

CITY OF ALAMEDA
PUBLIC UTILITIES BOARD

RESOLUTION NO. 5181

APPROVING AND ADOPTING REVISED RULES & REGULATIONS

WHEREAS, it is necessary to revise Alameda Municipal Power's Rules & Regulations to ensure efficient operational policies and procedures, clarity and consistency of documentation, and fairness to customers; and

WHEREAS, Alameda Municipal Power last revised its Rules & Regulations in September 2018; and

WHEREAS, the changes support Alameda Municipal Power's Strategic Plan goals of ensuring that customers have a positive experience and that there is effective organizational management.

NOW, THEREFORE, BE IT RESOLVED that the Public Utilities Board of the City of Alameda hereby approves and adopts the revised Rules and Regulations effective July 21, 2020.

AYES: President McCormick, Vice President Serventi, Commissioner Giuntini, Commissioner Gould, and City Manager Eric Levitt

NOES: None

ABSENT:

IN WITNESS WHEREOF, I have set my hand on this 21st day of July 2020.

Date

Nicolas Procos
Public Utilities Board Secretary

**Alameda Municipal Power
Rules & Regulations**

Alameda Municipal Power
A Department of the City of Alameda

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Alameda Municipal Power
A Department of the City of Alameda

RULES AND REGULATIONS
ARTICLE I - INTRODUCTION

A. General Statement

The purpose of these Rules and Regulations is to ensure the uniform treatment of all Customers of Alameda Municipal Power. These Rules and Regulations and any subsequent changes are valid only after approval of the Public Utilities Board of the City of Alameda.

Copies of these Rules and Regulations are available for public inspection at Alameda Municipal Power's Customer Service Center at 2000 Grand Street, Alameda, CA, 94501 during normal business hours. A copy may be purchased at Alameda Municipal Power's cost at the same address (see Article XII, Schedule of Charges) or downloaded from Alameda Municipal Power's website at www.alamedamp.com.

B. Availability of Records

Alameda Municipal Power will retain a "Public File" in its offices for viewing in accordance with all local, state, and federal regulations and agreements. Customers may request copies of records and will be charged per copy in accordance with the Schedule of Charges.

C. Performance Guarantee

Alameda Municipal Power strives to ensure its Customers' satisfaction with its electric and telephone connection services, Customer service, and timeliness of installations.

D. Definitions

1. Accessory Dwelling Unit (ADU) -an attached or a detached residential dwelling unit that provides complete independent living facilities for one or more persons and is located on a lot with a proposed or existing primary residence. It shall include permanent provisions for living, sleeping, eating, cooking, and sanitation on the same parcel as the single-family or multifamily dwelling is or will be situated and as defined in California Government Code Section 65852.2.
2. Advanced Metering Infrastructure (AMI) - An integrated system of smart meters, communication networks, and data management systems that enables two-way communication between utilities and customers.
3. Alameda Municipal Power - The City of Alameda, Bureau of Electricity, dba Alameda Municipal Power, 2000 Grand Street, Alameda, CA 94501.
4. Alameda Municipal Power Supply System - Alameda Municipal Power's Distribution System, either overhead or underground, located in a public right-of-way and/or an

Easement, to supply electrical Energy or voice to the Customer(s).

5. Alternating Current (AC) - Electric Current that reverses direction of flow at regular intervals. In North America, the Frequency of alternation is 60 times per second, or 60 Hertz.
6. Ampere (A) - The unit of measure for the rate of flow of electricity (see also Current).

7. Analog Meter - Also known as electromechanical meters, these meters employ discs that spin forward to determine how much electricity the customer is using from the electric grid. Alameda Municipal Power must dispatch a meter reader every month to determine how much energy is being used.
8. Apparent Power - The total Power (Voltage and Current) supplied to the Customer's Load, comprising both Real (or "Active") Power and Reactive Power, measured in Kilovolt-Amperes.
9. Applicant - A Person, corporation, agency, or authorized agent of same, requesting Alameda Municipal Power to supply Utility Service(s).
10. AT&T - The Incumbent Local Exchange Carrier (ILEC) for the City of Alameda.
11. Authority Having Jurisdiction (AHJ) - The governing entity or individual responsible for approving equipment, materials, an installation, or a procedure.
12. Bill - Any statement of money owed for products or services provided by Alameda Municipal Power. This will include charges for any deposit, installation, monthly charges for Utility Service(s), damages to Alameda Municipal Power equipment, or any other charges described in the Schedule of Charges.
13. Billing Cycle/ Billing Period - The period of time during which Utility Service(s) is provided to the Customer, usually between 27 and 33 days.
14. Billing Date - The date on which a Customer's Bill is generated.
15. Billing Days - The number of days in a Customer's Billing Period.
16. Billing Demand - The Demand used to calculate a Customer's electric Bill.
17. Cathodic Protection - The protection of a metallic material or structure (as a pipeline) from electrolytic corrosion by causing it to act as the cathode rather than the anode of an electrochemical cell, affected by applying a Current.
18. Central Office - The building containing a Class 5 switch, the terminating ends of the Cable Plant, connections to long distance carriers and support equipment to provide telephone service to a community.
19. Certified Funds - Secure funds, such as money orders or certified checks, which require no future time to clear banking transaction.
20. Circuit - A Conductor or system of Conductors through which electric Current, telephone or television signals are transmitted.
21. City Community Development Department Inspector - A Person as appointed and authorized by the City of Alameda to implement and enforce applicable codes, ordinances, standards, and regulations in the City of Alameda.
22. Common Carrier - The provider of Dial Tone and end-use services such as call forwarding. Typically, this will be AT&T in Alameda.

23. Competitive Local Exchange Carrier (CLEC) - Any company that provides Local Exchange Services in competition with AT&T or any ILEC.
24. Conductor - A medium, such as copper wire, that is capable of carrying electric Current, especially one that is highly suited for this.
25. Connected Load - The sum of the rated capacities, stated in kilowatts, of all of the Customer's equipment that can be connected to Alameda Municipal Power's lines at any one time.
26. Consumption - The total amount of Energy and Demand used by a Customer.
27. CSR - Customer Service Representative, the individual at Alameda Municipal Power that assists Customers with setting up their Utility Service(s), and with questions or problems relating to the provision or billing of Utility Service(s).
28. Current - The rate of flow of electrons past a given point in an electric Conductor, measured in amperes (A).
29. Customer - The Applicant in whose name service is provided as evidenced by verification and the signature on the application, contract, or agreement for that service, or in the absence of a signed instrument, by the receipt and payment of Bills regularly issued in his/her name, regardless of the identity of the actual user of the service. The word "Customer" also includes the Person(s), corporation, agency, or authorized agent representing the Alameda Municipal Power Customer in the application/construction process, including a developer, contractor, design consultant, or installer.
30. Customer-owned Parallel Generation – Refers to distributed generation that is customer-owned and located on the customer premises. The customer agrees to take all supplemental electric service to the distributed generation from Alameda Municipal Power.
31. "Delivered" Energy – The amount of energy that a customer is using from Alameda Municipal Power's electric grid, as shown on a smart meter. It refers to the energy "delivered" by Alameda Municipal Power.
32. Demand - The rate at which electricity is delivered to or by a system, part of a system, or a piece of equipment, e.g., to end users, at a given instant or averaged over any designated period of time, usually 5, 15, or 30 minutes. Demand is expressed in kilowatts, kilovolt-amperes or reactive kilovolt-amperes and is determined by measurement with a standard Demand meter or by calculations based upon measurements made by other types of standard metering equipment.
33. Dial Tone - An audible tone that signals that a telephone is ready to be used.
34. Digital Meter - These meters employ sensors to detect how much electricity the customer is using and records it in a memory device. Alameda Municipal Power must dispatch a meter reader every month to determine how much energy is being used because these meters cannot be read remotely.

35. Distributed Generation – Also known as distributed energy or on-site generation, it refers to energy generated or stored by a variety of small, grid-connected devices at the point of consumption. Examples of Distributed Generation include a fuel cell, small hydro, biomass, biogas, solar power, and wind power. A grid-connected device for electricity storage can also be classified as Distributed Generation when receiving energy from a local energy source. If the local source of energy is from a renewable source, then the Distributed Generation is renewable energy.
36. Distribution Lines - A Primary Voltage line branching off a Trunk Feeder, designed to connect to Alameda Municipal Power's Distribution Transformer(s) or connect to Primary Voltage Meter/Main Switchgear belonging to Customer(s).
37. Distribution System - The Circuitry associated with high-Voltage switchgear, step-down Transformers, Voltage dividers, and other related equipment used to receive high-Voltage electricity from a primary source and route it at lower Voltages to Substation or points of use.
38. Distribution Transformer - A Transformer located near users, which steps down high-Voltage Power for distribution.
39. Easement - A recorded document giving Alameda Municipal Power the right to construct, maintain and replace facilities and their appurtenances under, over and on dedicated strips or parcels of land; together with the right of ingress and egress for such personnel and vehicles as may be necessary.
40. Eligible Renewable Generation (ERG) - Refers to the compensation available to Customers who are generating electricity from an eligible renewable electrical generation facility of 1 megawatt or less. ERG customers are paid monthly with a bill credit for the excess energy they deliver to the electric grid.
41. Energy - The total amount of electricity supplied to a Customer over a period of time, expressed in kilowatt-hours.
42. Family Unit - A Residential dwelling unit consisting of, at a minimum, sleeping accommodations, a bathroom, and kitchen facilities. The term Family Unit is used for the purpose of establishing Utility Service(s) to a Customer with the exception of an ADU being used as a Family Unit. An ADU does not require a separate utility service connection
43. FCC - The Federal Communications Commission, an independent government agency that regulates interstate and international communications by wire, radio, and television.
44. Fiber Optics - The branch of optical technology concerned with the transmission of light through transparent materials such as glass or plastic.
45. Franchising Authority - The City of Alameda, City Manager's Office, 2263 Santa Clara Avenue, Alameda, CA 94501.
46. Frequency - The number of cycles or events per unit of time, commonly having units of one cycle per second (Hertz).

47. General Service Customer - A commercial or industrial Customer requiring or requesting Utility Service(s) from Alameda Municipal Power.
48. General Services Administration - Agencies of the U.S. Government under the negotiated Area wide Public Utility Contract. See also "General Services Administration Contract".
49. General Services Administration Contract - The form "Authorization for Electric Service or Change in Electric Service" under the current General Services Administration Area wide Public Utility Contract for Electric Service. This form is used as an authorization for the utility to supply electricity to agencies of the U.S. Government under the negotiated Area wide Public Utility Contract.
50. Hearing Officer - The designated person at Alameda Municipal Power who will investigate a customer's complaint after review by the Customer Service Supervisor. Customers may contact the Hearing Officer by mail at Alameda Municipal Power; PO Box H; Alameda, CA 94501. The Hearing Officer may also be contacted by calling Alameda Municipal Power's Customer Service unit at (510) 748-3900.
51. Hertz (Hz) - The standard unit of measurement for Frequency, equivalent to one wave cycle per second.
52. ILEC (Incumbent Local Exchange Carrier) - A telephone company that provides Local Exchange Service on a monopoly basis, in this case AT&T.
53. Kilovolt-ampere Reactive (kvar) - 1,000 volt-amperes reactive (var). The reactive component of Apparent Power, measured in kvar, as determined by standard metering equipment and which may be used in determining the Power Factor at the point of measurement.
54. Kilovolt-amperes (kVA) - 1,000 volt-amperes (VA). A volt-ampere is the basic unit of Apparent Power in an electric Circuit, equal to the product of Current and Voltage at the point of measurement. Also derived from the square root of the sum of the squares of kW and kvar.
55. Kilowatt (kW) - 1,000 Watts (W). A Watt is the basic measure of the amount of Real electric Power production needed to operate given equipment. An electric Power capacity of one kW is sufficient to power ten 100-Watt light bulbs.
56. Kilowatt-hour (kWh) - 1,000 Watt hours (Wh). A Watt hour is the basic measure of electric Energy Consumption over a period of time. One 100-Watt light bulb burning for 10 hours would consume 1,000 Wh, or one kilowatt-hour, of electricity.
57. LEC (Local Exchange Carrier) - See "ILEC."
58. Letter of Agency - An agreement between Alameda Municipal Power and the Customer allowing Alameda Municipal Power to act on the Customer's behalf in dealings with the Common Carrier to secure Dial Tone services.

59. Line Extension - All facilities, excluding Service Drop and meter, required to extend electric Power from Alameda Municipal Power's existing permanent distribution facilities to the Service Point.
60. Load - The amount of electric Power that is used by a machine or Circuit, such as a Customer's residence or facility, as it performs its function. Also, any item that consumes electricity, such as a household appliance, street lighting, or an industrial electrical motor. (See also Demand.)
61. Local Exchange Service - Local telephone service. Also known as "POTS," or Plain Old Telephone Service.
62. Master-Meter - A method of metering electrical Consumption whereby a single meter is installed at a premises where more than one individual Customer, usually Residential, takes service through this single meter. Master-meter installations are no longer allowed to be constructed in Alameda Municipal Power's Service Territory.
63. Metering Facilities - The equipment necessary to measure the customer's electric energy use and demand including meter socket, instrument transformers, protective device and meter.
64. Minimum Point of Entry (MPOE) - An FCC definition for the physical location of the first point of service to a location served by a telephone carrier.
65. Modem - Short for modulator-demodulator, a device that converts signals from one device (such as Digital signals from a computer) to a form compatible with another (such as Analog signals from a telephone).
66. Multiple Dwelling Unit (MDU) / Multi-Family Accommodation - An apartment building, duplex, court group, or any other group of Residential units located upon a single premises or lot, provided that the Residential units therein meet the City requirements for a single family accommodation. Hotels, guesthouses and motels, consisting primarily of guest rooms and/or transient accommodations, are not classified as Multiple Dwelling Units.
67. Net Energy Metering (NEM) – Refers to the compensation available to Customers who are generating electricity from an eligible renewable electrical generation facility of 1 megawatt or less. NEM measures the difference between electricity supplied by the electric grid and electricity generated by a customer that is fed back to the electric grid over a 12-month period.
68. Nominal Voltage - The approximate Voltage between Conductors in a Circuit of a given class, assigned for the purpose of convenient designation. For any specific Nominal Voltage, the Operating Voltage actually existing at various points and at various times on the system is subject to normal variation.
69. Non-Residential Customer - All Customers requiring Utility Service(s) other than Residential Customers. The General Service Customer class is a subcategory of the Non-Residential Customer class. The Non-Residential class also includes street, highway, and

area lighting; municipal accounts; and Customers with specific contracts entered into by Alameda Municipal Power that may not be considered General Service.

