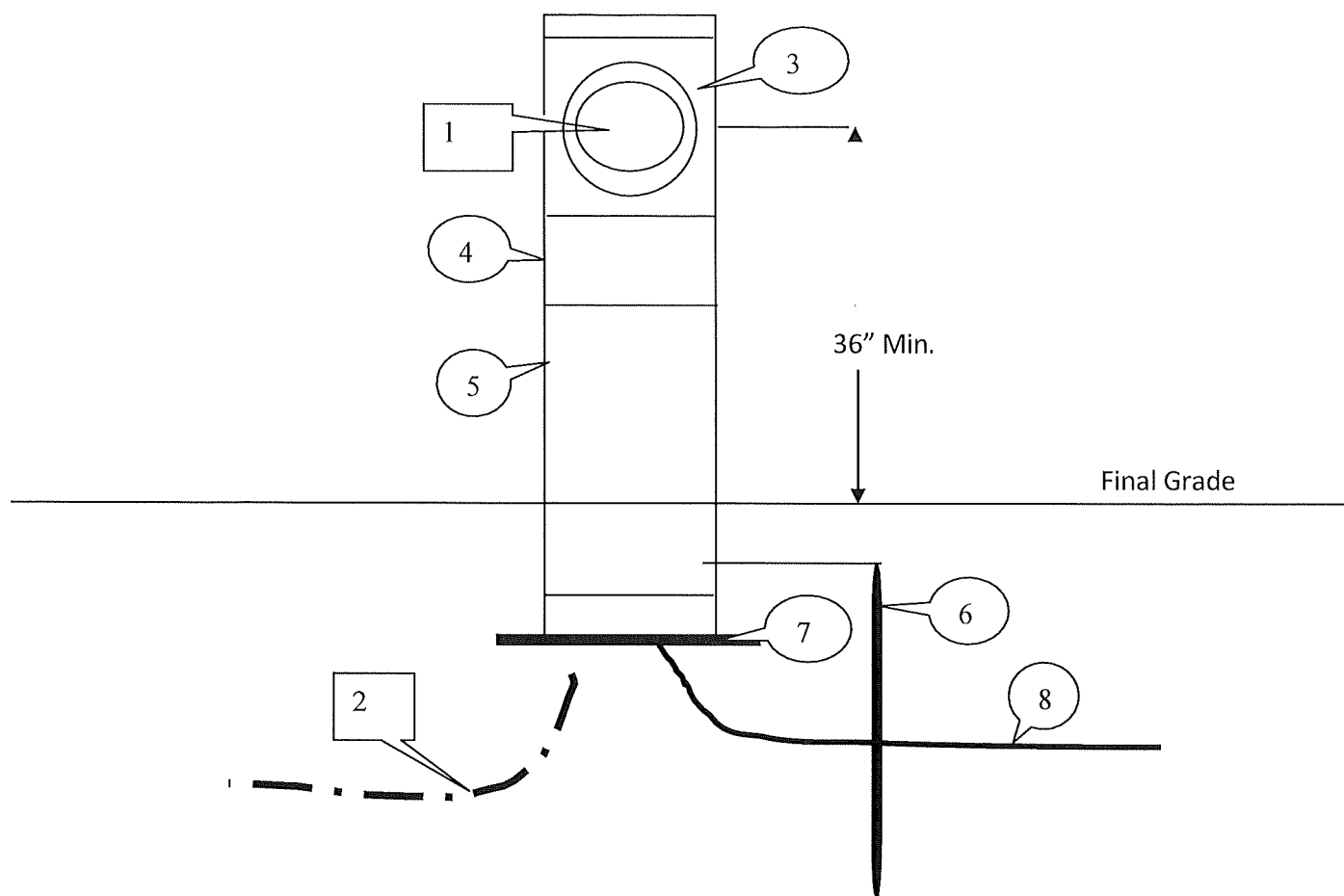
3. Approved Meter Pedestal
4. Service Entrance Equipment
5. Pedestal
6. Ground in accordance with the code
7. Factory Stabilization foot
8. Customer's secondary load wires



Utility furnishes, installs & maintains

1. Meter
2. Underground Secondary Service

(4 wire service may be required according to the NEC)



Section 2.7(3) Special Metering Installations

The Municipal Utility reserves the right, at its option, to require or to place special meters or instruments on the premises of a customer for the purpose of special tests for all, or part, of the customer's load.

Customers requesting electric heat metering should contact the Municipal Utility. GMU will furnish and install the meter at the customers cost.

Section 2.7(4) Meter Register

Where it is necessary to apply a multiplier to meter readings, the multiplier shall be marked on the face of the meter register or stenciled in weather resistant paint upon the front cover of the meter. Wherever practicable, customers shall have continuous visual access to meter registers.

Section 2.7(5) Meter Testing

All meters and associated devices shall be inspected, tested, adjusted and certified to be within an allowable tolerance of error in accordance with the commonly accepted engineering practices.

Section 2.7(6) CT Metering (Current Transformer)

For services requiring CT metering the customer must have a manual spilt at the CT's. All rated metering (CT metering) shall have instrument transformers mounted in a sealable municipal utility approved Bar Type Current Transformer enclosure or have donut type current transformers installed on secondary lugs of the transformer. The approved bar type CT enclosure will be furnished and installed by the Customer. Donut CTs will be installed by GMU.

All enclosures shall be mounted at a Municipal Utility approved outside location.

As approved by the Municipal Utility, all line and load side secondary service conductors shall be provided and terminated by the Customer.

Section 2.7(7) Primary Service (Primary Metering)

Primary Service is defined as another Point of Delivery between Greenfield Municipal Utilities and the customer, where the Municipal Utility meters at a primary voltage and the customer owns the facilities from the metering point.

DIVISION III – CUSTOMER RELATIONS

Section 3.1 Application for Service

Application for service or new construction shall be filed in the Municipal Utility Office. All customers will be required to provide identification in person or by email before an account can be established. As soon as practical after the approval of the application, the Municipal Utility shall supply service to the applicant in accordance with these rules and at a rate established by the Municipal Utility for the applicant's appropriate class of service.

All adults eighteen (18) years and older residing at the address being applied for must be listed on the service application.

Section 3.2 Customer Deposits

Customer deposits are not required except in the circumstances listed in 3.2(1). However, all first time customers shall be charged a non-refundable new customer charge set by the Board of Trustees.

Section 3.2(1) Customer Deposit Policy

Greenfield Municipal Utilities (GMU) may request a customer deposit if one (1) of the following criteria are met: electrical and/or water service(s) have been disconnected due to non-payment for more than ten (10) days; customer that has had electric and/or water service(s) with GMU in the past, left GMU with an unsettled balance, and returned to establish new service(s); or the account has had two (2) or more returned payments (check or ACH) in a six (6) month period.

Section 3.2(2) Customer Deposit Calculation Criteria

The initial deposit (if required) will be calculated based on the highest electrical amount billed in the prior twelve (12) months at the address being applied for.

Section 3.2(3) Customer Deposit Records

The Municipal Utility shall maintain a record of all deposits in the customer account including the amount and date of the deposit and each transaction concerning the deposit.

Section 3.2(4) Unclaimed Customer Deposit

The record of each unclaimed deposit shall be maintained for a period of two years from the date service is terminated. During that time the Municipal Utility shall make a reasonable effort to return the deposit to its rightful owner. Unclaimed deposits shall be credited to an appropriate Municipal Utility account. Deposits unclaimed for two years from termination of service shall be considered abandoned, and sent, less any lawful deductions, to the State of Iowa in accordance with chapter 556, Code of Iowa.

Section 3.2(5) Refund of Customer Deposit

When an account is disconnected for final billing, the deposit will be applied to the final balance due. Any remaining credit will be transferred to other balances owed by the Customer to the Municipal Utility. If there is a credit balance of five dollars (\$5.00) or more remaining after all balances due have been paid in full a refund check will be mailed to the customers forwarding address if one has been provided. Any credit balance under five dollars (\$5.00) will remain on the account for future use towards a utility account.

Section 3.3 Billing Information

Each customer shall be billed on a monthly basis for metered service received during the billing period according to rate class, and in accordance with the Municipal Utilities established rates, and applicable fuel and purchased power adjustment charges, special extension and service costs for the billing period.

Section 3.3(1) Billing Forms

Each customer shall be informed as promptly as possible following the reading of the customer's meter, on bill form or otherwise of the following:

- a. The reading of the meter at the beginning and at the end of the period for which the bill is rendered.
- b. The dates on which the meter was read, at the beginning and end of the billing period.
- c. The number and kind of units metered.
- d. The identification of the applicable rate schedule.
- e. The account balance brought forward and amount of each net charge for rate-schedule-priced utility service, sales tax, other taxes, late payment charge, and total amount currently due.