70. Ohm - A unit of measure of electrical resistance. One volt can produce a Current of one ampere through a resistance of one ohm.
71. Operating Voltage -The Voltage of the system on which a device is operated. If alternating, this Voltage is usually expressed as a root-mean-square (rms) value.
72. Outlet - The receptacle through which electric service, telephone connection service, is provided to the Customer.
73. Pay Station - Remote payment location where Alameda Municipal Power Customers may pay their current (non-delinquent) utility Bills.
74. Person - An individual, company, partnership, association, joint stock company, trust, corporation, or governmental entity.
75. Phase Rotation - The order in which the Voltages successively reach their positive maximum values.
76. Point of Demarcation - The physical point at which the telephone service provider's responsibility for the wiring of the telephone line ends.
77. Point of Presence (POP) - A point where access to the Internet can be established through telecommunications equipment, such as a Modem. ISPs usually maintain several POPs in different locations where banks of Modems let users dial in with a local phone call to reach a Digital line to the Internet.
78. POP should not be confused with POP3 (Post Office Protocol, Version 3), a set of rules by which client machines can retrieve email from a Web Server.
79. Power - The rate at which Energy is transferred. Electrical Power is measured in watts or kilowatts.
80. Power Factor - The fraction of Power in an AC Circuit actually used by a Customer's electric equipment, compared to the total Apparent Power supplied. Also, the ratio of Real (or 'Active') Power (kW) to Apparent Power (kVA). Power Factor is usually expressed as a percentage. When the Power Factor equals 100 percent, all consumed Power produces useful work.
81. Premises Wiring - The interior and exterior wiring, together with all of its associated hardware, fittings, and wiring devices, both permanently and temporarily installed, that extends from the Service Point or source of power, such as a battery, a solar photovoltaic system or Point of Demarcation for telecommunication services, to point(s) of electrical Energy, or telephone service utilization such as Outlet(s), devices, equipment, appliance(s), etc.

82. Primary Voltage - Voltage rated either 4,160 Volts or 12,000 Volts, supplied from Alameda Municipal Power Substation and utilized to provide high Voltage to Distribution Transformers.
83. Private Property - Private property refers to all property other than dedicated streets or property otherwise owned by or under jurisdiction of the Alameda City Council or its Boards, including schools and housing projects. In addition, for the purposes of these Rules and Regulations, the term "Private Property" will also exclude any privately owned property for which there is an Alameda Municipal Power Easement.
84. Public Utilities Board - The regulatory body established by Section XII of the City Charter to oversee the operation of any City owned public utility.
85. Reactive Power - The portion of Apparent Power not used to do work, but that must be present in an AC Circuit to operate certain types of electrical equipment with inductive Loads, such as motors, magnetic equipment, and Transformers, and to keep Current and Voltage in phase in a utility Transmission and Distribution System. Reactive Power is measured in kilovolt-ampere-reactive (kvar).
86. Real Power - The work-producing component of Apparent Power required to operate electrical equipment with resistive Loads, such as lamps and heaters, and measured in Watts or Kilowatts.
87. "Received" Energy – The amount of energy that a customer’s distributed generation system (e.g., rooftop solar) is sending to Alameda Municipal Power’s electric grid, as shown on a smart meter. It refers to the energy “received” by Alameda Municipal Power.
88. Redundant Service - A second Service to a Customer to provide a backup or stand-by service to satisfy the Customer's service reliability needs.
89. Residential Customer - Any Customer requiring Utility Service(s) for primarily domestic purposes.
90. Secondary - Refers to the low Voltage side of the Transformer.
91. Secondary Voltage - Voltage rated nominal 600 volts or less, supplied from the Secondary of a Distribution Transformer and utilized to provide electric Service to homes and businesses.
92. Service - The conductors and equipment for delivering electric energy from the Alameda Municipal Power supply system to the Service Point.
93. Service Area - Also known as Service Territory. The present municipal boundaries of the City of Alameda, including that area formerly known as the Alameda Naval Air Station (NAS), now known as Alameda Point, and including any additions thereto by annexation or other legal means which Utility Service(s) are provided by Alameda Municipal Power.
94. Service Drop – The overhead conductors from the last pole or other aerial support to and including all splices, if any, connecting to the Service Entrance Conductors of the customer at the Service Point.

95. Service Entrance Conductors - The conductors between the terminals of the Service Equipment and the Service Point.
96. Service Equipment - The necessary equipment, usually consisting of a Circuit breaker or switch and fuses, and their accessories located near the point of entrance of the Service Entrance Conductors to a building or other structure, or an otherwise defined area, and intended to constitute the main control and means of disconnecting the Premises Wiring from Alameda Municipal Power Supply System.
97. Service Lateral – The underground conductors between the street main including any pole risers or other structures of from transformers, and the Service Point.
98. Service Point - The point of connection of the Premises Wiring to Alameda Municipal Power Supply System. For overhead secondary service, the Service Point will be near the Service head. For underground secondary service, the Service Point will be at the nearest secondary box to the Customer where service to other Customer may be terminated or the transformer secondary pads for transformer secondary bus-connected customer. For primary-fed Customers, the Service Point will be determined by Alameda Municipal Power.
99. Smart Meter - A digital meter that records consumption of electric energy in intervals of an hour or less and wirelessly communicates that information back to the utility.
100. Special Facilities – Facilities requested by an Applicant/Customer which are in addition to or in substitution for standard facilities which Alameda Municipal Power would provide for delivery of service at one point, at one voltage class under its rate scheduled; or, a pro rata portion of the facilities requested by an Applicant/Customer, for the sole use of such Applicant/Customer, which constitutes an exception to Alameda Municipal Power policy.
101. Stand-By Service - Support service that is available, as needed, to supplement a Customer who normally generates their own electrical Energy.
102. Sub-Meter - A meter that is located downstream from another meter.
103. Subscriber - See "Customer."
104. Substation - An assemblage of equipment that switches, changes, or regulates Voltage in the electric Transmission and Distribution System.
105. Substructures – The surface and subsurface structures that are necessary to contain or support Alameda Municipal Power’s electric facilities. This includes, but not limited to conduits, splice boxes, pull boxes, equipment vaults and enclosures, foundations or pads for surface mounted equipment.
106. Switching Station -A type of Substation that connects two or more Transmission Circuits without transforming the Voltage.

107. T-1 - A Circuit with a Digital transmission data rate of 1.544 Mbps. A T-1 Circuit has the equivalent capacity of 24 voice Circuits. The terms DS-1 and T-1 are often used interchangeably.
108. Telephone Distribution Panel - The Point of Demarcation of telephone connection service to the Customer. It is the interface between the Customer's equipment and responsibility and the Alameda Municipal Power Point of Presence.
109. Telephone Plant - The network of cables emanating from a central location to points of distribution in a geographic area.
110. Temporary Service - A Service that is energized for a short duration, generally less than one year, and is provided to accommodate a Customer's temporary electric Energy needs.
111. Termination Dispute - A dispute filed by a Customer regarding the discontinuance of that Customer's electric or telephone connection service.
112. Three-Phase Service - In most utilities, the standard form in which AC electricity is generated and transmitted. During each cycle (360-degree turn) of a rotor in a generator, electric Voltage is induced successively in three coils located 120 degrees apart. The succession of Voltage induced corresponds to three phases, each one-third of a cycle (120 electrical degrees) apart. Electricity is generated and transmitted by a set of three Power lines in these three phases. Customers with Service Voltages greater than 300 volts generally receive three-phase service.
113. Transformer - A device that changes the Voltage of AC electricity.
114. Transmission System - The system of high-Voltage lines, structures & associated equipment for moving or transferring electric Energy in bulk over long distances between points of supply and points at which it is transformed for delivery over the Distribution System to Customers, or delivered to other electric systems.
115. Transmission Voltage - The Voltage used to serve Substations, Switching Stations, or ties with other electric systems.
116. Trunk Feeder - A backbone Primary Voltage Circuit starting from a Substation and designed to bring Primary Voltage electrical Energy into the Service Area. A Trunk Feeder includes Primary Voltage lines, cables and switching devices, as designed by Alameda Municipal Power.
117. Twisted Pair - A pair of wires used to carry telephone signals from one point to another.
118. Underground Utility District (UUD) - That area in the City within which poles, overhead wires, and associated overhead structures are prohibited. UUDs are designated through a City Resolution in accordance with Chapter 19-4 "Underground Utility Districts" of the City of Alameda Municipal Code.
119. Utility Service(s) - Electric service, telephone connection service, or any other service provided by Alameda Municipal Power.

120. Volt (V) - A unit of electromotive force. It is the amount of force required to drive a steady Current of one ampere through a resistance of one ohm. Electrical systems of most homes and offices have 120 volts.
121. Voltage - The measure of electric potential, which is the condition that causes electric Energy to flow, as measured in volts. Voltage, similar to water pressure in a pipe, makes the flow of electricity possible.
122. Watt (W) - The unit of Power equal to the work done at the rate of one joule per second or to the Power produced by a Current of one ampere across a potential difference of one volt.
123. Watt hour (Wh) - The practical unit of Energy, equal to the Power of one Watt absorbed continuously for one hour.

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RULES AND REGULATIONS
ARTICLE II- CONDITIONS AND CHARACTERISTICS OF SERVICE

A. General

By applying for or accepting service from Alameda Municipal Power, the Customer agrees to abide by all of the Rates, Riders, Supplemental Schedules, and Rules and Regulations of Alameda Municipal Power concerning such service.

Technical specifications regarding conditions of service are contained in Articles X, XI, and XII of these Rules and Regulations.

1. Access to Premises

The Customer agrees to grant all necessary permission to enable Alameda Municipal Power to install, maintain and, if necessary, make appropriate modifications to the Utility Service(s) on the Customer's premises. Alameda Municipal Power will have the right through its agents or employees to enter upon the Customer's premises at all reasonable times for the purpose of installing, reading, inspecting, repairing, or removing Alameda Municipal Power equipment, facilities, and wiring, and to verify rate applicability of the Customer's Utility Service(s). In the event the Customer is not the owner of the premises occupied, he/she will obtain such permission from the owner as Alameda Municipal Power may require. If the Utility Services on the Customer's premises are not accessible upon the third attempt, Customer may incur an access charge, which may include after-hour fees if applicable (see Article XII, Schedule of Charges).

2. Applicant/Customer Information

- a. At the time of application for service, each Applicant will be required to provide certain information to enable Alameda Municipal Power to establish service, render Bills, and collect payments for the requested Utility Service(s). Examples of customer information required to establish credit includes, but is not limited to: the account holder's name, address and contact information; social security number or other government-issued identification; landlord name, address and contact information; and employer name, address and contact information, and other information if necessary. Should the Applicant fail to provide any such information, he/she may be required to come into the office and provide identification and pay a deposit.
- b. All Applicant/Customer information obtained by Alameda Municipal Power will be treated as confidential and subject to verification and disclosure as specified in Section 6254.16 of the California Government Code.

- c. Customers will be required to provide certain information to identify them as the Customer of record to obtain account information and/or make modifications to their account/service.

3. Payment for Charges Owed

The Customer is responsible for payment of all charges for Utility Service(s) provided, for all services performed by Alameda Municipal Power to supply a Customer with such Utility Service(s), for all damages done to Alameda Municipal Power property, and for any additional costs incurred by Alameda Municipal Power in the performance of its duties or collection of incurred costs. Alameda Municipal Power may at its option require payment in full.

4. Individual Liability for Joint Services

Where two or more Persons join in one application for Utility Service(s), they will be jointly and severally liable there under and will be billed by means of a single periodic bill mailed to the person designated at the time of application for service to receive the bill. Whether or not Alameda Municipal Power has obtained a joint application, where two or more adults occupy the same premises and have provided Customer information as required in Section 2a, they will be jointly and severally liable for bills for Utility Service(s) supplied.

5. Supply and Use of Service

Service will be supplied only under and in accordance with these Rules and Regulations or any lawfully approved modifications or additions, and under the currently approved applicable rate schedule or schedules. Alameda Municipal Power may require the customer to submit load estimates required for their facilities. The customer may use service only for the purposes specified at the time of application for service or in the service agreement and/or applicable rate schedule or schedules. Customers will not sell, or permit others to use such service, except when expressly authorized to do so under an appropriate contract.

6. Tampering or Theft/Diversion of Service

Any person who intentionally diverts, steals, uses without authorization, or receives any Utility Service(s) from Alameda Municipal Power without paying the full charge for such Utility Service(s), or any Person or Customer who tampers with or alters any equipment, device, instrument or apparatus owned or maintained by Alameda Municipal Power for the purpose of supplying or metering Utility Service(s), or who reconnects a service that has been disconnected by Alameda Municipal Power or makes a connection to Alameda Municipal Power's equipment, Distribution System, poles, cables or lines without express written authorization from Alameda Municipal Power may have service(s) immediately discontinued and may be prosecuted in accordance with California Penal Code Sections

498, 591, 593, and 593b, and any other local, state, or federal law, code or ordinance. Alameda Municipal Power will pursue to the fullest extent possible, prosecution of any individual(s) or organization(s) that intentionally tampers with utility equipment or diverts, steals, uses without authorization, or receives any such Utility Service(s) from Alameda Municipal Power. The Customer must pay in full all charges levied (see Article XII, Schedule of Charges) as well as the cost of any repairs to Alameda Municipal Power's facilities before service will be restored. Alameda Municipal Power may also require a deposit prior to restoration of service.

B. Electric Service

1. Interruption/ Curtailment of Electric Service

Electric service is inherently subject to interruption, suspension, curtailment, and fluctuation. Alameda Municipal Power will have no liability to its Customers or any other Persons for any interruption, suspension, curtailment, or fluctuation in service or for any loss or damage caused thereby if such interruption, suspension, curtailment, or fluctuation results from any of the situations listed below. By accepting service from Alameda Municipal Power, the Customer agrees to these conditions:

- a. Causes Beyond Control: Causes beyond Alameda Municipal Power's reasonable control including, but not limited to, fire, flood, drought, winds, earthquakes, acts of the elements, court orders, insurrections or riots, generation, transmission or distribution failure(s), lack of sufficient generating capacity, breakdowns of or damage to Alameda Municipal Power or third-party facilities, acts of God or public enemies, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which Alameda Municipal Power's system is interconnected and acts or omissions of third parties;
- b. System Repair or Improvements: Repair, maintenance, extension, improvement, renewal, or replacement work on Alameda Municipal Power's electrical system, which in its sole judgment is necessary or prudent; to the extent such work will be done at such time as will minimize inconvenience to the Customer and, whenever practicable, the Customer will be given reasonable notice of such work;
- c. Protection of the System: Actions taken by Alameda Municipal Power, which in its sole judgment are necessary or prudent to protect the performance, integrity, reliability or stability of its electrical system or any electrical system with which it is interconnected, which actions may occur automatically or manually;
- d. Emergency Energy Conservation Measures: Actions taken to conserve energy at times of anticipated deficiency of resources. Actions taken may include planned outages or reductions in voltage supplied to specific geographic areas.

2. Appropriate Use of Electric Service

Alameda Municipal Power will not be required to provide service to electrical equipment that, the operation of which in the sole opinion of Alameda Municipal Power, may be detrimental to other Customers' electric service. Alameda Municipal Power will discontinue electric service to any Customer who continues to operate such equipment after being notified by Alameda Municipal Power to discontinue such operation.

In order to prevent damage to Alameda Municipal Power's equipment and impairment of its service, the Customer will notify Alameda Municipal Power in writing, in advance of all changes in equipment or usage of greater than 3 kilowatts (kW). Such notice will be given within a reasonable time to permit Alameda Municipal Power to provide necessary facilities and acquire additional power supply if required. Customers failing to notify Alameda Municipal Power of changes in advance will be liable for any charges or costs incurred by Alameda Municipal Power to repair damaged facilities.

3. Multiple Dwelling Units (Multi-Family Service)

- a. Alameda Municipal Power will not allow new single-metered services to multiple dwelling unit accommodations with the exception of Accessory Dwelling Units. The Customer will provide and install an individually metered electric service for each family unit and a house meter for common load. Service to existing multiple dwelling units will be allowed to continue under the currently applicable rate schedule.
- b. ACCESSORY DWELLING UNITS. Accessory dwelling units, as defined under California Government Code Section 65852.2, are not required to have a separate metered electric service connection directly between the accessory dwelling unit and the electric utility. However, Customer could still choose to install a separate electric meter.

C. Telecommunications Service

1. Telephone Connection Service

The service responsibility of Alameda Municipal Power is to install and/or maintain twisted pair from the Incumbent Local Exchange Carrier (ILEC) Minimum Point of Entry (MPOE) to the end user at Alameda Point.

The Incumbent Local Exchange Carrier (ILEC) may charge the customer an installation or "service connection" fee when service is first established and each time service is transferred to a new address.

Analog circuits such as dial lines and analog private lines are provided by extending copper pairs from the ILEC MPOE to the end user. No additional electronic equipment or circuit packs are required or provided.

To offer these services, Alameda Municipal Power will provide the following:

- A continuous copper cable path from the MPOE to the end user Point of Demarcation
- A means of connecting the ILEC MPOE and end user equipment
- A means of testing the cable pair performance
- A means to identify and repair trouble on the copper cable path

Alameda Municipal Power will provide other services on a case-by-case basis. Alameda Municipal Power does not provide dial-tone or common-carrier services.

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RULES AND REGULATIONS
ARTICLE III - APPLICATION AND AGREEMENT FOR SERVICE

A. Minimum Age

Applicants for Utility Service(s) with Alameda Municipal Power must be at least 18 years old or fully emancipated minors, as defined by the State of California.

B. Application for Electric Service

1. Residential

Alameda Municipal Power will require each prospective residential electric Applicant to complete an application for electric service and establish credit. Such application information may be verified and can be completed in person, by telephone, or online, as approved by Alameda Municipal Power. Completion of the application for service constitutes acknowledgement and acceptance of these Rules and Regulations. Alameda Municipal Power requires payment of an account establishment fee and may require payment of a security deposit.

2. Non-Residential

Alameda Municipal Power will require each prospective non-residential electric Applicant to complete an application for electric service. Such application may be verified by Alameda Municipal Power and be completed by telephone or other electronic means as approved by Alameda Municipal Power. Completion of the application for service constitutes acknowledgement and acceptance of these Rules and Regulations. Alameda Municipal Power requires payment of an account establishment fee and security deposit if Applicant has not previously established good credit with Alameda Municipal Power.

C. Electric Service Agreements

In addition to all non-residential Customers and federal agencies, Electric Service Agreements will be required under the following circumstances:

1. "No Seal" (When Tenants Vacate)

Owners of rental property served by Alameda Municipal Power may apply for a "No Seal" agreement. The agreement states that when a tenant requests a discontinuance of service for a listed premise, the meter will be read and the account will be placed in the

property owner's name or the management company's name, without further action by the owner. Service under the residential and/or commercial service rate schedules may be covered by the agreement.

The owner agrees to pay all bills accrued from the date of the closing reading for the previous tenant to the date for which service is established for a new tenant. Alameda Municipal Power is not responsible for monitoring tenant turnover and the property owner will be responsible for verifying with Alameda Municipal Power any change of tenant information. If Alameda Municipal Power dispatches a field representative to the premises, there may be additional charges.

All billings for electric service in the owner's name may be accumulated and billed on an "Owner's Statement of Charges" once each month. Statements will be issued on or about the 15th of each month. Statements are due and payable upon presentation. Failure to pay may result in cancellation of the "No Seal" agreement and collection action in accordance with current Alameda Municipal Power practices.

2. Electric Service Contracts

Signed written contracts will be required as a condition precedent to service as follows:

- a. Required by Rate Schedule: By conditions set forth in the regular schedule of rates adopted by Alameda Municipal Power;
- b. Federal Agencies: For all federal agencies, an authorized representative of a federal agency will be required to sign a General Services Administration Contract;
- c. Unusual Power Requirements: If the customer's power requirements are unusually large or subject to variations such that a large and unacceptable economic risk may be imposed on Alameda Municipal Power, a contract may be required for a period which, in Alameda Municipal Power's judgment, is commensurate with the nature of the power requirements involved;
- d. Temporary Service: When the requirement for service may be of a temporary or speculative nature in Alameda Municipal Power's opinion;
- e. System Extension or Reinforcement Required: If service is dependent on a system extension or reinforcement;
- f. Customer-Owned Generation: When the Customer owns or operates any form of electrical generating equipment that is, or that can be, connected to Alameda Municipal Power's supply system;
- g. Special Facilities: If Alameda Municipal Power is required to build special facilities in order to provide electric service requested by a Customer, it shall require the

Customer to sign a Special Facilities Agreement. Such an agreement will outline terms for reimbursement to Alameda Municipal Power for any costs associated with the special facilities, including, but not limited to any equipment, materials, labor, vehicle, and overhead costs, and may include a minimum term for service at a specified rate and/or early termination penalties.

- h. Sub-Metering: Customers will be allowed to sub-meter electricity only under certain specified circumstances and subject to the requirements set forth below:
- 1) Marinas: Sub-metering is allowed for marinas, but is restricted to boat slips and berths only. Sub-metering for resale will be at the sole discretion of Alameda Municipal Power and with the written consent of Alameda Municipal Power's General Manager.
 - 2) Impractical to Individually Meter: Sub-metering for resale will also be allowed where, in the sole opinion of Alameda Municipal Power, it is impractical to individually meter each Customer premises or space. Sub-metering for resale will be at the sole discretion of Alameda Municipal Power and with the written consent of Alameda Municipal Power's General Manager.
 - 3) Pre-existing Sub-Metered Customers: Those non-marina Customers who sub-metered electricity and billed tenants as of July 1, 1996, will be allowed to sub-meter and bill electricity for resale using their existing methodology only until such time as the general use for electricity changes at the individual premises.

Where the master-metered customer sub-meters and furnishes electricity to those locations allowed above, or where otherwise authorized by Alameda Municipal Power, the rates charged to the sub-metered customer must not exceed those that would apply if the sub-metered customer were purchasing such electricity directly from Alameda Municipal Power.

All sub-meters used for the resale of electricity will be tested for accuracy and be under permit as required by the Alameda County Agricultural Weights and Measures Department. The results of required meter testing will be sent to Alameda Municipal Power.

In the event that electric energy is furnished or resold other than as provided for above, Alameda Municipal Power may either discontinue service to the customer or, where feasible, furnish electric energy directly to the sub-metered customer in accordance with Alameda Municipal Power Rules and Regulations and/or established policies.

D. Application for Telephone Connection Service at Alameda Point

The Customer must apply for Telephone Connection service for each location where service is desired. The Customer must first contact their Common Carrier and obtain the following:

- 1) A telephone number
- 2) A work order number
- 3) A due date (the date which the Common Carrier will bring its line to Alameda Municipal Power's Central Office, currently located at 1025 West Midway, Alameda Point)
- 4) A binding post number (where the Common Carrier will connect its lines to Alameda Municipal Power's equipment)

Once the Customer has obtained this information from their Common Carrier, they must then contact Alameda Municipal Power to establish service.

Customers may be required to sign a Letter of Agency with Alameda Municipal Power that allows it to serve as the Customer's agent in dealing with their Common Carrier and to coordinate Telephone Connection Service for the Customer with their Common Carrier. In the absence of a Letter of Agency, Alameda Municipal Power may not be able to serve as the Customer's agent or coordinate service connection activities with their Common Carrier.

E. Application for T-1 Service at Alameda Point

The Customer must apply for T-1 service for each location where service is desired. T-1 service may be either point-to-point within Alameda Point or may interconnect a Customer premises to another Common Carrier. For T-1 service connected to another Common Carrier, the Customer must first contact their Common Carrier and obtain the following:

- 1) A Circuit identification number
- 2) A work order number
- 3) A due date (the date which their Common Carrier will bring its line to Alameda Municipal Power's Central Office, currently located at 1025 West Midway, Alameda Point)

Once the Customer has obtained this information from their Common Carrier, they must then contact Alameda Municipal Power to establish service.

F. Telephone Connection and T-1 Service Agreements

1. Special Facilities Agreement

If Alameda Municipal Power is required to build special facilities in order to provide telephone connection and/or T-1 service requested by a Customer, it may require the Customer to sign a Special Facilities Agreement. Such an agreement will outline terms for reimbursement to Alameda Municipal Power for any costs associated with the special facilities, including, but not limited to any equipment, materials, labor, vehicle, and overhead costs, and may include a minimum term for service at a specified rate and early termination penalties.

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RULES AND REGULATIONS

ARTICLE IV - DEPOSITS

A. Deposit Requirements

1. New Customers

Applicants for Utility Service(s) who, in the sole opinion of Alameda Municipal Power, merit the extension of credit will not be required to post a deposit to obtain Utility Service(s).

Deposits will be required of non-residential Customers for purposes other than establishing credit. Alameda Municipal Power will advise the Customer, in advance of collecting the deposit, for what purpose and for how long the deposit will be held.

2. Credit Risk

Alameda Municipal Power will require a deposit from any Customer if the Customer has failed to establish a satisfactory credit history or otherwise demonstrated that they may be a credit risk as determined by Alameda Municipal Power.

3. Poor Payment History

Any Customer's credit may be deemed to be no longer satisfactory if, at any time within the previous twelve months, the Customer's service has been discontinued for nonpayment of charges; if a field representative has been dispatched to the Customer's premises to discontinue service due to non-payment more than once in the previous twelve months; if the Customer has received two or more termination of service notices; or if there is an outstanding, overdue balance due Alameda Municipal Power for service. The Customer may be required to reestablish credit by paying a deposit as specified in Article IV.C.

4. Change in Conditions of Service

Any Customer may be required to reestablish credit if the conditions of service or basis on which credit was originally established have, in the sole opinion of Alameda Municipal Power, materially changed.

5. Applicant Refuses to Provide Information at Time of Application

In accordance with Article II.A.2.a, should the Applicant refuse to provide certain information to enable Alameda Municipal Power to provide service, render Bills, and collect payments for the requested Utility Service(s), the service application may be held until valid information is received, and the Applicant will be required to pay a deposit.

6. Equipment Deposits

Alameda Municipal Power may require deposits from Customers to cover the costs of Alameda Municipal Power-owned equipment that is necessary to supply the requested service to the Customer.

7. Engineering/Inspection, Trunk Feeder Extension, and Special Facilities Agreement Deposits

Alameda Municipal Power requires deposits from Customers to cover the costs of special facilities, engineering/inspection(s), and trunk-feeder extension(s). The required deposit must be received by Alameda Municipal Power prior to the start of the associated work. The required deposit will be used as prepayment to cover the costs associated with the corresponding work.

B. Deposit Amounts

1. Electric Service

Deposits for electric service will be equivalent to two months' average service charges, but no less than \$100 for D1B Customer classes and no less than \$300 for D1H Customer classes (refer to Article XII Schedule of Charges). If Alameda Municipal Power determines that it cannot ascertain a monthly average Bill for a specific Customer, the utility, at its sole discretion, may choose to use a rate-based average deposit for that Customer, or for Commercial Customers, an amount based on similar Commercial Customers. Rate-based deposits will be based upon the average consumption in each rate class. These representative Customer-class deposit amounts will be re-evaluated annually.

2. Telephone Connection and T-1 Service

Alameda Municipal Power may collect a deposit from Customers for telephone connection and T-1 service up to the maximum rate shown in Article XII, Schedule of Charges.

3. Special Facilities Agreements

Alameda Municipal Power will advise the customer of the amount for the required deposit. In general, the required deposit will be 100 percent of the estimated cost to

complete the special facilities work. The Customer is also responsible for any costs that exceed the required deposit amount.

C. Payment of Deposits

1. Acceptable Forms of Payment

Deposits may be paid using any of the following options or instruments. All instruments, other than cash, must be payable to "Alameda Municipal Power."

a) Electric Service

- 1) U.S. Currency, Check, Money Order, Credit Card
- 2) Time Certificate of Deposit (for deposits in excess of \$500)
- 3) Surety Bond (for deposits in excess of \$1,000)
- 4) Irrevocable Letter of Credit, drawn on a bank licensed to do business in California (for deposits in excess of \$1,000)

b) Special Facilities Agreements

- 1) U.S. Currency, Check, Money Order, Credit Card, ACH

2. Deposits Required for Restoration of Service

If a Customer's Utility Service(s) has been scheduled for disconnect or discontinued for nonpayment of charges, Alameda Municipal Power may require that the Customer pay a deposit. Alameda Municipal Power may require such deposit and outstanding balance to be paid prior to restoring service.

3. Retention Period for Deposits

The retention period for a deposit for all Customers will normally be one year. However, if Alameda Municipal Power determines that a deposit is required as a security instrument after the normal one-year retention period, then the deposit will be retained until such time as Alameda Municipal Power determines that it is no longer needed.