- f. The last date for timely payment shall be clearly shown and shall be not less than twenty (20) days after the bill is rendered.
- g. A distinct marking to identify an estimated bill.
- h. A distinct marking to identify a minimum bill.
- i. Any conversions from meter reading units to billing units or any calculations to determine billing units from recording devices or any other factors, such as sliding scale or automatic adjustment and amount of sales tax adjustments used in determining the bill.

Section 3.3(2) Customer Payments

A bill shall be due and payable when rendered and shall be considered delinquent after twenty (20) days from the time it is rendered. A bill shall be considered rendered by the Municipal Utility when deposited in the US mail with postage prepaid or when delivered by the Municipal Utility to the last known address of the party responsible for payment.

Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment. Bills shall be paid by mail, by electronic payment, by bank draft, by direct payment at the Municipal Utility Office or by depositing the payment in the designated receptacle located outside the Municipal Utility Office.

Utility payments are accepted as cash, check, money order, bank account withdrawal or debit/credit card. Incoming ACH payments may be accepted for large corporate accounts on a case-by-case basis with GMU Management approval.

The date of delinquency for all residential customers and for other customers, whose consumption is less than three thousand kWh per month, shall be changeable for cause in writing.

Section 3.3(3) Returned Payments

A service charge as determined by resolution of the Board of Trustees shall be assessed to any customer whose payment is returned or not honored by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the payment is not made good and not paid prior to the delinquent date of the bill. If two or more payments are dishonored within a six (6) month period, the Municipal Utility may require future payments to be made by cash, cashier's check, money order, or credit/debit card. Customer accounts may be eligible to resume paying by personal check after twenty-four (24) consecutive months of on time utility payments with GMU General Manager approval.

Section 3.3(4) Late Payment Penalties

Bill payments received by the Municipal Utility on or after the timely payment date shall be for the amount stated on the bill which includes a late payment charge of 1.5% per month on the unpaid balance. Each account shall be granted one complete forgiveness of a late payment penalty in each calendar year. The usage of the automatic payment shall be reflected on the customer's monthly billing statement to the extent that the amount due after the due date will include the penalty amount when the account is eligible to be charged a penalty.

Payments must be received in the Municipal Utility office no later than 7:30 AM on past due and/or posting day in order to be considered on time.

Section 3.3(5) Partial Payments

If a customer makes a partial payment in a timely manner, and does not designate the service or product being paid for, the payment shall be credited to past due balances first. Any remaining payment will be credited to the account by priority starting with taxes and penalties, electric services, water services, with sewer and landfill following. The late payment charge shall apply only to the utility service bill outstanding on the date of delinquency.

Section 3.3(6) Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay a bill in full, will be offered the opportunity to enter into a reasonable agreement to pay the delinquent bill unless the customer is currently in default of such an agreement. A reasonable agreement may be amended at the discretion of the Municipal Utility upon request of the customer.

a. Terms of the Agreement

The agreement shall require the customer to bring their account to current status by paying specific amounts at specific times and shall offer to spread payments evenly over twelve months. The agreement shall also include provision for payment of the current account. The agreement shall be made in person, a signed copy of the agreement will be provided to the customer. Default of the agreement by the customer renders the customer subject to disconnection in accordance with proper procedures except that the twelve (12) day notice provision does not apply.

b. Second Payment Agreement

The utility may offer a second payment agreement to a customer who is in default of the first payment agreement if the customer has made at least two consecutive full payments under the first payment agreement. The second payment agreement shall be for the same term as or longer than the term of the first payment agreement. The customer shall be required to pay, by the due date, for current service in addition to the monthly payments under the second payment agreement and may be required to make the first payment up front as a condition of entering into the second payment agreement.

c. Refusal of Payment Agreement

A customer may offer the utility a proposed payment agreement. If the Municipal Utility and the customer do not reach an agreement, the Municipal Utility may refuse the offer orally, but the Municipal Utility must render a written refusal to the customer, stating the reason for the refusal, within three days of the oral notification. The written refusal shall be considered rendered to the customer when addressed to the customer's last-known address and deposited in the US mail with postage prepaid.

Section 3.3(7) Temporary Disconnections

The Municipal Utility may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. Temporary disconnections may result in a reconnection fee set by the

Board of Trustees dependent on the circumstances of the disconnection.

Section 3.4 Meter Reading

All meters shall be read on a monthly basis. All meters shall be read for the beginning and termination of service to a customer. In the event a meter cannot be read on the monthly basis, the Municipal Utility will estimate the usage based on previous consumption.

Section 3.4(1) Customer Requested Meter Tests

In addition to regular meter testing, the customer may request a meter test, providing that such test shall not be more frequently than once each twelve months. The customer may be present when the meter is tested and the result shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the test in an amount established by the Board of Trustees.

The customer may forward a request to the Commission for a referee test. The request must be accompanied by a check or money order payable to the Municipal Utility in the amount established by the Board of Trustees which will be forfeited to the Municipal Utility should the meter be within the allowable tolerance for error.

Section 3.4(2) Meter Error and Determination of Adjustment

Whenever a meter is found to have an average error exceeding the allowable tolerance by more than two (2) percent, or in the case of a demand meter, by more than one and one half (1.5) percent, the Municipal Utility may adjust a current customer's bill or issue a refund or back bill to a customer. The amount of the adjustment shall be calculated on the basis that the metering equipment should be one hundred (100) percent accurate with respect to the testing equipment used to make the test. For watt-hour metering installations the average accuracy shall be the arithmetic average of the percent registration at ten (10) percent of rated test current and at one hundred (100) percent of rated test current giving the one hundred (100) percent of rated test current registration a weight of four (4) and the ten (10) percent of rated test current registration a weight of one.

The adjustment period shall extend from the date the error began. If that date cannot be determined, it shall be assumed the error has existed for the shortest time calculated as five years from the date the error was discovered, one half the time since the meter was installed, or one half the time since the last previous meter test. When the adjustment is due to meter "creep" it shall be assumed that creeping affected meter registration twenty five (25) percent of the adjustment period. The adjustment period for slow meters shall not exceed six months without the approval of the Board of Trustees. When a meter is found not to register, the utility shall issue an estimated bill.

An adjustment, refund or back-billing shall be made for any overcharge or undercharge resulting from incorrect reading of the meter, incorrect application of the rate schedule, incorrect meter connection or other similar reason.

This section shall not be construed to require a cash refund to a current customer nor a refund or back-billing to a previous customer in an amount less than five (\$5) dollars. The utility further reserves the right to forego back-billing procedures, which it determines, is not cost effective.

Section 3.4(3) Refunds for Meter Error

If the recalculated bills indicate that five dollars (\$5) or more is due an existing customer or ten dollars (\$10) or more is due a person no longer a customer of the utility, a refund will be given for the full amount of the difference between the amount paid and the amount recalculated. Refunds will be made to the two most recent customers who received service through the metering installation found to be in error. In the case of a previous customer who is no longer a customer of the Municipal Utility, a notice of the amount subject to refund will be mailed to that previous customer at the last known address. Upon notification by the previous customer, the Municipal Utility will make the refunds within three months. Refunds will be complete within six (6) months following the date of the meter installation test.

Section 3.4(4) Back Billing for Meter Error

If the recalculated bills indicate that five dollars (\$5) or more is due from an existing or more than ten dollars (\$10) from a former customer, the customer and/or former customer shall be back billed. Back billing shall be rendered no later than six months following the date of the meter installation test. Customers rendered hardships due to back billing shall be offered reasonable agreements to pay.

Section 3.4(5) Adjustment of Bills – No Meter Error

1. Overcharges Not Due to Meter Error

When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation, or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer. The time period for which the Municipal Utility is required to adjust, refund, or credit the customer's bill shall not exceed six months.

2. Undercharges Not Due to Meter Error

When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter or other similar reasons, the amount of the undercharge may be billed to the customer. The period for which the Municipal Utility may adjust for the undercharge shall not exceed six (6) months unless otherwise ordered by the board. The maximum back bill shall not exceed the dollar amount equivalent to the published rate for like charges in the twelve (12) months preceding discovery of the error.

Section 3.5 Refusal or Disconnection of Service for Cause other than Non Payment

The Municipal Utility reserves the authority to refuse or discontinue service for any of the reasons listed below. Unless otherwise stated, the customer shall be given written notice of discontinuance of service. Any written notice mailed to a customer will set forth the reason(s) for the pending disconnection or refusal, and the final date by which the account is to be settled or specific action is to be taken. If more than one reason is specified, the days of notice for the causes shall be concurrent. The notice shall be considered rendered to the customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered

rendered to the customer when addressed to the last-known address of the person responsible for payment of the service. The final date shall not be less than twelve (12) days after the notice has been rendered unless otherwise stated. Reasons for refusal or discontinuance of service are:

1. Without notice in the event of a condition determined by the Municipal Utility to be hazardous.
2. Without notice in the event of customer use of equipment in a manner which adversely affects the Municipal Utilities equipment or the Municipal Utilities service to others.
3. Without notice in the event of tampering with equipment furnished and owned by the Municipal Utility.
4. Without notice in the event of unauthorized use or resale of the Municipal Utilities service.
5. For violation of or noncompliance with the Municipal Utilities rules.
6. For failure of the customer or prospective customer to fulfill his or her contractual obligations for service or facilities.