4. Return of Deposit to Customer

At the end of the retention period and upon satisfactory payment history, Alameda Municipal Power will apply the deposit to the Customer's account or return the deposit under the following circumstances:

- a. Alameda Municipal Power determines that the Customer has established good credit,
- b. Alameda Municipal Power has notified the Customer that a deposit is no longer required, or

- c. The service has been discontinued. In the event of service discontinuation, the refund to the Customer will consist of the amount of the deposit less any amounts due Alameda Municipal Power for services rendered.
- d. For Special Facilities Agreement deposits, Alameda Municipal Power will apply the deposit to the Customer's account or return the remaining deposit for any unused amounts greater than \$100, when special facilities work is complete, as determined by Alameda Municipal Power.

5. Interest Policy

Alameda Municipal Power will not pay interest on cash deposits held for Customers. However, if a Customer desires to receive interest on a deposit, he or she may obtain an interest-bearing instrument in accordance with Article IV.C.1.

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RULES AND REGULATIONS
ARTICLE V - RENDERING OF BILLS

A. Calculation of Bills for Electric Service

1. Electric Service Billing Periods

Bills for electric service will be rendered at regular monthly intervals after service has been delivered. Under normal circumstances bills will be based on actual meter readings. However, Alameda Municipal Power reserves the right to estimate billings if necessary.

A "regular monthly interval" means any actual period of 27 - 33 days. Where the billing period is less than 27 days or more than 33 days, Alameda Municipal Power will prorate the customer charge, demand charge and any other applicable charges to the Customer, except as outlined below.

- a. Customers receiving service for fifteen days or less in their initial billing period will have the energy consumed during this period added to their next immediate billing.
- b. Customers terminating service will receive a closing bill based upon a billing period determined by the number of days from the last regular monthly billing date to the date the Customer's account is closed.

2. Estimated Bills for Electric Service

If Alameda Municipal Power is unable to read the Customer's meter on the scheduled reading date, it may bill the Customer for estimated consumption during the billing period and make any necessary corrections when, and if, an actual reading is obtained. Estimated consumption for this purpose will be calculated considering the Customer's prior usage, if available, or based on the Customer's installed electrical equipment, facility size, type of business and/or class of service. Alameda Municipal Power will have final authority on any consumption estimates.

Adjustments for any underestimate or overestimate of a Customer's consumption may be made on the first regularly scheduled billing following the estimated billing, provided that an actual reading can be obtained. If consecutive estimates of a Customer's consumption are necessary, Alameda Municipal Power will estimate the Customer's consumption until an actual reading can be obtained and may make any adjustments to accumulated under- or overestimates on a net basis.

3. Bills for Distributed Generation Customers

- a. Bills for Solar Customers under the Net Energy Metering (NEM) Program

All Customers whose solar photovoltaic (PV) systems are interconnected to the Alameda Municipal Power Supply System under the NEM rate, will receive monthly bills. In Billing Periods when the amount of electricity generated by the PV system is less than the total amount of electricity used by the Customer, the Customer will be billed for the energy supplied to the Customer. In Billing Periods when the amount of electricity generated by the PV system is greater than the total amount of electricity used by the Customer, the Customer will only be billed for the customer charge and any applicable taxes and fees.

At the end of each cycle of twelve Billing Periods, Alameda Municipal Power will calculate the applicable Consumption charges, surcharges, and taxes for total usage over the twelve Billing Periods. If this amount is less than the amount billed to the Customer over the twelve Billing Periods, Alameda Municipal Power will credit the Customer's account or issue a check for the difference, at Alameda Municipal Power's discretion. If this amount is greater than the amount billed to the Customer over the twelve Billing Periods, Alameda Municipal Power will bill the Customer for the difference. If total generation over the twelve month period is greater than the twelve month's usage, then Alameda Municipal Power will provide compensation to the Customer or the Customer's account by the excess generation (generation less usage) times the then current NEM excess generation rate.

b. Bills for Distributed Generation Customers under the Eligible Renewable Generation (ERG) Program

All Customers whose distributed generation systems are interconnected to the Alameda Municipal Power Supply System under the ERG rate, will receive monthly bills based upon the Customer's normal rate schedule for all "delivered" energy and applicable customer charges. The Customer will be credited for all "received" energy at the applicable ERG Credit rate. The Customer is not billed or credited for eligible customer-generated energy consumed onsite. Any net credit will be carried to the Customer's following month's bill.

4. Average Billing Agreements

Where a Customer's usage is relatively consistent and predictable, Alameda Municipal Power may, at its sole option, enter into an Average Billing Agreement with a Customer. Such agreements may be based on either historical usage or calculated loads. In either instance, Alameda Municipal Power may or may not install a meter at the service location. Alameda Municipal Power may combine multiple service locations for one Customer under one service number.

Average Billing Agreements will be recalculated at least once each fiscal year and may be recalculated whenever Alameda Municipal Power adjusts its rates for electric service.

Upon recalculation, any outstanding debit or credit balances will be handled in one of the following two methods.

- 1) Lump Sum Settlements: The outstanding debit balance shall be paid by the Customer in “one payment” before the next Billing Period. The outstanding credit balance shall be paid to the Customer in “one payment” before the next billing period.
- 2) Amortization: The outstanding debit or credit balance may be amortized over the subsequent 12 monthly billing periods to respectively increase or decrease the average billing monthly payment.

Typical applications warranting use of an Average Billing Agreement include traffic signals and cathodic protection. Customers may propose other applications for an Average Billing Agreement if the Customer demonstrates that the application will approximate a constant monthly usage. In all cases, Alameda Municipal Power has the sole right to determine whether or not to approve an Average Billing Agreement.

5. Proration of Electric Bills

The principle used by Alameda Municipal Power to prorate a Customer's bill will be to assume that equal quantities of energy were consumed in each day of the billing period and that the billing demand, if applicable, occurred in any day of the billing period. The daily consumption amount will be multiplied by the number of billing days in the billing period and then multiplied by the appropriate rates. Applicable taxes, one-time charges, and other fees, which are not subject to proration are then computed and added to the final total. Examples for calculating a prorated bill are found in the Appendix to these Rules and Regulations titled "Sample Bill Calculations for Electric Service."

6. Totalization of Meters

For the purpose of computing charges, each meter upon the Customer's premises will be considered separately. Readings of two or more meters will not be combined as equivalent to measurement of one meter except as may be authorized by Alameda Municipal Power.

B. Discounts and Incentives

Alameda Municipal Power reserves the right to discontinue any discounts granted to Customers who receive more than two delinquency notices in any twelve consecutive billing periods.

C. Mailing of Bills

Under normal circumstances, Alameda Municipal Power will mail regular monthly electric bills within seven business days of the date the meter is read. Bills will be mailed

by regular U.S. Postal Service. Customers who elect paperless billing will receive electronic notification within seven business days of the date the meter is read.

Any Customer who does not receive a regular bill for Utility Service(s) will be entitled to receive a duplicate bill. However, Alameda Municipal Power will not suspend collection action on a Customer's account while a duplicate bill is prepared and mailed.

Customers may not elect to receive both a paper bill and an electronic bill. Customers may only choose one option.

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A Department of the City of Alameda

RULES AND REGULATIONS
ARTICLE VI - PAYMENT OF BILLS

A. When Bills are Due

All Utility Service(s) Bills issued by Alameda Municipal Power are payable upon presentation. Bills will be considered past due if payment in full has not been received by Alameda Municipal Power within 23 calendar days of the billing date.

B. Late Charges

In the event that a Customer's bill is not paid by the past due date, Alameda Municipal Power may impose a late charge. Refer to Article XII, Schedule of Charges for the current amount of this charge.

Alameda Municipal Power will charge all commercial electric service accounts with a balance over 30 days in age, a late charge. The late charge will be in the amount of 1.5 percent of the delinquent balance. If the calculated late charge is less than \$5.00, the charge will be waived (see Article XII, Schedule of Charges).

C. Disconnect Notice Charge

If Alameda Municipal Power sends out a Disconnect Notice for nonpayment of a Customer's bill, Alameda Municipal Power may charge a Disconnect Notice Charge (see Article XII, Schedule of Charges).

D. Disconnect/Reconnect Charge

In the event Alameda Municipal Power personnel are dispatched to a Customer's premises to disconnect electric service at the meter, Alameda Municipal Power will charge a Disconnect/Reconnect Charge to the Customer (see Article XII, Schedule of Charges). The outstanding balance, along with any penalties or fees owed to Alameda Municipal Power must be paid to avoid discontinuance of service, or in the event service has already been discontinued, to restore service. A deposit may also be required, and Alameda Municipal Power may require that deposit and the outstanding balance to be paid prior to restoring service. (See Article IV.C.2, Deposits)

If, at the sole discretion of Alameda Municipal Power, it is necessary and appropriate to disconnect a Customer's service at the utility pole or underground service entrance, Alameda Municipal Power will charge a Pole or Underground Disconnect Fee instead of the Disconnect/Reconnect Charge.

If the Customer requests their electric service to be restored after Alameda Municipal Power's normal business hours, they will be charged an After-Hours Restoration Fee. See Article XII, Schedule of Charges for rates and hours.

E. Charges for Restoration of Telecommunications Service

Alameda Municipal Power may not accept payments from Customers for telephone connections or T-1 service in the field. In the event a Customer's telecommunications service is disconnected due to nonpayment of charges, Alameda Municipal Power may require the payment of a restoration charge per Article XII, Schedule of Charges. The Customer may be required to pay all unpaid monthly amounts, plus any fees, penalties, or charges owed to Alameda Municipal Power prior to restoration of service.

An additional deposit may be billed to the Customer on their next regularly scheduled monthly bill for any nonpayment or discontinuance of service.

F. Methods of Payment

1. Acceptable Methods of Payment

Customers in good standing may make payment to Alameda Municipal Power by cash, personal check, money order, cashier's check, debit/credit card, e-check and by electronic funds transfer.

Alameda Municipal Power will not accept personal check payments from Customers who have been issued a Electric Service Termination Notice for nonpayment of Bills. Customers that have been issued a Electric Service Termination Notice for nonpayment of Bills may make payment by cash, money order, cashier's check or by a debit/credit card.

Alameda Municipal Power retains the right to verify the amount and validity of any payment made for any Alameda Municipal Power Bill.

2. Payment by Check

Personal checks remitted by Customers in payment of bills are conditionally accepted and are subject to verification of funds. Payment by check authorizes Alameda Municipal Power to debit the Customer's bank account electronically and the check will not be returned. Funds may be withdrawn on the same day Alameda Municipal Power receives the Customer's check. A returned bank item charge will be assessed by Alameda Municipal Power to the Customer's account for handling checks refused for payment by their financial institution. Refer to the Article XII, Schedule of Charges for the current amount of this charge.

3. Unsatisfactory Payment Record

Alameda Municipal Power may require a Customer to submit payment in cash or other certified funds if, in its sole opinion, that Customer has not demonstrated a satisfactory payment record.

4. Payment for Disconnection/Restoration of Electric Service

In the event of discontinuation of electric service, Alameda Municipal Power may require a Customer to submit payment at its offices located at 2000 Grand St. during normal business hours. The Customer shall pay the amount due as well as any penalty, fee or deposit in cash, credit card, or other certified funds, prior to the restoration of electric service.

Note: The Customer must be present at the service location for Alameda Municipal Power to restore electric service after payments have been received.

5. Availability of Pay Stations

As a convenience to its Customers, Alameda Municipal Power will attempt to maintain a pay station; however, Alameda Municipal Power is under no obligation to provide this service.

A Customer whose account is current may make payments at the authorized pay station. A Customer whose account is delinquent and upon which Alameda Municipal Power is taking collection action may only pay at a pay station with the prior approval of Alameda Municipal Power.

G. Application of Partial Payments

In the event the Customer tenders a payment of less than the full amount owed, Alameda Municipal Power will apply the payment in the following order: deposit, electric charges in default, current monthly electric charges, telephone charges in default, and current monthly telephone charges, if any.

H. Budget Billing Plan for Electric Service Customers

Electric service Customers may choose to participate in Alameda Municipal Power's Budget Billing Plan. In order to be eligible for the plan, Customers must have at least a six-month usage history and the account must not have any unpaid previous balance. Under this plan, a Customer's annual electricity charges will be divided equally over six or 12 months.

Budget Billing monthly amounts will be recalculated at least once each fiscal year and may be recalculated whenever Alameda Municipal Power adjusts its rates for electric service. Upon recalculation, any outstanding debit or credit balance may be amortized

over the subsequent 12 monthly Billing Periods to respectively increase or decrease the Budget Billing monthly payment.

The Customer may terminate the Budget Billing Plan at any time for any reason. Alameda Municipal Power may also terminate a Customer's Budget Billing Plan in the event the Customer fails to pay charges owed to Alameda Municipal Power or the Customer makes payments in amounts other than the calculated monthly Budget Billing amount.

If the Budget Billing Plan is terminated for any reason, any outstanding amounts owed to Alameda Municipal Power will be due and payable immediately. Alameda Municipal Power will refund to the Customer any amounts the Customer has overpaid as a result of the Budget Billing Plan upon termination of the plan in the form of a credit on the next regularly scheduled monthly bill, or at Alameda Municipal Power's sole discretion, in the form of a check for the lump sum owed.

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RULES AND REGULATIONS
ARTICLE VII - INCORRECT BILLS AND ADJUSTMENTS

Bills, which do not reflect the correct charges for Utility Service(s) actually rendered to the Customer in accordance with applicable rate schedules, will be adjusted to a correct basis as determined by investigation. In no case will the adjustments exceed a three-year period from the date the error was brought to the attention of Alameda Municipal Power. Shorter time frames may be used at the sole discretion of Alameda Municipal Power.

A. Over-Billings

Adjustments for over-billings will cover the entire period of the error when the date of error is known to a maximum of three years. If the approximate starting date for the error cannot be determined, then Alameda Municipal Power will correct the over-billing back to a maximum of twelve months. The Customer will have the option of taking an account credit or refund in the form of a check from Alameda Municipal Power.

B. Under-Billings

Adjustments for under-billings will cover the entire period of the error when the date of error is known, to a maximum of three years. If the approximate starting date for the error cannot be determined, then Alameda Municipal Power will correct the under-billing back to a maximum of twelve months.

The Customer will have the option of amortizing the amount of the under-billing over a similar period of time for which the under-billing occurred.

C. Closed Accounts

Closed Accounts with a credit balance of less than \$5.00 will not be refunded to the Customer unless specifically requested by the Customer.

Closed Accounts with a debit balance of less than \$5.00 will not be pursued for collection.