Section 3.6 Refusal or Disconnection of Service for Non Payment

The Municipal Utility reserves the authority to discontinue or deny service for nonpayment of the bill or deposit. Once a service has been disconnected for nonpayment, payments must be paid by cash, card or money order.

Section 3.6(1) Procedure for Discontinuance for Non Payment

Service shall not be discontinued for nonpayment of a bill or deposit unless the Municipal Utility has:

1. Made a reasonable attempt to collect.
2. Given written notice to the customer that service will be discontinued if the account is not settled within twelve (12) calendar days from the date of notice. The notice will include a telephone number where a representative of the Municipal Utility qualified to provide additional information about the disconnection can be reached. The notice will also include the date rendered, the date action will be taken, and the amount due. Also included shall be a summary of the customer's rights and responsibilities to avoid shutoff of electric service for nonpayment. The notice shall be considered rendered to the customer when deposited in the U.S. mail.
3. Made a diligent attempt to contact, by telephone, in person or by posting of the property, the customer responsible for payment to inform the customer of the pending disconnection and the customer's rights and responsibilities. During the period from November 1 through April 1, if the attempt at customer contact fails, the premises shall be posted at least one day prior to disconnection with a notice informing the customer of the same information at least one day prior to discontinuance of service.

If an attempt at personal or telephone contact of a customer occupying a rental unit has been unsuccessful, the landlord of the rental unit, if known, shall be contacted to determine if the

customer is still in occupancy and, if so, the customer's present location. The landlord shall also be informed of the date when service may be disconnected.

If the disconnection will affect occupants of residential units leased from the customer, the premises of any building known by the Municipal Utility to contain residential units affected by disconnection must be posted, at least two days prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons for disconnection.

4. A discontinuance of residential service may take place only between the hours of 6:00 am and 2:00 pm on a weekday and not on weekends or holidays. If a disconnected customer makes payment or other arrangements during normal business hours, all reasonable efforts shall be made to reconnect the customer that day. If a disconnected customer makes payment or other arrangements after business hours, all reasonable efforts shall be made to reconnect the customer no later than 11:00 am the next day.
5. The Municipal Utility may disconnect electric service without the written twelve (12) day notice for failure of the customer to comply with the terms of a payment agreement.

Section 3.6(2) Severe Cold Weather

A disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence on any day when the National Weather Service forecast for the following twenty four (24) hours covering the area in which the residence is located includes a forecast that the temperature will be twenty (20) degrees Fahrenheit or colder. In any case where the utility has posted a disconnect notice in compliance with Section 3.6 (1) '3' but is precluded from disconnecting service because of a National Weather Service forecast, the Municipal Utility may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the area where the residence is located rises above twenty (20) degrees Fahrenheit and is forecasted to be above twenty (20) degrees Fahrenheit for at least twenty four (24) hours, unless the customer has paid in full the past due amount or is entitled to postponement of disconnection under some other provision.

Section 3.6(3) Health of a Resident

Disconnection of a residential customer shall be postponed if the disconnection of service would present an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if a person is seriously impaired and may, because of mental or physical problems, be unable to manage the person's own resources, to carry out activities of daily living or to be protected from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include, but are not limited to, age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances which indicate a severe or hazardous health situation.

The Municipal Utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered; a statement that the person is a resident of the premises in question; the name, business address, and telephone number of the

certifying party; the nature of the health danger; and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the Municipal Utility within five (5) days.

Verification shall postpone disconnection for thirty days. In the event service is terminated within fourteen days prior to verification of illness by or for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. The customer must enter into a reasonable agreement for the retirement of the unpaid balance of the account within the first thirty (30) days and keep the current account paid during the period the unpaid balance is to be retired.

Section 3.6(4) Disputed Bill

If the customer has received notice of disconnection and has a dispute concerning a bill for electric service, the Municipal Utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection.

Section 3.6(5) Winter Energy Assistance (November 1 through April 1)

If the utility is informed that the customer's household may qualify for winter energy assistance or weatherization funds, there shall be no disconnection of service for thirty (30) days from the date the utility is notified to allow the customer time to obtain assistance. Disconnection shall not take place from November 1 through April 1 for a resident who is a head of household and who has been certified to the Municipal Utility by the community action agency as eligible for either the low-income home energy assistance program or weatherization assistance program.

Section 3.6(6) Abnormal Electric Consumption

A customer who is subject to disconnection for non-payment of bill, and who has electric consumption which appears to the customer to be abnormally high, may request the Municipal Utility to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The Municipal Utility will provide such assistance by discussing patterns of electric usage which may be readily identifiable, suggesting that an energy audit can be conducted and identifying sources of energy conservation information and financial assistance which may be available to the customer.

Section 3.6(7) Deployment

If the Utility is informed that one or more of the heads of household, as defined in Iowa Code Section 476.20 is a service member deployed for military service, as defined by Iowa Code Section 29A.20, disconnection cannot take place at the residence during deployment or prior to ninety (90) days after the end of the deployment.

Section 3.6(8) Fees Associated with Disconnection and Reconnection

For any disconnection notice provided in person pursuant to Section 3.6 (1) '3', a cost justified fee as determined by the Board of Trustees will be charged. In addition, any disconnection or reconnection of service due to non payment, a cost justified fee as determined by the Board of Trustees will be

charged. Before service is restored, all bills shall be paid and/or the customer shall make satisfactory credit arrangements at the Municipal Utilities Office.

Section 3.7 Insufficient Reasons for Denying Service

The following shall not constitute sufficient cause for refusal of service of a present or prospective customer:

- a. Delinquency in payment for service by a previous occupant of the premises to be served.
- b. Failure to pay for merchandise purchased from the Municipal Utility.
- c. Failure to pay for a different type or class of public utility service.
- d. Failure to pay the bill of another customer as guarantor thereof.
- e. Failure to pay back bills rendered for payment of slow meter adjustments.
- f. Failure to pay bill adjustment resulting from error on the part of the Municipal Utility.
- g. Failure of a residential customer to pay a deposit during the period November 1 through April 1 for the location at which the customer has been receiving service.
- h. Delinquency in payment for service by an occupant if the customer applying for service is creditworthy and able to satisfy any deposit requirements.

Section 3.8 Service Calls

The customer shall not be billed for service calls for equipment which are the responsibility of the Municipal Utility. The customer shall be billed for the cost of services not the responsibility of the Municipal Utility as follows:

- a. Customer's Equipment
For a service call where the trouble is found to be on the customer's equipment, the customer shall be billed for the related costs.
- b. Relocation of Municipal Utilities Facilities
For a service call requesting the relocation of facilities belonging to the Municipal Utility, the customer shall be billed for the related costs. An advance deposit equal to the total estimated cost may be required.
- c. Relocation of Customer Facilities
For a service call requesting relocation of facilities belonging to the customer, the customer shall be billed for the related costs. An advance deposit equal to the total estimated cost may be required.

Section 3.9 Customer Communications

Section 3.9(1) Customer Service Representatives

A Municipal Utility representative with customer communication must give his or her name to the customer, whether communication is in person or by telephone. The representative must have immediate access to current detailed information concerning the customer's account and previous contact with the utility and shall be properly qualified and instructed in the screening and prompt handling of complaints.

Section 3.9(2) Customer Telephone Procedures

Telephone number 844-580-0810 is staffed continuously for the handling of problems or complaints of an emergency nature and is staffed during business hours, Monday through Friday, to handle routine business questions and other communications. During non-business hours, emergency telephone calls are rerouted to the Adair County Law Enforcement Center.