D. Electric Meter Inaccuracy

1. Meter Testing

Alameda Municipal Power may periodically test its meters for accuracy. Any Customer may also request Alameda Municipal Power to test the Customer's electric meter. No payment will be required from the requestor of the test except when the request is made to test a meter within six months after date of installation of the meter, or more often than once in a 12-month period. The charge to the Customer for subsequent meter tests can be found in Article XII, Schedule of Charges. The Customer will not be charged for subsequent meter tests if the meter is found, upon test, to register more than 0.5 percent fast or slow under conditions of normal operation.

Within a reasonable time after a request is made, Alameda Municipal Power shall conduct a test of the meter to determine whether or not it is functioning properly. A report giving the results of the test will be supplied to the Customer by Alameda Municipal Power within a reasonable time after the completion of the test.

The requester shall have the right to require Alameda Municipal Power to conduct the test in his or her presence or, if the requester so desires, in the presence of an expert or other representative appointed by the requester; provided, however, that the test shall be conducted during the utility's regular business hours.

2. Meter Runs Fast (Over-Billing)

When, as a result of testing, a meter is found to run more than 0.5 percent fast, Alameda Municipal Power will refund to the Customer the overcharge, based on the corrected meter readings for the period in which the meter was in use. This adjustment will not exceed twelve months unless it can be shown that the error was due to some specific cause, the date of which can be definitely determined. In this case, the overcharge will be computed back to the date of the occurrence but will not exceed three years prior to the date the error is brought to Alameda Municipal Power's attention.

3. Meter Runs Slow (Under-Billing)

If a meter, as the result of testing, is found to register less than 99.5 percent accurate, Alameda Municipal Power may render an estimated bill for electricity consumed but not previously billed to the Customer. This estimated bill will be for a period not to exceed twelve months prior to the date the error is brought to Alameda Municipal Power's attention unless the date of error can be definitively determined. If the date of error cannot be definitively determined, in no case will the bill to the Customer exceed the allowable period of statute of limitations provided for by state law prior to the date the error is brought to Alameda Municipal Power's attention. Reasonable accommodation of individual Customer situations can be made at Alameda Municipal Power's discretion.

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RULES AND REGULATIONS
ARTICLE VIII - DISCONTINUANCE AND RESTORATION OF SERVICE

A. Reasons for Discontinuance of Service

1. Customer Request

Whenever a Customer desires to discontinue service, the Customer will give Alameda Municipal Power not less than one business day's notice and state the date on which the discontinuance is to become effective. However, where Utility Service(s) is supplied to a multiple dwelling unit and the discontinuance may deprive resident tenants of Utility Service(s), Alameda Municipal Power will be given advance notice of not less than ten business days before the date discontinuance is to become effective.

A Customer may be held responsible for all Utility Service(s) furnished at the premises until the requested date of discontinuance, or until expiration of the required period of notice, whichever is later. Alameda Municipal Power will not be required to discontinue service before expiration of the specified period of notice.

2. Nonpayment of Bills

a. Discontinuance of Utility Service(s) for Nonpayment of Bills

A Customer's Utility Service(s) may be discontinued for the nonpayment of any delinquent Utility Service(s) bills, or for nonpayment of any other proper charges or installments, including deposits, provided that a written notice of discontinuance of service for nonpayment of bills has been issued.

b. Notification Procedure

Alameda Municipal Power will make every good-faith effort to give the Customer advance notice of not less than 48 hours before the date discontinuance is to become effective. Notice may be by issuance of a written Discontinuance of Service Notice, by telephone, or by personal contact with an adult at the Customer's premises. A Discontinuance of Service Notice may be delivered to the Customer's premises by mail or hand delivery. If the Notice is mailed, Alameda Municipal Power will allow five days mail time for the delivery of the Notice. Hand-delivered notices will be delivered at least 48 hours prior to discontinuance at the Customer's premises.

For a Master-Metered electric Customer, Alameda Municipal Power will make a reasonable effort to notify each tenant affected at least fifteen days prior to discontinuing service.

c. Nonpayment of Bills at Previous or Other Current Service Locations

A Customer's Utility Service(s) at a current location may be discontinued for nonpayment of a bill for Utility Service(s) at any previous location or any other current location(s) served by Alameda Municipal Power if those other bill(s) are not paid in accordance with these Rules and Regulations. However, Utility Service(s) to a residential Customer will not be discontinued because of nonpayment of bills for other classes of service.

3. Failure to Establish Credit

Alameda Municipal Power may refuse service or refuse to restore service to a Customer who has not paid a requested credit deposit or who has a closed Alameda Municipal Power Utility Service(s) account with an unpaid balance.

4. Unsafe or Illegal Apparatus

Alameda Municipal Power may discontinue or refuse service if any part of the Customer's wiring or equipment, or use thereof, is either unsafe or in violation of any law or code. If, in its sole judgment, operation of the Customer's equipment constitutes a dangerous condition, Alameda Municipal Power may discontinue service without prior notice.

5. Usage of Service Detrimental to Others

Alameda Municipal Power may discontinue or refuse service if a Customer is using equipment that adversely affects Alameda Municipal Power's service to its other Customers.

6. Unauthorized Use

Alameda Municipal Power may discontinue or refuse service if a Customer is using Utility Service(s) for any property or for any purpose other than that disclosed at the time of application for service.

7. Vacation of Premises

Alameda Municipal Power may discontinue service to a Customer if that Customer has vacated the premises without notifying Alameda Municipal Power.

8. Electrical Equipment Tampering

Alameda Municipal Power may discontinue service without prior notice or may refuse service if the Customer in any way alters, tampers with, bypasses, or damages Alameda Municipal Power-owned electrical equipment or removes from the Customer's premises

any instrument, appliance, apparatus, device, wire, line, or cable used to obtain electricity. Additionally, the Customer may be charged for each occurrence (see Article XII, Schedule of Charges).

9. Diversion of Service

Alameda Municipal Power may discontinue service without prior notice or may refuse service if the Customer's actions or the condition of the premises are such as to indicate that theft, diversion, or unauthorized use of Utility Service(s) or intent to defraud Alameda Municipal Power has occurred. Alameda Municipal Power will pursue to the fullest extent possible per California Penal Code 498, prosecution of any individual(s) or organization(s) that intentionally diverts, steals, uses without authorization, or receives any such Utility Service(s) from Alameda Municipal Power. The Customer must pay in full all charges levied (see Article XII, Schedule of Charges) as well as the cost for any repairs to the utility's facilities before service will be restored. Alameda Municipal Power may also require a deposit prior to restoration of service.

10. Access Denied

Alameda Municipal Power has the right to enter a Customer's property for any purpose reasonably connected with the supply of electric service including, but not limited to, inspection, reading, testing, maintenance, removal, and replacement of Alameda Municipal Power equipment.

It is the Customer's responsibility to provide Alameda Municipal Power with access to the meter in order to ensure readings and accurate billings. This may include securing pets on meter reading days, ensuring gates are not locked, ensuring that cars and dumpsters are not blocking the meter, or whatever else is necessary to provide meter access.

If the meter remains inaccessible upon the third physical attempt and the second communications attempt (phone call or email), the Customer may be charged an access fee for each occurrence (see Article XII, Schedule of Charges) and may have his or her electric service disconnected.

To ensure accessibility, the Customer may choose to have Alameda Municipal Power install a remotely read meter, or have the utility relocate the existing meter to a more accessible location at the customer's expense. The Customer is responsible for hiring an electrician and for any cost incurred during the meter relocation.

Customers who have chosen to opt out of receiving a smart meter may be upgraded to a smart meter if access to the meter is denied three times.

11. Noncompliance with Rules and Regulations

If a Customer fails to comply with any of Alameda Municipal Power's current Rules and Regulations, Alameda Municipal Power will advise the Customer of such failure. If the Customer does not remedy the situation, Alameda Municipal Power may discontinue service after giving the Customer written notice of at least ten days.

12. Failure to Fulfill Contractual Obligations

Alameda Municipal Power may discontinue service to any Customer who fails to fulfill contractual obligations with Alameda Municipal Power for service or facilities supplying that premises.

B. Restrictions on Discontinuance of Service

1. Business Offices Closed

Utility Service(s) will not be discontinued for nonpayment of a bill for residential service on any Saturday, Sunday, legal holiday, or at any time Alameda Municipal Power's business offices are closed to the public.

2. Pending Dispute

Alameda Municipal Power will not discontinue Utility Service(s) to a Customer during the investigation of a pending dispute.

3. Incorrect Bill

Alameda Municipal Power will not discontinue Utility Service(s) to a Customer for nonpayment of a bill issued to correct charges previously billed incorrectly until the corrected bill becomes past due.

C. Additional Electric and Telephone Connection Service Restrictions

1. Detrimental to Health

Electric service and/or telephone connection service may be discontinued for nonpayment unless the Customer has established to the satisfaction of Alameda Municipal Power that such discontinuance would be especially dangerous to the health of the Customer or when the Customer is handicapped. In both cases, the Customer must contact Alameda Municipal Power to arrange installment payments to ensure that service is not disconnected.

Certification from a licensed physician, public health nurse or social worker may be required in order to establish the above conditions.

Such certification does not exempt a Customer from service disconnection if the Customer does not make regular payment on his or her account or does not keep payment arrangements.

2. Discontinuance of Residential Service for Nonpayment of Other Classes of Service

Residential electric service will not be discontinued because of nonpayment of Bills for other classes of service.

3. Termination Dispute Initiated

Electric service will not be discontinued for nonpayment of a bill by a residential Customer who has initiated a termination dispute in accordance with these Rules and Regulations.

D. Prior Notice Excused

Alameda Municipal Power is not required to notify the Customer that it is going to discontinue service if any of the following conditions exist.

- 1) Safety Hazard: A situation exists that is immediately dangerous to life, physical safety or property.
- 2) Fraud: If the service has been obtained through fraud.
- 3) Tampering or Theft of Service: If the service has been impaired or evidence of equipment tampering, diversion or theft of service exists.
- 4) Violation of Law or Code: If any law or code has been violated.

E. Restoration of Service

Alameda Municipal Power will restore service when the causes of discontinuance have been removed, inspection if necessary has passed, and payment of all proper charges due from the Customer has been made. An additional deposit may be billed to the Customer (see Article XII, Schedule of Charges).

Restoration of electric service after normal business hours will incur an additional after-hours restoration charge. Telephone and T-1 services will only be restored during normal business hours.

F. Third Party Notification

Any Customer may designate a third party to receive notification of discontinuance or other matters affecting the provision of service. When Alameda Municipal Power discovers that a Customer appears to be unable to comprehend the impact of a discontinuance of service, it

will consider an appropriate social agency to be the third party. A "social agency" is any entity that has a primary purpose of helping individuals locate assistance or of providing assistance directly to individuals. Alameda Municipal Power will not discontinue service until five business days after notice to the Customer's designated third party.

G. Bankruptcy

When Alameda Municipal Power discovers that a Customer has filed a bankruptcy petition, they will coordinate with the appropriate party to receive payment for outstanding balances and to manage any Customer impact(s) associated with the bankruptcy petition. The pre-bankruptcy account will be closed and the Customer Amount Due will be posted to the closed account. If a new account is to be established for the service location, the new Customer must complete an Application for Electric Service and provide necessary documentation, fees and deposits as described in Articles III and IV. The new account may be subject to disconnection if the Customer fails to pay the amount due in a timely manner.

Alameda Municipal Power
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RULES AND REGULATIONS

ARTICLE IX - DISPUTES

A. Correctness of Billing

Alameda Municipal Power will use its best effort to ensure that a Customer is billed for Utility Service(s) in accordance with the most appropriate standard rate schedule(s). However, in the event that the Customer is eligible for service under an alternative rate schedule, it is the Customer's responsibility to notify Alameda Municipal Power of its desire to receive service under that alternative rate schedule, provided that the Customer meets all of the eligibility requirements and complies with all terms and conditions of that schedule.

Bills that do not reflect correct charges, or are not in compliance with the applicable rate schedule, will be adjusted to comply with the applicable rate schedule.

B. Bill Review Process

If the Customer questions or disputes the correctness of a bill, the Customer must contact Alameda Municipal Power as soon as practicable. Alameda Municipal Power will investigate the Customer's complaint and respond promptly in accordance with Article VII. In order to resolve the complaint, it may be necessary for the Customer to provide copies of payment receipts or other proof of payment.

1. Undisputed Amounts Due and Payable

Regardless of the status of a dispute, any undisputed portions of a disputed bill, or subsequent undisputed bills, are payable upon presentation.

2. Determination of Corrected Bill

After review, Alameda Municipal Power will determine and advise the Customer if an amortization period to pay the unpaid balance is warranted or the date the unpaid balance of the account must be paid.

If, in the opinion of Alameda Municipal Power, an amortization period is warranted, service will not be discontinued for nonpayment unless and until the Customer fails to comply with the amortization agreement. Unless specifically stated otherwise in the amortization agreement, charges accruing in subsequent billing periods are specifically excluded from the amortization agreement and will be subject to the normal discontinuance of service process outlined in these Rules and Regulations.

If Alameda Municipal Power determines that an amortization agreement is not warranted, then the Customer will be advised of the date upon which the disputed charges must be paid.

C. Dispute Process

After review, if a Customer and Alameda Municipal Power fail to agree on the amount of the bill and, upon review, Alameda Municipal Power has determined to its satisfaction that the bill is correct, Alameda Municipal Power will notify the Customer that it has completed its investigation and will disclose its findings.

Any subsequent bills, not in dispute, rendered prior to the settlement of the disputed Bill, will be due and payable in accordance with these Rules and Regulations.

The Customer may take the following steps to dispute the bill:

1. Request for Hearing

The Customer may request a hearing by writing to the Hearing Officer, Alameda Municipal Power, P.O. Box H, Alameda, CA 94501 or by emailing amp@alamedamp.com. A hearing may also be requested by calling the Hearing Officer at Alameda Municipal Power's Customer Service at (510) 748-3900. It is the Customer's responsibility to inform the Hearing Officer before the expiration date of any notice of discontinuance to avoid discontinuance of service.

The Hearing Officer will review the circumstances of the dispute with the Customer. Within 10 business days after the review, the Hearing Officer will report the proposed resolution to the Customer by letter.

2. Appeal to the Public Utilities Board

If the Customer is not satisfied with the Hearing Officer's resolution, the Customer may file a formal complaint with the Public Utilities Board, c/o Alameda Municipal Power, P.O. Box H, Alameda, CA 94501 or by emailing PUB@alamedamp.com, or by appearing at the Board's next regularly scheduled meeting.