Section 3.9(3) Customer Complaint Procedures

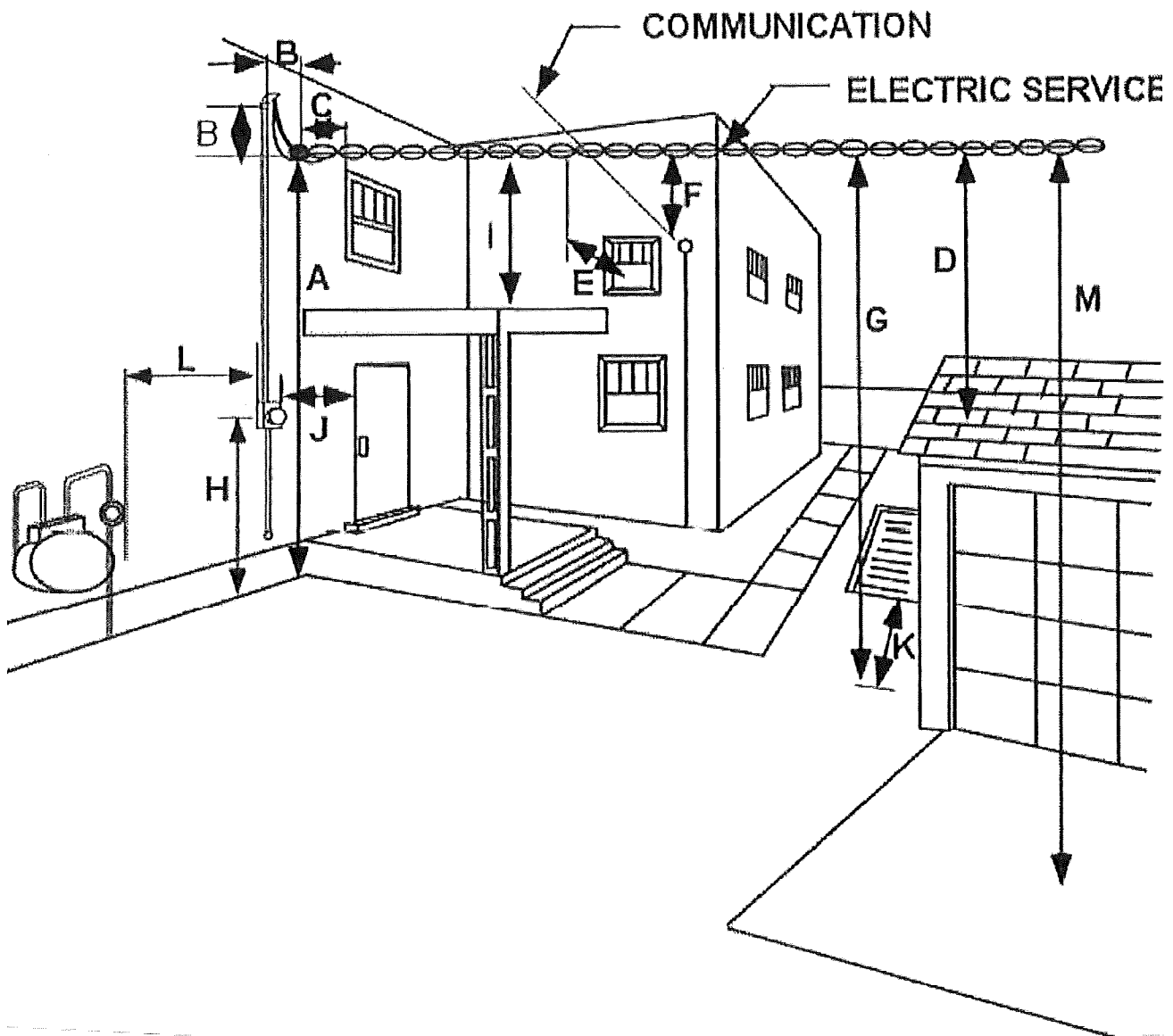
- A. The Municipal Utility shall keep records of customer complaints sufficient to enable review and analysis of its procedures and actions. Customers shall be required to submit complaints in writing. The complaint shall include the following information:
 - 1. Name of complainant
 - 2. Address of complainant
 - 3. Telephone number of complainant
 - 4. Nature of the complaint
 - 5. Relief sought
- B. Complaints concerning the charges, practices, facilities or service of the Municipal Utility shall be investigated promptly and thoroughly. The Municipal Utility shall respond in writing to all complaints
- C. The customer has the right to appeal the response of the Municipal Utility. The appeal shall be in writing and shall list the reasons for the appeal.

The Municipal Utility shall set a date for the hearing of the appeal within fifteen (15) business days of the filing of the appeal. The appeal shall be heard by representatives of the Board of Trustees (minimum of two). The results of the hearing shall be in writing within fifteen (15) business days after the hearing.

The Municipal Utility shall take reasonable steps to ensure that customers unable to travel shall not be denied the right to be heard.

- D. The final step for the resolution of the issues shall be a filing by the customer to the Iowa Utilities Board.

Overhead Line Clearances



Glossary on reverse side

Overhead Line Clearances

(Continued)

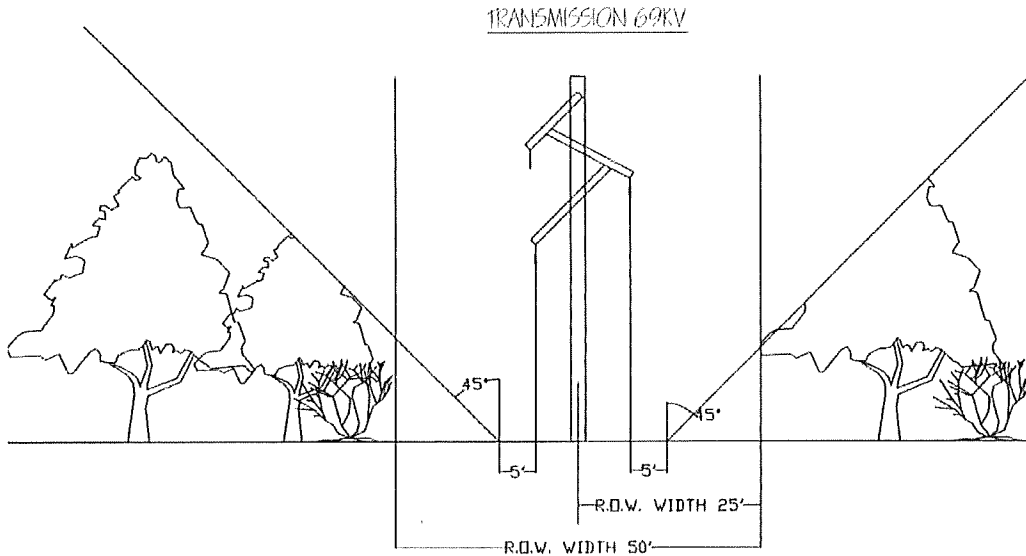
The NEC and NESC prescribed minimum clearances for service wires

- A. 10 ft. minimum to drip loops of triplex, if voltage to ground is less than 150 volts.
- B. 1 ft. minimum and 2 ft. maximum horizontal, 6 to 12 inch vertical above or below service head and attachment.
- C. Exposed conductors shall be no less than 3 ft. from window, door, porches, fire escapes, awnings, signs, and similar construction, when service is attached to building. The service must be 3 ft. from all sides except top of window. When the service conductors are attached above a window the drip loop shall not sag below the top of the window.
- D. Where service passes over, but does not attach, the vertical clearance must be 11.0 ft. if accessible or 3.5 ft. if inaccessible.
- E. 5 ft. when wires pass opposite a window where the service is attached.
- F. 2 ft. from communication wires.
- G. 12ft. if height of building does not permit 12 ft., it can be reduced to 10.5 ft. If the voltage to ground is less than 150 volts it can be reduced to 10 ft.
- H. Top of the meter 6 ft. maximum and 5 ft. minimum above finished grade.
- I. On buildings where service attached, the vertical clearance shall be 8 ft.
- J. When a door opens outward, the meter socket should be mounted a door's width plus 6" on the hinged side away from the door opening. Don't mount the meter along high traffic passageways.
- K. The clearances in the pool clearance section apply except for triplex cables meeting 230C3 (NESC), which are 10 ft., or more horizontally from the edge of the pool, diving platform, or diving tower.
- L. A minimum horizontal separation of 3 ft. shall be maintained between natural gas service equipment (vented regulators) and electric metering or termination equipment. Transformers shall have a minimum of 5 ft. from natural gas service equipment. A minimum of 5 ft. shall be maintained between electric metering or termination equipment and liquid petroleum facilities on site but not filled on site. IF the liquid petroleum facilities are filled on site the minimum separation is 10 ft.
- M. 16 ft. over a driveway, may be reduced to 12.5 ft. for isolated drops limited to 300 volts to ground or 12 ft. for triplex service drops limited to 150 volts. 12ft. over sidewalks and other spaces accessible to pedestrians. 18ft. over roads and streets. 20ft over state and federal highways.

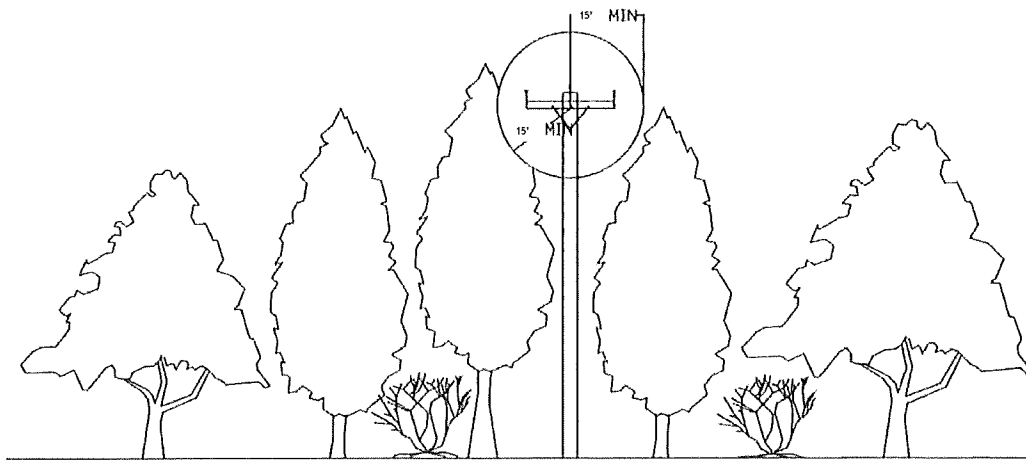
Clearing of the Right of Way

40-110g1
Rev:03/05

CLEARING RIGHT-OF-WAY



DISRUPTION



Grain Bin Notification

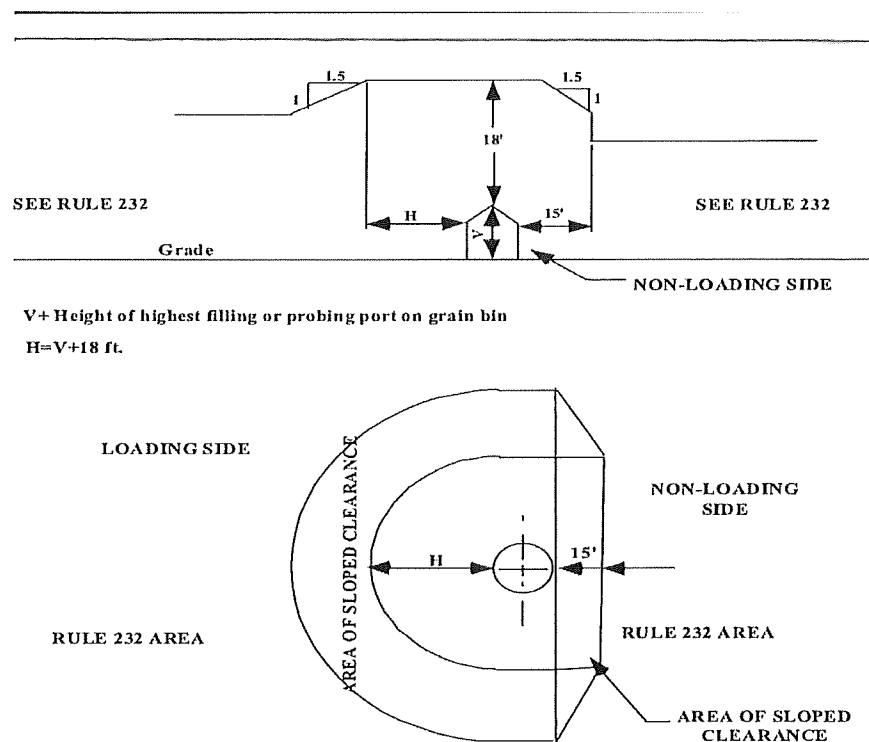
The Municipal Utility is required by the Iowa Utilities Board to provide this annual notice to farmers, farm lenders, grain bin merchants, and city and county zoning officials.

The Municipal Utility may refuse to provide electric service to any grain bin built near an existing electric line which does not provide the clearances required by the current American National Standards Institute (ANSI) and the "National Electric Safety Code: Rule 234f as adopted by the Iowa Utilities Board. The drawing shows the specific clearances required.

CHAPTER 25 IOWA ELECTRICAL SAFETY CODE (Prior to 10/8/86, Commerce Commission [250])

25.2(3) Grain Bins

- a. Utilities shall conduct annual public information campaigns to inform farmers, farm lenders, grain bin merchants, and city and county zoning officials of the hazards of and standards for construction of grain bins near power line.
- b. An electric utility may refuse to provide electric service to any grain bin built near an existing electric line which does not provide the clearances required by The American National Standards Institute (ANSIC2-1997) and "National Electrical Safety Code, Rule 234F. This paragraph "b" shall apply only to grain bins built after September 9, 1992.



**Note: 18' Clearance Must Be Maintained in All Directions From A Probe Port
Rule 232 – See NESC**

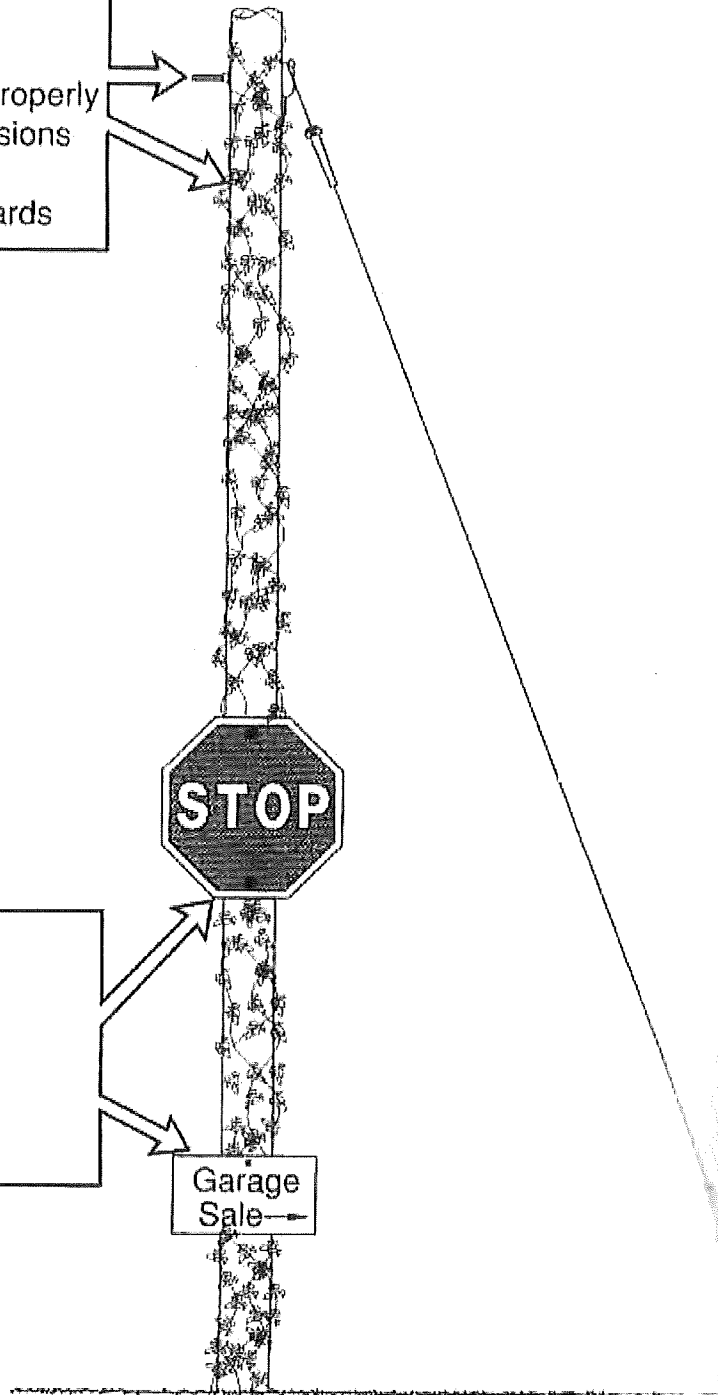
Attachments to Utility Poles

NO:

- Tacks
- Nails
- Vines
- Through bolts not properly trimmed (no dimensions provided)
- Other climbing hazards

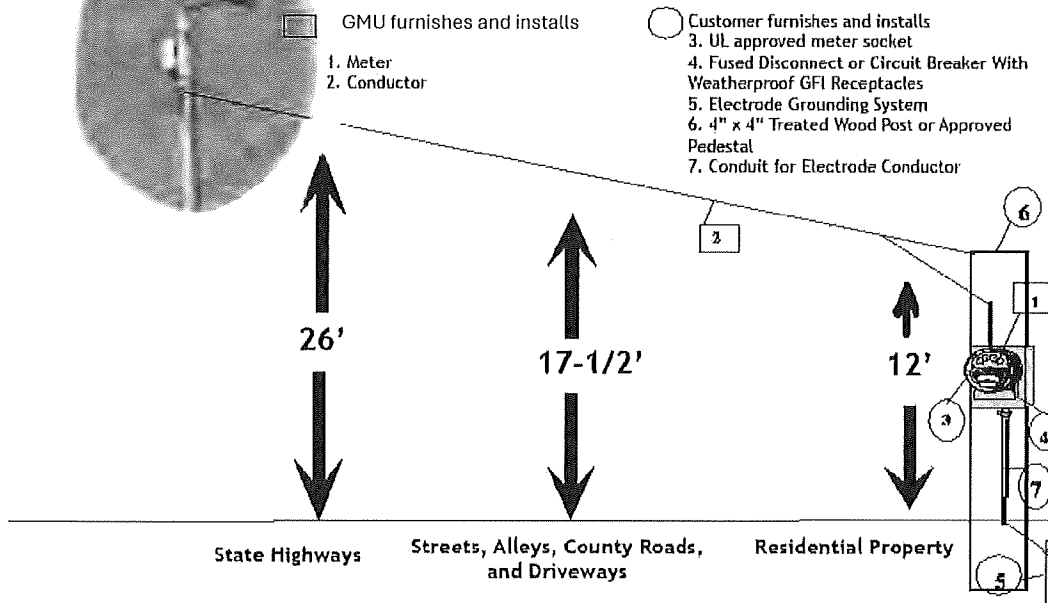
NO:

- Signs
- Posters
- Notices
- Other attachments (Without concurrence of owner.)