The Public Utilities Board will consider the complaint and review the proposed resolution. The findings of the Board will be recorded in the Board Secretary's minutes and will be binding on both parties.

D. Electric and Telephone Connection Service Termination Dispute Process

When a Customer and Alameda Municipal Power fail to agree about the terms of repayment for an unpaid balance for electric or telephone connection service, the Customer will have the right to initiate an Electric Service Termination Dispute. The Termination Dispute process will be as follows.

1. Request for Special Payment Arrangements

After receipt of a notice of overdue payment or notice of discontinuance of electric service, the Customer must first contact Alameda Municipal Power prior to discontinuance of service to make special payment arrangements.

2. Availability of Financial Assistance

Alameda Municipal Power will furnish information on the availability of financial assistance to those Customers who demonstrate an inability to pay their electric service bill.

Alameda Municipal Power
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RULES AND REGULATIONS
ARTICLE X - ELECTRIC SERVICE OPERATING POLICIES

A. Applicable Codes, Ordinances, Standards and Requirements

Customer Premises Wiring, Service Equipment, service-entrance conductor installations and line extensions will comply with the most restrictive requirements of the latest versions of the following when applicable:

1. California Electrical Code (CEC), California Code of Regulations, Title 24, Part 3
2. Alameda Electrical Code, City of Alameda Municipal Code Chapter XIII, Article 1, Item 13.5
3. State General Order 95 - Overhead Line Construction (G.O. 95)
4. State General Order 128 - Underground Construction (G.O. 128)
5. Electrical Utility Service(s) Equipment Requirements Committee (EUSERC)
6. American National Standards Institute
7. Alameda Municipal Power Engineering Standards (Alameda Municipal Power Standards)
8. Material and Installation Criteria for Underground Electrical Systems (Alameda Municipal Power Standards)
9. Applicable City of Alameda Ordinances

B. Service Facilities

1. General

a. Permit Requirements

A Customer desiring electrical service or alteration in the Premises Wiring of an existing service facility must secure a permit for electrical work from the City of Alameda Community Development Department prior to starting such work.

b. Advance Engineering Fees

Alameda Municipal Power will require Advance Engineering Fees from the Customer/Developer to start the engineering process. The Advance Engineering

Fees are non-refundable and will be credited against the estimated job cost prior to the collection of construction fees. Advance Engineering Fees will not be collected for Service Connections that do not require a job estimate. This fee is to cover the costs of pre-engineering, performing preliminary site investigations, plan review, designing utility duct systems, conducting system impact studies, project coordination, construction inspection and testing. Refer to Article XII, Schedule of Charges.

c. Delivery of Service

Service to a Customer is normally established at one delivery point, through one meter, and at one voltage class. Other arrangements for service at multiple service delivery points, or for services at more than one voltage class, are permitted where feasible and with the approval of Alameda Municipal Power. Non-standard service equipment and transformer locations may severely limit Alameda Municipal Power's ability to restore power in a timely fashion and/or could result in restoration fees to the customer.

d. Service Upgrades

A Customer altering existing Service Equipment and/or metering facilities shall upgrade existing service facilities to current standards at the Customer's expense. Alameda Municipal Power waives the service upgrade requirement for single-family residences in those cases where the work is being done in conjunction with a UUD overhead to underground line conversion project.

e. Inspections

Alameda Municipal Power will supply electricity to a new service only after all work has been completed and the work has been inspected and approved by the Inspector of the City of Alameda Community Development Department or of the Authority Having Jurisdiction. Alameda Municipal Power may require an approval from an Inspector as a condition of new service or restoring service whenever a service has been disconnected for more than 30 days. Alameda Municipal Power will require an approval from the Inspector of the City of Alameda Community Development Department or of the Authority Having Jurisdiction as a condition of restoring service whenever there has been modification or potential damage to a Customer's electrical service and/or Premises Wiring.

Alameda Municipal Power will schedule and initiate the new service connection after the Inspector processes and approves the new Service Order or letter from the Authority Having Jurisdiction approving the installation. Scheduling of the electric service connection and meter installation is typically done within a week or up to 10 business days after receipt of approved Service Order or letter from the Authority Having Jurisdiction.

f. Phase Rotation

Alameda Municipal Power will maintain the three-phase rotation on existing service upon upgrade or reconnection of its system. The phase rotation for new services will be determined by Alameda Municipal Power.

g. Right to Disconnect

Alameda Municipal Power reserves the right to disconnect any service and/or operate a Customer-owned disconnect device during emergency situations, during maintenance of its supply system, or if it deems that the Customer's service or Service Equipment is unsafe. Alameda Municipal Power shall not be liable if a Customer-owned disconnect device, which may be defective, is damaged while being operated by Alameda Municipal Power's personnel.

h. Customer-Requested Disconnections

Whenever a Customer wishes to perform work on a Customer's Premises Wiring and a Service disconnection from the pole or transformer is required, the Customer will be required first to contact Alameda Municipal Power. Once Alameda Municipal Power has completed its review and upon payment of the appropriate disconnect/reconnect fees (refer to Article XII, Schedule of Charges). Alameda Municipal Power will coordinate with the Customer to schedule the service disconnect & reconnect.

i. Easements

Easements that are required by Alameda Municipal Power will be provided by the Customer at no cost to Alameda Municipal Power. The owner/developer will be required to retain the services of a licensed civil engineer or surveyor to prepare the legal description, closure calculations and Easement drawings for submittal to Alameda Municipal Power for approval prior to supply of electricity. The property owner is responsible for maintenance and repair of the easement areas. Alameda County Recordation fees are also the responsibility of the owner/developer. Alameda Municipal Power reserves the right to require easement documents before installing any Alameda Municipal Power equipment.

j. Access to Conductors

Access to Conductors and terminations to the supply side of the Service Equipment will be sealable or otherwise made inaccessible to other than Alameda Municipal Power personnel.

k. Approval for New Multi-Meter Installations

New multi-meter installations for residential or commercial buildings must have prior approval from the Inspector of the City's Community Development Department or the Authority Having Jurisdiction to establish the correct address.

The multi-meter building owner is responsible for accurate marking/stenciling of each meter with the correct address/unit number and verifying this information with Alameda Municipal Power. The addresses and unit numbers will be the same as assigned by the City and the U.S. Postal Service.

l. Relocation of Alameda Municipal Power Distribution Facilities

Any relocation of existing Alameda Municipal Power distribution facilities necessitated by development, site improvements and/or other modifications shall be approved by Alameda Municipal Power and paid for by the requesting party.

2. Ownership of Service Facilities

All service facilities from the Service Point to the Service Equipment will be the property of the Customer and are the Customer's responsibility to maintain, except equipment furnished by Alameda Municipal Power, such as metering and ancillary metering equipment, voltage and current transformers, test switches, cable, associated wirings, etc. Reasonable care must be taken by Customers to protect Alameda Municipal Power-owned equipment from damage.

Concurrent with acceptance of work by Alameda Municipal Power, the Customer offers and Alameda Municipal Power accepts ownership and will provide maintenance for all facilities from the utility up to the Service Point(s), including but not limited to trunk cables, conduits, primary and secondary boxes, vaults and equipment pads.

3. Customer Responsibility for Equipment

The Customer will, at the Customer's sole risk and expense, furnish, install, inspect and keep in good and safe condition all electrical wires, lines, machinery and apparatus of any kind or character which may be required for: (1) receiving or delivering electric energy from and to the Alameda Municipal Power from the Service Point, regardless of the location or voltage of the transformers, meters or other Alameda Municipal Power equipment, and (2) utilizing such energy including all necessary protective devices and suitable housings. The Customer will be solely responsible for the transmission and delivery of all electric energy over or through the Customer's wires and equipment, regardless of the place where such electric energy may be transformed or metered by the Customer. Alameda Municipal Power will not be responsible for the same or for any loss or damage to Person or property occasioned thereby, whether to the Customer or third parties.

4. Customer Responsibility for Alameda Municipal Power Property

All meters, instrument transformers, service connections, and other equipment furnished by Alameda Municipal Power will be, and remain, the property of Alameda Municipal Power. The Customer will provide a space for, and exercise reasonable care to protect, the property of Alameda Municipal Power on the Customer's premises; and in the event of loss or damage to Alameda Municipal Power's property arising from Customer tampering, neglect or failure to reasonably care for same, the cost of the necessary repairs or replacement will be paid by the Customer.

5. Interference with Service

Alameda Municipal Power reserves the right to refuse to connect a service that supplies loads or transmits generated power of a character that may impair service to any other Customer. In the case of hoist or elevator motors, welders, furnaces, compressors, electric heaters and other installations of similar characteristics, where the use of electricity is intermittent or subject to violent fluctuations, Alameda Municipal Power may require the Customer to provide, at the Customer's own expense, suitable equipment to reasonably limit such fluctuations.

C. Allowable Motor Starting Currents

1. The starting current of an alternating current motor (such currents to be determined by tests or based on published data by manufacturers) will not exceed the allowable locked rotor current values for alternating current motors shown in California Electrical Code Table 430.7(B), with a correction allowed in order to compensate for the difference between the voltage supplied at the motor terminals and its rated voltage.
2. A starter or other means must be employed to limit the locked rotor current value to Code Letter B equivalent in the following situations:
 - 1) For any motor larger than 7.5 hp
 - 2) For any motor that does not comply with Paragraph 1, above.
3. Motors up to 5 hp may be served at 240 V or 208 V single-phase. Motors larger than 5 hp and up to 50 hp must be 208Y/120 volt three-phase or 480Y/277 volt three-phase.
4. Motor loads where the size of the largest motor exceeds 50 hp or the total motor load exceeds 150 hp will be served at 480Y/277 volt three-phase.
5. For motor loads in excess of those set forth above, the Customer will be required to coordinate and obtain Alameda Municipal Power's approval of the design of the installation and the service to be provided.

D. Customer-Owned Emergency Generators

Customers desiring to install emergency generators that are capable of being connected to Premises Wiring will coordinate with Alameda Municipal Power during the design of such installation. An automatic or manual break-before-make transfer switch shall be installed by the Customer to prevent parallel operation of the generator and Alameda Municipal Power Supply System, and the City Community Development Department Inspector must approve the installation. Customers will not connect any generating equipment to the Premises Wiring without Alameda Municipal Power's approval.

E. Customer-Owned Parallel Generation

The Customer shall comply with current local, state, and federal, codes, laws, and regulations governing Customer-owned generation (e.g., solar photovoltaic (PV) systems, micro turbines, wind turbines, and other on-site generation sources) that is intended to operate in parallel with Alameda Municipal Power's Supply System. The Customer will coordinate with Alameda Municipal Power during design of such installation and will obtain its approval for the design. The Customer will furnish and install Alameda Municipal Power-approved protection, controls and metering equipment, and will obtain the approval of the Inspector of the City's Community Development Department or of the Authority Having Jurisdiction. Alameda Municipal Power will require the Customer with solar PV systems, micro turbines, or wind turbines to sign an applicable interconnection agreement, prior to interconnecting to the electric distribution system. Alameda Municipal Power may require the Customer to sign a special services agreement and to pay for all costs incurred by Alameda Municipal Power to establish such Service.

F. Redundant Service

A Customer may request Redundant Service. Alameda Municipal Power will review the feasibility of Redundant Service and provide a cost estimate for such work to the Customer. The Customer will be charged for all costs of the design and installation of Redundant Service (see Article XII, Schedule of Charges), and may incur monthly Power standby or other charges, as deemed necessary by Alameda Municipal Power.

G. Limitation on Number of Services per Building

Per California Electrical Code, Article 230, Alameda Municipal Power will allow only one Service per voltage classification per building unless otherwise approved by Alameda Municipal Power, the Authority Having Jurisdiction or the City's Community Development Department Inspector and permitted in California Electrical Code, Article 230.

H. Service Voltage and Frequency

1. Service Frequency (Nominal)

Electrical Energy supplied by Alameda Municipal Power will be 60 Hertz, alternating current.

2. Service Voltage (Nominal)

a. Residential Service

One of the following service voltages is available for residential service:

1. 120/240 Volt, Single-Phase, 3-wire (up to 200 Amps)
2. 120/208 Volt, Single-Phase, 3-wire (up to 200 Amps)

For Services more than 200 Amps but less than 400 Amps or for the voltage available at the specified service location, the Customer will consult Alameda Municipal Power to confirm the feasibility and availability of such service.

b. General Service

One of the following service voltages is available for General Service at the Service Point

1. 120/240 V, Single-Phase, 3-wire (overhead only, up to 200 A)
2. 120/208 V, Single-Phase, 3-wire (overhead only, up to 200 A)
3. 240/120 V, Three-Phase, 4-wire (overhead only, up to 200 A) However, Alameda Municipal Power's preferred Voltage is 208Y/120 V, Three-Phase, 4-wire
4. 208Y/120 V, Three-Phase, 4-wire (overhead less than 400 A Service, underground up to 1600 A Service)
5. 480/240 V, Three-Phase, 4-wire (overhead only, up to 200 A)
6. 480Y/277 V, Three-Phase, 4-wire (underground only, up to 4,000 A)
7. 12,000 V, Three-Phase, 3-wire
8. During any service upgrade, modification, or relocation the Service Voltage will be converted to Alameda Municipal Power standard in effect at that time.

For the Voltage available at the specified Service location, the Customer will consult Alameda Municipal Power.

3. Voltage Limits

Alameda Municipal Power will limit the variation in voltage at Service Point to those given in the latest edition of ANSI standard C84.1, Range A. This states that the service voltage will remain within plus or minus 5 percent of the nominal voltage most of the time.

Some examples of exceptions:

- a. Disturbance from acts of nature
- b. Infrequent Momentary Voltage Fluctuations
- c. Service Interruptions
- d. Temporary Isolation of parts of the distribution system due to faults or routine maintenance work
- e. Other causes beyond the control of Alameda Municipal Power, including degradation or failure of customer equipment
- f. Distribution equipment and material failures
- g. Starting of motors that have higher than normal locked rotor currents of three times running current
- h. Temporary heavy load conditions

I. Power Quality

Alameda Municipal Power will use reasonable diligence to provide a regular and uninterrupted power supply to Customers, but does not guarantee a constant supply of power, or the maintenance of unvaried frequency or voltage. Alameda Municipal Power will not be liable for damages to Customer's property by reason of any failure in respect thereof.

J. Customer's Responsibility for Power Quality

1. Customer-Generated Disturbances

The Customer will take and use power in such a manner so as not to cause voltage interruptions, sags, swells, undervoltage, overvoltage, distortion or voltage fluctuations on Alameda Municipal Power's Supply System or systems of any third party. It is the Customer's responsibility to take necessary remedial measures at his/her own expense by installing suitable apparatus as may be necessary to reduce any disturbance, fluctuations or interference to a level deemed tolerable by Alameda Municipal Power.