Overhead Temporary Service

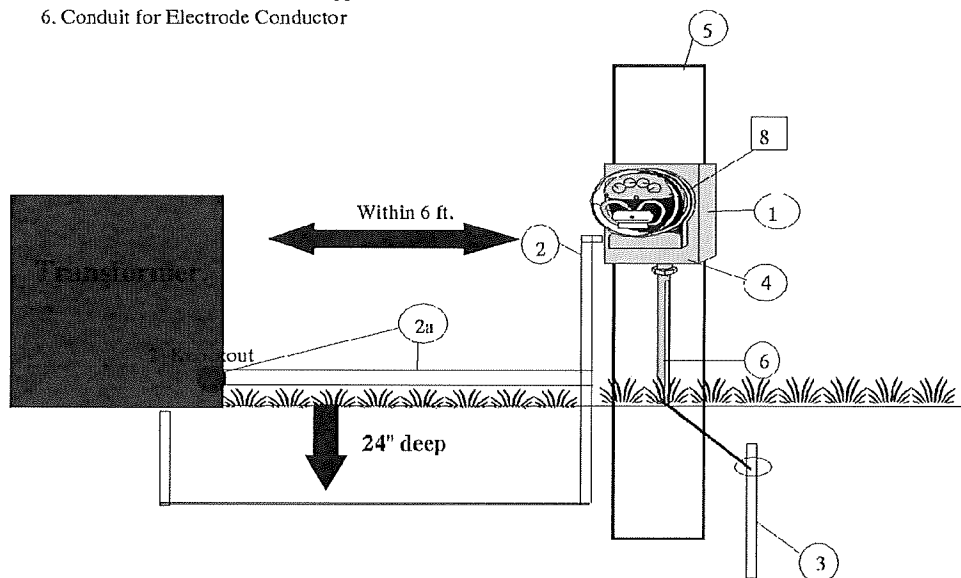
Your temporary meter post must be set on customers property. The path that the service takes to the nearest transformer may not cross property belonging to others. If the service line will pass through tree or brush, a path for it must be cleared to allow SMU personnel to run the line and to allow the line to hang without contacting trees or limbs. Maintain a clear path is the customers responsibility. Service line length not to exceed 100 feet. Proper guying to support pole supplied by customer.



Underground Temporary Service

- Customer furnishes and installs
 □ Spencer Municipal Utility furnishes and installs

1. "UL" Approved Metering Socket
2. Sealtight Conduit with Connectors (Aboveground)
- 2a. May use 2" sealtight flex conduit with bushings above ground if the transformer has a 2" knock out.
3. Electrode Grounding System
4. Fused Disconnect Switch or Circuit Breaker With Weatherproof GFI Receptacles
5. 4" x 4" Treated Wood Post or Approved Pedestal
6. Conduit for Electrode Conductor
8. GMU furnishes and installs



RESOLUTION #7.24

GREENFIELD MUNICIPAL UTILITIES

BOARD OF TRUSTEES

WHEREAS, the Board of Trustees of Greenfield Municipal Utilities (GMU) has approved the Utility's electric and water operating rules as "Electric Service Rules for Greenfield Municipal Utilities" and "Water Service Rules for Greenfield Municipal Utilities"; and;

WHEREAS, the Board of Trustees have reviewed and wish to revise the Electric and Water Service Rules including all of the exhibits and attachments;

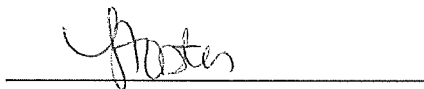
NOW THEREFORE BE IT RESOLVED; the revised Electric Service Rules and Water Service Rules dated March 12, 2024 for Greenfield Municipal Utilities including all exhibits and attachments are hereby adopted; and the Office Administrator shall maintain an official copy of the Electric Service Rules and Water Service Rules at the Utility's office for public inspection.

Passed and adopted this 12th day of March, 2024.



Mike Ladd, Chairman

ATTEST:



Jessica Foster, Office Administrator

**GREENFIELD MUNICIPAL UTILITIES
ELECTRIC SERVICE RULES
EXHIBIT "B" - PRICING AND FEES FOR SERVICES**

NEW CUSTOMER FEE **\$75.00**

This fee applies to first time customers, any customer who has not been a customer for more than 24 months, or any customer who has previously left with an unpaid balance.

METER READ/ACCOUNT CHANGE FEE **\$50.00**

This fee applies to any current customer who is setting up service in a new or additional property with GMU or a customer who has had GMU service within the last 24 months.

CUSTOMER DEPOSIT - ELECTRIC (IF REQUIRED)

The amount of an electric deposit is set at the highest monthly bill in the previous 12 months.

LATE PAYMENT PENALTIES **1.5%/MONTH**

Any account with an outstanding electric balance over \$10 on past due day, will receive a 1.5% penalty on electric service.

METER TESTING FEES - CUSTOMER REQUESTED

Single Phase Meters - \$100 plus actual testing costs

Three Phase Meters - Price to be determined upon completion of meter testing.

This fee applies to any customer who requests their electric meter to be tested for accuracy.

RECONNECTION FEE - **\$50.00**

This fee applies to any account that has been disconnected for any reason. An additional \$150.00 will be applied after normal business hours.

**** AFTER DISCONNECTION OF SERVICE, GMU REQUIRES RECONNECTION PAYMENT TO BE CASH,
MONEY ORDER OR DEBIT/CREDIT CARD.***

SERVICE CALL FEE **\$50 minimum**

This fee applies to any customer who requests a GMU personnel's presence to investigate equipment malfunction, service relocation, or any other issue deemed to not be GMU responsibility. An additional \$150.00 will be applied after normal business hours.

TEMPORARY ELECTRIC SERVICE **\$75**

Any customer requesting temporary electric service will be required to pay the \$75 new customer fee as well as complete a new customer application before connection of service.

ELECTRIC RATES – Effective Date 06/30/2023**RESIDENTIAL**

	Customer Charge (per meter per month)	\$18.00
	Heat Plus (adder per meter per month)	\$ 6.00
Plus	Energy Charge (per kWh) *	\$0.1030/kWh

Applicable To: Residential customers for all domestic uses in single-family dwellings, individually metered apartments and individually metered structures on residential property, including motors of not more than 5 horsepower individual capacity.

Service available: single-phase, 60 hertz, 120/240-volt, 400-amp max., 3-wire, one meter.

SMALL COMMERCIAL

	Single-Phase	Three-Phase
	Customer Charge (per meter per month)	\$24.00 \$40.00
Plus	Energy Charge (per kWh) *	\$0.1040/kWh

Applicable To: Commercial, City, and GMU for all purposes, single-phase and three-phase customers (only customers using less than 10,000 kWh in any of the past 24 months).

LARGE COMMERCIAL

	Single-Phase	Three-Phase
	Customer Charge (per meter per month)	\$24.00 \$40.00
Plus	Energy Charge (per kWh) *	\$ 0.0840/kWh
Plus	Demand Charge	\$12.00/KW
Plus	Off-Peak Demand Charge Credit **	(\$1.00)/KW

Applicable To: Commercial, City and GMU for all purposes, single-phase or three-phase customers (only customers using more than 10,000 kWh in any of the past 24 months).

Service available: 60 hertz, single-phase, 120/240 volt, 3-wire, 400-amp max.; or three-phase 240/120 volt 4-wire delta, or three-phase 208/120 or 480/277 volt 4-wire wye. Specialty voltages may be provided at the discretion of GMU. GMU furnishes only one transformer bank and/or one meter.

***Heat Plus Rate:** Residential or Commercial Electric customers (using less than 10,000 kWhs/month) that operate a Ground Source Heat Pump (closed loop) or a Central Heat Pump (air to air) that meet the requirements of the GMU rebate program at the time of installation, as their primary heating source, (natural gas may be used as backup heat with an outside thermostat set at a maximum of 40 degrees to start the backup heat) shall be eligible for this rate. Installations after 07/13/10 shall require metering of the customers heat pump system at the customer's expense. The charge is \$0.070/kWh and is subject to PCA.

**** Requires consistent off-peak characteristics (from wholesale supplier) of 60% or more and a connected load of 750 KW.**

ELECTRIC RATES - Effective Date 06/30/2023 (continued)

INDUSTRIAL

	Customer Charge (per meter, per month)	\$55.00
Plus	Energy Charge	\$ 0.0740/kWh
Plus	Demand Charge	\$12.00/KW

Applicable To: Electric customers of 1,000 KW and larger.