2. Voltage and Current Unbalance

Customer's system should be designed and operated to maintain a reasonably balanced load between phases to maintain balanced voltage. Alameda Municipal Power reserves the right to require the Customer to correct the unbalance in his/her load that causes an increase of more than 1 percent in the voltage unbalance of the supply system.

3. Mitigation Techniques

If the Customer requires a disturbance-free voltage waveform for the proper operation of an electrical product, the Customer may employ at his/her sole expense, mitigation techniques with necessary back-ups. Customer should have their own protection for other possible abnormalities in the distribution system.

K. Service Installations (0-600 volts)

All new service installations, to General Service Customers (commercial/industrial), multiple dwelling units, and subdivisions, including those in overhead districts, will be underground. All new residential service in underground districts will be underground. Standard service, 200A or less to a new single family residential home in an existing overhead area can be overhead. However, the General Manager or his/her designee can require new service to a single family residential home to be undergrounded if a new overhead service connection would require adding new poles to the system

Service upgrades requiring service facilities with a capacity of 400 Amperes or larger will be underground. All new or upgraded service facilities in overhead or underground districts with a capacity of 400 Amperes or larger will require a dedicated pad-mounted transformer. (Refer to Section K.2). The Customer shall install all required substructures and shall provide an easement for Alameda Municipal Power's pad-mounted transformer and high voltage facilities at the site at no cost to Alameda Municipal Power unless there are exceptional circumstances.

All 480 volt services shall have a single main disconnect. Moreover, all other Services 800 Amperes or larger shall also have a single main disconnect. All installations shall be approved by Alameda Municipal Power and the inspector of the City Community Development Department or of the Authority Having Jurisdiction.

All Service Conductors will be of the same size. However, a Customer may install a neutral conductor with a higher capacity than phase conductors. Only customers of single family houses will have the option of using aluminum for their service wires. All other services should use copper cables.

1. Overhead Service in Overhead Districts (0-600 Volts)

a. General

Alameda Municipal Power will furnish and install a Service Drop at no cost to the Customer for permanent service upgrades in areas designated by the City of Alameda and Alameda Municipal Power as overhead districts for service facilities smaller than 400 amperes. For service facilities with a capacity of 400 amperes or larger, underground service is required. Refer to Section K.3. Customers will be required to submit Utility Service Planning Applications for all service upgrades and all new permanent overhead service.

b. Service Point

The Service Point will be at the connection point of the Service Drop and Service Entrance Conductors near the service head. The service head will be located at a point on the building or structure nearest Alameda Municipal Power's serving

facility and the overhead service wire (when attached above the roof) shall have a vertical clearance in accordance with the latest revision of California Electrical Code, Section 230.24.

The Service Point will be such that it can be reached with a single 100-foot span from Alameda Municipal Power's facilities, capable of supporting the span with a minimum crossing of adjacent property and with the proper vertical clearances maintained in accordance with General Order 95 requirements. For services with a span of more than 100-feet, the Customer will install, own and maintain a proper size clearance pole on their property to attach Service Drop and provide an access easement to Alameda Municipal Power (refer to Section B.1.i). The Customer Service Entrance Conductors will extend 18 inches beyond the service head or outlet or as long as necessary to provide for drip loops and attachment to the Service Drop.

2. Underground Service in Underground Districts (0-600 volts)

a. General

For any new service that requires modification of the existing electric system, the Customer requesting the service will pay all costs of such modifications unless otherwise specified in other sections of this document (Refer to Section N and Article XII, Schedule of Charges).

Alameda Municipal Power will require a Transformer Capacity Utilization Agreement and deposit from a Customer when the new service request requires a 750 kVA or larger capacity transformer, prior to purchase of the transformer. Furthermore, a Transformer Capacity Utilization Agreement and deposit may be required if a customer requests a transformer larger than the demand load as calculated by Alameda Municipal Power.

On private property, Alameda Municipal Power will accept a pad-mounted transformer located within the first 100 feet from its designated connection point and will extend its distribution line to the transformer. When the Customer selects a pad mount transformer location beyond 100 feet from Alameda Municipal Power's designated connection point, the Customer may be required to pay an incremental installation cost.

b. Service Point

The Service Point is the nearest secondary box to the customer where service to other customers may be terminated, the transformer secondary pads for bus-connected service or as established by Alameda Municipal Power.

Alameda Municipal Power will connect the Service Entrance Conductors to its supply system at no cost to the Customer provided that work described in the following paragraphs is completed and accepted by Alameda Municipal Power.

A General Service Customer-owned and installed Service Equipment will be located in the building quadrant nearest Alameda Municipal Power transformer location.

The Customer shall furnish and install Service Entrance Conductors and conduits from the Service Equipment to Alameda Municipal Power's indicated Service Point. The length of Service Entrance Conductors shall not exceed 100 feet.

Conduit and Service Entrance Conductors will be of the size required and installed in the manner prescribed by all applicable electrical codes. Underground conduit will be listed Schedule 40 PVC. Minimum conduit size will be 2 inches. Service entrance conductors will be Underwriters Laboratory (UL®) listed (or approved equal) as cross-linked polyethylene insulation for 600 volts. Minimum service size will be 100 amperes. Minimum conductor size will be #4 AWG copper (#6 AWG copper conductors are acceptable for streetlight circuits), maximum recommended size will be 500 kcmil copper. For conductor sizes above 500 kcmil, the Customer will provide connectors as approved by Alameda Municipal Power. Service entrance conductors for all General Service Customers will be copper. Customer-owned Service Entrance Conductors free ends at the Service Point will be twice the length of Alameda Municipal Power distribution box or five feet in length at the transformer pad if the Service Entrance Conductors are to be connected to a transformer. Bus bar is not an acceptable service entrance except on services greater than 3000 amperes. Conductor ends in Alameda Municipal Power's distribution box will be effectively sealed from moisture at time of installation. Opening(s) around raceway entry (ies) into the box will be grouted with concrete patch and raceway ends will be plugged with "Ductseal". All debris will be removed from the box prior to requesting Alameda Municipal Power cable connection.

3. Underground Service in Overhead Districts (0-600 volts)

a. General

The Customer requesting a new service will install conduits, boxes and service conductors as required by all applicable electrical codes and standards as described in Section A. Alameda Municipal Power will extend its distribution system to the public right-of-way nearest the Customer's property and connect the new service.

Alameda Municipal Power may require an easement, at no charge to Alameda Municipal Power, for a pad-mounted Transformer and line extension on the Customer's property. Refer to Section N for any line extension that may be required.

b. Service Point

The Service Point is the nearest secondary box to the customer where service to other customers may be terminated or as established by Alameda Municipal Power. When the service connection is on an Alameda Municipal Power pole, the Customer will furnish and install underground conduits, secondary box(es), and a 4-inch Schedule 40 non-metallic riser conduit up to a minimum elevation of four (4) inches above ground line at the pole. A secondary box will be located near the power riser pole. The Customer shall furnish and install service entrance conductor in the duct system from the Service Equipment up to the Service Point.

The sizes and locations of conduits, box(es), and riser will be as specified by Alameda Municipal Power. Alameda Municipal Power will install the secondary voltage cable from the pole up to the Service Point. By accepting electric service from Alameda Municipal Power, the Customer offers and Alameda Municipal Power accepts ownership and will provide maintenance thereafter for all of the facilities from the connection point on the pole to and including the underground box designated by Alameda Municipal Power as the Service Point. The Customer will own and maintain the conduit and Service Entrance Conductors from the Service Equipment to the Service Point on the utility right-of-way. Alameda Municipal Power will install and connect the secondary voltage cables from the connection point at the pole to the Service Point at the secondary box at no cost to the Customer.

c. Exceptions

Upon a Customer's request, and if it is in Alameda Municipal Power's best interest, the General Manager may consider granting a waiver from requiring the service to a new multiple dwelling unit or General Service Customer to be underground. A special waiver will be granted only if valid technical or economic reasons can be established.

4. Temporary Service Lines

If a connection point is available, Alameda Municipal Power will provide an estimate of the cost of labor and expendable material necessary to install and remove a temporary service. Upon receipt of this non-refundable charge, Alameda Municipal Power will schedule and perform the work. The Customer must apply for service and install temporary Service Equipment in accordance with Section A as applicable, and must also request inspection and receive the approval of the City's Community Development Department or of the Authority Having Jurisdiction prior to the connection by Alameda Municipal Power (Refer to Article XII, Schedule of Charges). The Customer will be required to submit an Utility Service Planning Application for all Temporary service.

L. Primary Voltage Service Installations

1. General

All services greater than 4,000 Amperes at 480 volts will be served at primary voltage. The Customer/Developer shall pay for all costs associated with providing the primary voltage service unless otherwise specified in other sections of this document. Alameda Municipal Power will provide the necessary potential transformers, current transformers and meter(s).

Alameda Municipal Power must be notified during preliminary design and prior to replacement of existing or installation of new primary voltage service(s). The Customer will install disconnecting means and protection equipment as approved by Alameda Municipal Power. The Customer shall submit a primary voltage service design and a short circuit/coordination study and must be approved by Alameda Municipal Power. All primary cable required by Alameda Municipal Power to connect from Customer switchgear to Alameda Municipal Power facilities will be furnished and installed by Alameda Municipal Power at the Customer's sole expense. Customers are responsible for all maintenance and repairs beyond the primary metering.

2. Temporary Overhead Service in Overhead Districts

Alameda Municipal Power will install a Service Drop and connect to service-entrance conductors located on a service pole at a point on Customer property nearest the Alameda Municipal Power-identified serving pole. Metering facilities, whenever practicable, will be installed on an Alameda Municipal Power pole. The Customer will furnish and install a service pole, including arms, dead-end insulators and cable termination, where required. Alameda Municipal Power will provide the necessary potential and current transformers and meter(s). Refer to Section K.4 for charges.

3. Underground Service in Underground Districts

When underground service is required for an individual Customer, the Customer will provide cable ends at the Alameda Municipal Power-designated Service Point and metering facility. All costs for provision of such service will be borne by the Customer. (Refer to Article XII, Schedule of Charges).

4. Underground Service in Overhead Districts

The Customer will install a service pole with primary riser cable on the pole. Alameda Municipal Power will make the necessary service connections.

M. Metering and Facilities for Metering

1. General

Alameda Municipal Power will furnish and install meters, current and potential transformers, test switches and related meter wiring. The Customer will furnish and install necessary meter sockets, enclosures and facilities for installation of Alameda Municipal Power metering equipment and its related wiring. Metering facilities will be of the type required by Alameda Municipal Power and will conform to the standards set forth by EUSERC. Only Alameda Municipal Power personnel will remove meters from sockets.

Sub-metering shall not be allowed except under certain specified circumstances as stated in Article III-C.2.h.

2. Limitation on Number of Meters per Building

Each building will normally have only one meter per voltage classification. In multi-unit accommodations, Alameda Municipal Power will allow only one meter socket for each unit and a house meter socket for common load.

3. Multi-Meter Installations and Automated Metering Infrastructure (AMI)

Alameda Municipal Power, with approval by the City's Community Development Department Inspector, may allow multi-meter installations to a building. The Customer must comply with all applicable code requirements. Alameda Municipal Power may require the Customer to provide a main service disconnect.

In multiple occupancy buildings, all meters shall be mounted at a common location, or as otherwise specified by Alameda Municipal Power. This same rule will apply when one or more meters are added to existing meters for a multiple occupancy building. For multiple occupancy residential buildings having five or more floors above grade levels, AMP, at its sole discretion, may establish more than one meter room location for groups of individual metering facilities.

When meters will be installed indoors, the customer/developer shall provide Automated Metering Infrastructure (AMI) facilities per AMP-established construction standards. In addition, Alameda Municipal Power will charge the customer/developer the costs to install the AMI communication equipment. Refer to Article XII, Schedule of Charges.

The Customer will clearly and permanently identify each meter position and each service switch or breaker to indicate the particular location supplied by it. The relation of the meter socket, breaker, and dwelling must be easily discernable. Meters will not be installed until the marking is complete. In addition, each occupant shall have access to the occupant's service disconnecting means (switch or breaker) in accordance with California Electrical Code 230-72(c).

4. Demand Metering

a. Measuring Intervals

In those cases where Alameda Municipal Power considers maximum demand a factor in billing, or where required by the applicable Alameda Municipal Power electric rate, demand will be measured by an appropriate standard device which may be set for a measuring interval between 5 and 30 minutes. Alameda Municipal Power will select the measuring interval based upon Alameda Municipal Power's determination of how rapidly the Customer's load will fluctuate.

b. Demand Metering Required

1) New Customers

Alameda Municipal Power will estimate the monthly energy usage of the Customer based on the connected load for the Customer's business.

If Alameda Municipal Power's estimates of monthly energy usage indicate that newly connected installations will exceed the limitations for energy-only metering as prescribed by Alameda Municipal Power's rate schedules, the Customer will immediately qualify for demand metering.

2) Existing Customers

Alameda Municipal Power will begin metering demand with any Customer whose monthly usage of energy exceeds the limitations for energy-only metering as prescribed by Alameda Municipal Power's rate schedules.

c. Discontinuing Demand Metering

If the actual energy usage of the demand metered customer for any six months of twelve months of service were less than the limitations for demand metering as prescribed by Alameda Municipal Power's rate schedules, Alameda Municipal Power may discontinue demand metered billing and render bills on an energy usage basis.

In any case, when a Customer's monthly use of energy, per meter, has fallen below the limitations for energy only metering as prescribed by Alameda Municipal Power's rate schedules, Alameda Municipal Power may, at its option, revert billing to a non-demand basis.

5. Types of Metering Facilities

a. Up to 200 Amperes - Less Than 600 Volts, Line-to-Line

The Customer will provide the socket for self-contained meter. For three phase service, Customer will furnish and install a bussed safety socket with factory installed test by-pass facilities for self-contained metering. All the metering

equipment will be supplied by the customer except for the Alameda Municipal Power supplied meter.

Alameda Municipal Power will not accept new metering facilities with lever-operated by-pass meter sockets. Upon upgrade or modification of any existing metering facility with lever-operated by-pass meter socket, it will be upgraded to the current standard.

- b. Over 200 Amperes and less than 4000 Amperes – Less than 600 Volts, Line-to-Line

Transformer-rated metering facilities will be required and provided by the Customer. All the metering equipment will be supplied by the customer except for the Alameda Municipal Power supplied current transformer, test switches and meter.

- c. Over 600 Volts, Line-to-Line

All electric services greater than 4,000 Amperes at 480 volts will be served and metered at primary voltage. The design drawing of the Service Equipment will be submitted to Alameda Municipal Power for approval prior to installation. Alameda Municipal Power will provide all current and potential transformers and wires to the test switches needed for metering. Alameda Municipal Power will provide the meter and test switch.

6. Separation of Metered Conductors

Conductors to separately metered Customers will not occupy the same enclosure or raceway, except when in the common enclosure of a two or more meter assembly.

7. Metering Locations

- a. Meter Access

All electric meter installations will be located so as to be accessible to authorized representatives of Alameda Municipal Power for installation, removal, reading, testing, and inspection.

- b. Requirements for Meter Location

Outdoor meter facilities are preferred by AMP. If installed within a building, the electrical room will be directly accessible from the exterior of the building. And, under special circumstances with prior approval from AMP, metering facilities within a building not accessible from the exterior of the building shall have 1-1/4" rigid steel conduit (two bends maximum with a minimum bend radius of 12"). Conduit shall terminate at an approved terminal/electrical box mounted on the exterior building wall at 10-foot minimum from finished grade.

When meters are located within a building, illumination with a switch located by the entry will be provided. The room will be directly accessible from the exterior of the building. If entry is locked, a key must be provided to Alameda Municipal Power prior to energizing the service. Use of the meter room or enclosure for other than metering, electrical Service Equipment, and communication equipment will not be permitted without the approvals of Alameda Municipal Power and the City of Alameda Community Development Department. Meter rooms shall not be used for storage.

Meter(s) will be located as close as practicable to the point of entry of the service-entrance conductors to the building. The following are unacceptable meter locations:

- On any floor other than the ground floor in buildings with four stories or fewer.
- In any place where moisture, fumes or dust may interfere with meter operation or materially damage the meter.
- In any hazardous location.
- Directly over any stairway, ramp or steps.
- On any surface which, in the sole judgment of Alameda Municipal Power, is subject to excessive vibration.
- In any doorway unless recessed in the entry wall.
- On or recessed in the external surface of any wall or any building that is built within three feet of any property line or within three feet from the nearest edge of any walk, alley or driveway giving access to commercial or industrial property or other obstruction.
- On any portion of a building that might be enclosed at a later date, thus making the meter inaccessible. Examples of these locations are carports, breezeways, covered porches, etc.
- Behind a side yard gate.

c. Existing Inaccessible Meter Location

Alameda Municipal Power may require one or more of the following modifications to an existing inaccessible meter location at the expense of the Customer (refer to Article XII, Schedule of Charges):

1. "Pay as you use" metering
2. Conduits, cables and space for installation of AMI equipment.
3. Other options as determined by Alameda Municipal Power

8. Meter Height

Meter shall meet the following installation height requirements:

- a. Individual field-installed meter panels (i.e., not part of an assembly such as switchboard) that are not near a driveway shall be mounted at a minimum height of 48-inches and a maximum height of 66-inches measured from the centerline of the meter to the standing surface.
- b. Individual field-installed meter panels that are near a driveway shall be mounted at a minimum height of 72-inches and a maximum height of 75-inches measured from the centerline of the meter to the standing surface.
- c. Multiple meter panel assemblies or free standing factory-assembled structure (e.g. switchboard or meter pedestal), shall be mounted at a minimum height of 36-inches and a maximum height of 75-inches measured from the centerline of the meter to the standing surface. Consult Alameda Municipal Power if a multiple meter panel is proposed near a driveway.

9. Meter Working Space

A level standing surface with a clear and unobstructed working space above must be provided and maintained in front of each metering installation. The working space must have a width of not less than 30-inches and a minimum height of 75-inches for individual field-installed meter panels (78-inch minimum from standing surface for all other installations). The working space must extend at least 36-inches in front of the surface on which the metering equipment is mounted. Working space requirements shall be in accordance with California Electrical Code 110.26.

10. Customer's Service Equipment

The Customer or developer will furnish and install Electric Utility Service(s) Equipment Requirements Committee (EUSERC) compliant Service Equipment for each building. Service Equipment shop drawing submittal will be required for Alameda Municipal Power approval for all Services larger than 200 Amperes.

Service Equipment, switchboard bus and secondary service bus sizes will be rated based on the following current density: 1,000 amperes per square inch for copper bus and 750 Amperes per square inch for aluminum bus.

11. Power Factor Metering

Power factor is a measure of how efficiently electricity is being used. Maintaining a higher power factor benefits both the customer and the utility. It results in greater customer efficiency, lower system losses, and less required system capacity for the same load. It also helps stabilize system voltage.

If the power factor of the retail customer's load is found to be less than a predetermined value as defined in Rider PF – Power Factor Adjustment and measured at the customer's meter, Alameda Municipal Power may require the customer to arrange for the installation of appropriate equipment on the customer's side of the meter as necessary to maintain a power factor of not less than the value shown in Rider PF.

Until the proper equipment has been installed to correct the power factor problem, Alameda Municipal Power may adjust the customer's electric bill according to Rider PF.

N. Line Extensions

1. General

Alameda Municipal Power requires new line extensions to be underground in a proposed project, subdivision, division of land or other areas in Alameda. Alameda Municipal Power will determine the need for line extensions or upgrading existing lines in the proposed project, subdivision or division of land. The new line extensions shall include, where feasible, alternate or redundant substructure facilities for trunk feeders and/or distribution lines that will benefit primarily the proposed project, subdivision or division of land.

When Alameda Municipal Power determines that its existing electric facilities are no longer viable to reliably and safely meet the service needs of an Applicant, a new Line Extension will be installed as determined by Alameda Municipal Power. Alameda Municipal Power reserves the right to require undergrounding of existing overhead facilities contiguous to a proposed project, subdivision, division of land or any other projects requiring underground facilities per Article X of Alameda Municipal Power's Rules and Regulations.

Alameda Municipal Power may require up to 18 months advance notice so that the line extension can be completed on time. The developer of the proposed subdivision and/or projects will comply with Alameda Municipal Power requirements and furnish any necessary easements at no cost to Alameda Municipal Power. The developer will coordinate with Alameda Municipal Power for the line extension design and obtain Alameda Municipal Power's approval for the design.

Alameda Municipal Power shall require an advance payment for procuring equipment and cables needed for the project, as determined by Alameda Municipal Power, for trunk feeder and line extensions at the time of approval of the design. Alameda Municipal Power will initiate the purchase of the required equipment after receiving the advance payment. Schedule of equipment installation will highly depend on the equipment manufacturing lead times.

2. Underground Line Extensions

a. Trunk Feeder Extensions

When a new underground trunk feeder extension is required, as planned by Alameda Municipal Power, in order to provide service to the proposed project, subdivision or division of land, the developer will furnish and install all of the duct system, including conduits, vaults, boxes, equipment pads, etc., as required by

Alameda Municipal Power. At the start of the engineering process, an Advance Engineering fee, as stipulated in Article XII, Schedule of Charges, will be required to be paid by the Developer/Customer.

Generally within 60 days after the developer completes the duct system to Alameda Municipal Power's satisfaction, Alameda Municipal Power will begin the installation of trunk feeder extension(s).

The developer is responsible for paying sixty-percent of all costs incurred by Alameda Municipal Power for the installation of the underground trunk feeder extension(s). Alameda Municipal Power will provide funding for the remaining forty-percent of all costs associated with the Trunk Feeder. Alameda Municipal Power will require an advance deposit from the developer at the time of approval of the design for sixty-percent of all costs incurred by Alameda Municipal Power for the installation of the underground trunk feeder extension(s).

b. Distribution Line Extension

When a new distribution line extension is required both within and outside the development area for the proposed project, subdivision or division of land, the Developer/Customer will furnish and install all of the duct system, including conduits, boxes, equipment pads, etc., as required by Alameda Municipal Power. Alameda Municipal Power will charge the Customer for all expenses related with pre-engineering, performing preliminary site investigation, plan review, designing utility duct system, conducting system impact studies, project coordination, construction inspection and testing, both off-site and on-site, required to provide service. Applicants will be billed 100% of these costs. Easements will be required for the new facilities installed on private property.

Generally within 60 days after the Developer/Customer completes the duct system to Alameda Municipal Power's satisfaction, Alameda Municipal Power will begin the installation of primary and secondary voltage distribution cables and transformers required to provide service. Applicants will be billed 100% of these costs except the cost of the transformer, which will be at no cost to the Customer.

c. Distribution Circuit Loops and Circuit Splitting

When an existing primary distribution loop is just sufficient to supply existing loads, it may be necessary to split the loop in order to serve a new development. In which case, the Customer or developer will provide all underground substructures, including conduits, pull boxes, and equipment pads, required to implement the circuit splitting. Alameda Municipal Power will furnish and install the necessary high voltage distribution cables and equipment. Applicants will be billed 100% of these costs. Easements may be required for the new facilities

d. Special Facilities

1. General

Alameda Municipal Power installs standard facilities which it deems are necessary to provide regular service in accordance with the rate schedules. When the Applicant/Customer requests Alameda Municipal Power to install facilities and Alameda Municipal Power agrees to make such an installation, the additional costs thereof, as estimated by Alameda Municipal Power, shall be fully borne by the Applicant/Customer, including such continuing ownership cost as may be applicable. These costs will be calculated by Alameda Municipal Power based on the net present value, and shall be paid in advance by the Applicant/Customer.

2. Special facilities are:

- a. Facilities requested by an Applicant/Customer which are in addition to or in substitution for standard facilities which Alameda Municipal Power would provide for delivery of service at one point, at one voltage class under its rate schedule; or
- b. A pro rata portion of the facilities requested by an Applicant/Customer, for the sole use of such Applicant/Customer, which would not be allowed for such sole use.

3. Unless otherwise provided by Alameda Municipal Power's rate schedules, special facilities will be installed, owned and maintained by Alameda Municipal Power as an accommodation to the Applicant/Customer only if acceptable for operation by Alameda Municipal Power and the reliability of service to Alameda Municipal Power's Customers is not impaired.

O. Replacement of Overhead Facilities with Underground Facilities in Underground Utility Districts

1. Underground Utility District Establishment

Chapter XIX of the Alameda Municipal Code establishes the regulations and procedures for the conversion of overhead utility facilities to underground by means of Underground Utility Districts (UUD).

The extent of AMP's financial participation in converting a district will depend on the designation the UUD receives from the City Council.

2. Underground Utility District Designations:

- a. UUD in Areas of General Public Interest and Benefit - A UUD in which the City of Alameda City Council has determined that such undergrounding is in the general public interest and benefit for one or more of the following reasons:
 - a. Such undergrounding will avoid or eliminate an unusually heavy concentration of overhead electrical and communication facilities.
 - b. The street or road right-of-way is extensively used by the general public and carries a heavy volume of pedestrian or vehicular traffic.
 - c. The street or road right-of-way adjoins or passes through a civic area or public recreation area or an area of unusual scenic interest to the general public.
 - d. The established district should extend to a minimum of two city blocks or 750 feet.
- b. UUDs in Areas of General Public Interest but Primarily of Local Benefit - A UUD in which the City Council has determined that such undergrounding is in the general public interest, but primarily of local benefit. These UUDs will be initiated when requested by a group of applicants or an authorized representative of a group of applicants and will be fully funded by the applicant or group of applicants.
- c. Areas of Insufficient General or Local Public Benefit - All other underground conversions in which the City Council has determined lack sufficient general or local public benefit. These conversions will be performed as specified in Section P., Replacement of Existing Overhead Facilities in Non-Underground Utility Districts.

3. Funding

Alameda Municipal Power will provide funding for overhead to underground conversions based on the following guidelines: Unless the Public Utilities Board determines otherwise, Alameda Municipal Power will set aside two percent of the annual electric retail sales revenues from residential and commercial customers for UUD projects for as long as Alameda Municipal Power's rates remain competitive with those of surrounding electric utility.

4. Alameda Municipal Power's Responsibility in Underground Utility Districts

- a. Alameda Municipal Power will serve as the lead City Department for the implementation of the Underground Utility District (UUD) Policy approved by the City Council. Participating utilities are AT&T, Comcast Cable Communications (Comcast) and Public Works Department (PWD) for traffic signal interconnects otherwise known as joint trench utilities. The joint trench cost sharing shall be calculated in accordance with Western Underground Committee (WUC) established formula.
- b. Alameda Municipal Power shall develop and maintain a Master Plan for implementing the UUD Policy. The Master Plan provides additional details and

procedures for implementing the Policy but does not modify or change the approved Policy. The General Manager of Alameda Municipal Power may from time to time revise or make changes to the Master Plan as necessary for the efficient implementation of the Policy so long as those changes are consistent with the Policy.

- c. For UUDs in Areas of General Public Interest and Benefit, the City, through Alameda Municipal Power and joint trench utilities, will convert all electrical distribution and telecommunication service facilities from overhead to underground system, install conduits, substructures, streetlights, make all landscaping and road surface repairs, and installation of cables and equipment at its own expense.

The conversion of customer's electrical and telecommunication services to accept underground service will be at joint trench utilities expense within the limits defined below:

1. The installation is the most reasonable/economical route from the point of service to the meter location unless otherwise agreed to in writing by AMP. Excess installation not agreed to by Alameda Municipal Power will be at customer's expense. Alameda Municipal Power may install the substructures either employing the methods of joint trench or directional drilling. Alameda Municipal Power may share the substructure installation with other joint trench utilities, including the costs of labor and materials.
2. Not to exceed 100 feet of service lateral for telecommunication utilities (as governed by CPUC Tariff A.2 Rule 32A). Excess costs will be borne by the customer.
3. The conversion of electric service panel to accept underground service at the existing main breaker size is limited to the cost of service panel conversion established by the UUD Program Master Plan prior to the district conversion. Excess panel conversion costs will be borne by the customer.

1) Exceptions:

- (a) Upgrade of service equipment and cables including electrical permit. No cost difference between service conversion and service upgrade costs will be reimbursed by AMP.
- (b) Repair or repainting of any part of the house or building due to removal of the overhead service conduit and weatherhead.
- (c) Service equipment determined to be unsafe or not suited for underground service conversion.
- (d) Landscape or hardscape reimbursement for work not directly impacted by the joint trench.

(e) Easements. No easement required since the service drops and equipment will still be owned and maintain by the customer.

d. Warranty:

Alameda Municipal Power through its contractor shall warrant that the installation is free from mechanical and/or electrical defects and agrees to repair any part of the installations that fails within a period of one year from the date of customer's final acceptance.

e. Electrical Permit and