Service available: 60 hertz, three-phase, 480/277-volt 4-wire wye. Specialty voltages may be provided at the discretion of GMU. GMU furnishes only one transformer bank/meter.

The Following Applies To All Electric Rates:

Metered Demand: the metered demand for any month shall be the maximum kilowatt demand established by the customer for any fifteen-minute interval during the month as indicated or recorded by a demand meter.

Power Factor Adjustment: if the customer's average monthly power factor falls below 90%, leading or lagging, GMU may adjust the metered demand by the ratio of 90% to the measured average monthly power factor in percent. Example: Metered demand = 739 KW, Avg. Mo. Power factor = 73.0%
Ratio = $90/73 = 1.2329$, Adjusted demand = $(739) * (1.2329) = 911\text{KW}$

Adjusted Demand: the adjusted demand consists of the metered demand adjusted for power factor, if applicable.

Billing Demand: the demand to be billed shall be the adjusted demand for the month, but not less than 75% of the highest adjusted demand during the preceding 11 months.

Primary Metering: GMU will install primary metering when service is taken by the customer and metered at primary voltage. If the customer owns and installs all necessary primary and transformers beyond point of service, a 2% discount will apply to demand and energy charges to allow for losses and investment return. If the service is taken at primary voltage (that is, the customer owns the primary and transformers) and metered at secondary voltage, a 1% discount shall apply to demand and energy charges to allow for investment return.

The customer charge is the minimum bill.

All charges are net. If the bill is not paid by the 25th day after the billing date, a late payment charge of 1.5% of the electric balance due will apply to all account balances greater than \$10.00.

Sales tax to be added so as to be in compliance with the provisions of the State of Iowa.

All electric rates are subject to a power cost adjustment (PCA).



202 S 1st St, Greenfield, IA 50849
844-580-0810 Ext 2 (phone)

APPLICATION FOR UTILITY SERVICE

Application must be submitted into our office at
202 S 1st St along with government issued photo
identification for all residents over the age of 18. Forms &
identification copies can also be mailed or emailed to
jessica.foster@gmu-ia.com

Date: _____

Primary Applicant: _____ Co-Applicant: _____

Social Security Number: _____ Social Security Number: _____

Date of Birth: _____ Date of Birth: _____

Driver's Licence #: _____ Driver's License #: _____

Service Address: _____

Mailing Address: _____ Phone Number: _____

Employer: _____ Phone Number: _____

I give permission for GMU to call any number I have listed above. Initial _____

I (we) request the following service(s) on or before: _____

Electric * _____ Water _____ Sewer _____ Temporary Electric _____

Do you rent or own this property? Rent: _____ Own: _____

Is applicant(s) a prior customer? Yes _____ When _____ No _____

ONLINE ACCOUNT ACCESS

GMU offers online account access at gmu-ia.frontdeskworks.com - our staff can set up your
online access with a generic password once your account is created.

I/We would like to be enrolled in FrontDesk

Email Address for Account _____

Bill Preference: _____ Mailed _____ Emailed _____

I/We would like to have automatic payments set up during enrollment

Bank Name: _____ Account Type _____ Checking/Savings

Routing Number: _____ Account Number: _____



I/We certify that the information given above is accurate to the best of my/our knowledge and understand that I/we will be
charged a \$30 returned payment charge in the event that this information is incorrect.

I/We will setup online access/payments on our own if we choose to

I (we) agree to pay all bills rendered by the utilities for service received from the date of connection to
the date service is discontinued. I (we) also certify that I (we) received a copy of the latest water
quality report (CCR) for Greenfield Municipal Utilities. If the electric service is for a new building
intended primarily for human occupancy, my (our) signature(s) certifies that the building meets all of the
energy conservation requirements of the state building code [680 IAC 16.800(3) as amended by 16.800(4)].

Signature: _____ Date: _____

Co-Signature: _____ Date: _____

GREENFIELD MUNICIPAL UTILITIES
ELECTRIC SERVICE RULES
EXHIBIT "E" - MAJOR STORM RESTORATION POLICY

It shall be the policy of Greenfield Municipal Utilities that when a major storm causes outages throughout our electric system, that power will be restored in the following manner.

1. Three Phase Primary Circuits

- A. Hospital/Manor
- B. Water Plant

2. Single Phase Primary Lines

3. Individual Customer Service Lines

- A. Least Damage First
- B. Moderate Damage Next
- C. Most Damage Last

Summary: A customer's electricity will not be restored on a first call, first on basis. The policy is aimed at restoring electricity to the most customers, in the least amount of time.

**GREENFIELD MUNICIPAL UTILITIES
ELECTRIC SERVICE RULES
EXHIBIT "F" - ELECTRIC EXTENSION POLICY**

STANDARD AND THREE PHASE SERVICE EXTENSIONS (SECONDARY - 600 VOLTS OR LESS)

The first one hundred (100) feed of a standard lateral service extension shall be installed without charge as shown in Section 2.3(10) of the Electric Service Rules. Installation of three phase extensions may require an additional charge or advance of construction costs.

EXTENSIONS OF PRIMARY LINES AND LATERAL SERVICES EXTENSION AT PRIMARY VOLTAGES

Three Phase extensions and extension at primary voltages may require a customer contribution in aid of construction or an advance for construction costs. The amount of such contribution or advance will be determined on a case-by-case basis. In making this determination, GMU shall consider estimated construction costs, estimated revenue, and contributions required from similarly situated customers.

EXTENSIONS TO NEW SUBDIVISIONS

Extensions to newly platted subdivisions of three or more lots may require a contribution in aid of construction or an advance for construction costs in an amount determined on a case-by-case basis. In making this determination, GMU shall consider estimated construction costs, estimated revenue, and contributions required from similarly situated customers.

SECURITY LIGHTING

Security lighting should be installed by the customer on the customer's side of the meter. However, when a lighting installation on the utility side of the meter is determined by the utility to be necessary, prudent or in any installation of municipal street lighting, the utility shall install and maintain a lighting fixture in accordance with the following schedule of charges:

100 Watt - \$4.50/month

150 watt - \$6.40/month

400 watt - \$14.50/month

All charges include unmetered energy.

**GREENFIELD MUNICIPAL UTILITIES
ELECTRIC SERVICE RULES
EXHIBIT "G" - WINTER BUILT AGREEMENT**

The undersigned owner and/or contractor and/or electrician desire that underground electrical service be installed to a building being built at _____, Greenfield, Iowa.

The construction of the building is taking place during the winter, and Greenfield Municipal Utilities does not trench for installation of underground electrical services when there is more than three inches of frost in the ground.

The parties desire to have the underground electrical service installed so that they will be in place before the ground freezes. There is a possibility that the cables installed by Greenfield Municipal Utilities will be damaged because the cable entrances of the proposed building are not ready to accept cables.

IT IS AGREED by and between Greenfield Municipal Utilities and the undersigned as follows:

Greenfield Municipal Utilities shall install the underground cables if it is able to do so before three inches of frost are in the ground upon the following basis:

I.

The owner of the property and/or contractor and/or electrician shall be responsible for the cables not being damaged, shall allow the Utilities to inspect and approve the cable installations before the trenching is backfilled, shall backfill the cable trench, shall feed the cables into the conduit and meter socket, shall have the Iowa Electrical Examining Board (State Fire Marshal) approve the electrical entrance once it is installed, and shall allow the Utilities to terminate the cable once it is installed in the meter socket.

II.

The owner and/or contractor and/or electrician shall be jointly and severally liable and shall pay for all costs incurred for cable repair.

We, the undersigned, have read the above Application and state that we fully understand the same. We acknowledge the fact that we may be incurring potential liability or expense due to the potential costs which may be incurred for cable repair and understand that Greenfield Municipal Utilities is laying said cable at a time prior to what is ordinary as an accommodation to us because of the fact that the building is being constructed in the winter and trenching cannot be done when there is more than three inches of frost in the ground.

Dated this _____ day of _____, 20_____.

By _____
Greenfield Municipal Utilities

Owner/Contractor/Electrician

**GREENFIELD MUNICIPAL UTILITIES
ELECTRIC SERVICE RULES
EXHIBIT "H" - SERVICE CLASSIFICATIONS**

RESIDENTIAL

Any account with the primary purpose of living quarters.

*A residential property that has a commercial business operating on site may be charged as a commercial utility account.

*A stand alone garage on a residential lot may be charged as commercial.

SMALL COMMERCIAL

Any account with a commercial purpose that uses under 10,000 kWh per month. The electric service may be single phase or three phase as small commercial.

LARGE COMMERCIAL

Any account with a commercial purpose that has used over 10,000 kWh in any of the 24 previous months. All large commercial accounts will be charged usage and electric demand.

INDUSTRIAL

Any account with an industrial purpose. All Industrial accounts will be charged usage and electric demand.

GMU (UTILITY USE)

Any account used by GMU for operational purposes.

CITY

Any account used by City of Greenfield for operational purposes.

Greenfield Municipal Utilities (GMU) Posting & Disconnection Policy

* The Iowa Utilities Board's (IUB) regulatory authority concerning electrical service, safety, and engineering issues is reflected in the GMU policies listed below.

** Situations that are not addressed within this policy and fall within the IUB's regulatory authority on electrical service will be referred to the most recent IUB Service Rules or submitted to the IUB for clarification and resolve.

- **Billing:** Utility bills are sent no later than the 4th each month with payment due in the Utilities office by the 25th of each month.
 - If the 25th falls on a weekend, the due date is extended to the following Monday.
- **Past Due:** Past due notices are sent out on the 26th of each month giving twelve (12) additional days for payment to be made.
 - If the 26th falls on a weekend and the due date is extended to the following Monday, the past due notices are then sent out on Tuesday.
 - The current past due charge is 1.5% of past due electric balance \$10 for past due water balance and \$10 for past due sewer balance.
- **Posting:** Twelve days after the past due notices are sent out is posting day.
 - The current posting charge is \$25.
 - Posting notice is taped to the door of any property that has an outstanding past due balance unless one of the following requirements have been met:
 - Customer has been approved for energy assistance and their only bill from GMU is for their electric service.
 - Customer has been approved for energy assistance, pays GMU for electric and water service and lives in a residence that has a heat source that is dependent on their water service.
 - Any of the requirements that fall under the disconnection section below.
 - Customers have forty-eight (48) hours from the time & date on the notice posted at their property to either make payment in full, request a payment extension in writing or request a twelve (12) month payment agreement.
- **Disconnection:** Forty-eight (48) hours after the time and date on each posting notice, the property is eligible for disconnection (Disconnection can be done between the hours of 6 a.m. and 2 p.m. Monday through Friday) unless one of the following requirements have been met:
 - **Payment:** Balance has been paid in full
 - **Payment Extension:** Payment extensions are given on a case by case basis and may be refused to accounts with habitual payment extension requests. If a payment extension is granted, it must be paid in full prior to the next utility bill becoming delinquent.
 - Payment Extensions may be requested in person or by phone call, either way the customer will also be required to submit a document that includes name, address, amount to be paid, date payment will be made and the customer's signature. The customer may drop this document off at the GMU Office, put it in the drop box that is located on the East side of the GMU Office near the main entrance door, or submit the document by email. If submitting by email, please

visit the GMU website at www.gmu-ia.com (contact us link in top right corner) or contact the Utilities Office for the appropriate email address.

- **Payment Agreement:** A twelve (12) month payment agreement has been signed, accepted and on file in the Utilities office
 - **See Payment Agreement Rules below**
- **Energy Assistance:** Customer has been approved for energy assistance
 - **Applying for energy assistance prevents posting & disconnection for thirty (30) days from the date GMU is told the customer will be applying. The thirty (30) day period is not extended if the customer waits to apply after that date.**
- **Medical Request:** Customer has presented our office with a medical necessity request from a physician or public health official. A medical necessity request shall postpone disconnection for thirty (30) days. In the event service is terminated within fourteen (14) days prior to verification of illness by or for a qualifying residence, service shall be restored to that residence if proper verification is thereafter made in accordance with the foregoing provisions. If the customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first thirty (30) days and does not keep the current account paid during the period that the unpaid balance is to be retired, the customer is subject to disconnection pursuant to paragraph 20.4(15) "f" of the Iowa Utilities Board code.
 - IUB Code 20.4(15) "f" states: A utility may disconnect electric service after 24-hour notice (and without the written twelve (12)-day notice) for failure of the customer to comply with the terms of a payment agreement.
 - If electric service is required for a medical necessity, water service may still be disconnected if delinquent.
- **Deployment:** If the utility is informed that one of the heads of household as defined in Iowa Code section 476.20 is a service member deployed for military service, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to ninety (90) days after the end of the deployment.
- **Disputed Bill:** If the customer has received notice of disconnection and has a dispute concerning a bill for electric utility service, the utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection of service. A utility shall delay disconnection for nonpayment of the disputed bill for up to forty-five (45) days after the rendering of the bill if the customer pays the undisputed amount. The forty-five (45) days shall be extended by up to sixty (60) days if requested of the utility (GMU) by the board (IUB) in the event the customer files a written complaint with the board (IUB) in compliance with ICA 199-Chapter 6.
- **Severe Cold Weather:** A disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence on any day when the National Weather Service forecast for the following twenty-four (24) hours covering the area in which the residence is located includes a forecast that the temperature will be twenty (20) degrees Fahrenheit or colder. In any case where the utility has posted a disconnect notice in compliance with subparagraph 20.4(15) "d" (5) but is precluded from disconnecting service because of a

National Weather Service forecast, the utility may immediately proceed with appropriate disconnection procedures, without further notice when the temperature in the area where the residence is located rises above twenty (20) degrees Fahrenheit and is forecasted to be above twenty (20) degrees Fahrenheit for at least twenty-four (24) hours, unless the customer has paid in full the past due amount or is entitled to postponement of disconnection under some other provision of Iowa Utility Board paragraph 20.4(15) "d"

- IUB Code 20.4(15) "d" states: Service may be refused or disconnected after proper notice for nonpayment of a bill or deposit, except as restricted by subrules 20.4(16) and 20.4(17), provided that the utility has complied with the following provisions when applicable:
 - (1) Given the customer a reasonable opportunity to dispute the reason for the disconnection or refusal.
 - (2) Given the customer, and any other person or agency designated by the customer, written notice that the customer has at least twelve (12) days in which to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities available. Customers billed more frequently than monthly pursuant to subrule 20.3(6) shall be given posted written notice that they have twenty-four (24) hours to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities. All written notices shall include a toll-free or collect telephone number where a utility representative qualified to provide additional information about the disconnection can be reached. Each utility representative must provide the representatives name and have immediate access to current, detailed information concerning the customer's account and previous contacts with the utility.
 - If electric service is required for a medical necessity, water service may still be disconnected if delinquent.
- **Reconnection:** Once service has been disconnected, the past due balance must either be paid in full or a twelve (12) month payment agreement must be signed and executed. Payment is required to be cash, money order or debit/credit card after services have been disconnected.
- **Payment Agreements:** Twelve (12) month payment agreements are available upon customer request.
 - **Payment Agreements are for electric service amounts only.**
 - Taxes, penalties, posting fees, turn on fees, water & sewer amounts are not eligible.
 - Water service amounts may be allowed in the case of a water leak and with GMU management approval.
 - Payment Agreements may be requested by phone call, email or by stopping in the Utility Office.

- If by phone or email, the agreement will be drawn up and mailed to the customer. The customer has ten (10) days from the date on the letter to return the signed form to the utility office.
- If the customer does not return the signed form to the utility office, the first payment made on the agreement qualifies as acknowledgement and acceptance of the agreement.
- While on a twelve (12) month payment agreement, your GMU bill must be paid in full by the due date (25th) each month.
 - One (1) delinquent payment (up to four (4) days late) is allowed per agreement.
 - If a payment is more than four (4) days delinquent, the payment agreement is voided. The property will then be posted and disconnected 48 hours later.
 - If the payment is made during the forty-eight (48) hour posting time, please see the rules below on whether another arrangement is available.
 - If late payment has already been used, the next payment late by one (1) day will make the property eligible for posting followed by disconnection forty-eight (48) hours later.
 - If two (2) consecutive payments on the first payment agreement have been made on time prior to the late payment, the customer is eligible for a second payment agreement.
 - If two (2) consecutive payments on the first payment agreement have not been made on time prior to the late payment, the property will then be posted and disconnected forty-eight (48) hours later. Payment in full must be received in order for reconnection.
 - Customers are allowed up to two (2) payment agreements in a twelve (12) month period.

Customer Deposit Policy

Exhibit L

Greenfield Municipal Utilities (GMU) may request a customer deposit if one (1) of the following criteria are met:

- Electrical and/or water service(s) have been disconnected due to non-payment for more than ten (10) days.
- A customer that has had electric and/or water service(s) with GMU in the past, left GMU with an unsettled balance, and returned to establish a new service.
- The account has had two (2) or more returned payments (check or ACH) in a 6 month period.

A customers deposit will be returned if payment(s) on their account(s) are made by the past due date in eleven (11) of the previous twelve (12) consecutive months (one month per year is the GMU grace penalty period).

If a customer leaves the services of GMU, the deposit will be automatically applied to their account(s) upon the completion of their final bill. If a deposit balance remains after the customers' account(s) are paid in full it will be returned to the address on file with GMU.

A customers deposit may be automatically applied to their delinquent account(s) after 30 days from the date of disconnection if payment has not been received. If a deposit balance remains after the customers' account(s) are paid in full it will be returned to the address on file with GMU. At this time a new deposit will be required before service can be reconnected.

The deposit held by GMU cannot be used as fees to reconnect service at any time.

- GMU does not pay interest on customer deposits.

Approved 11/10/2015

Updated (DATE)

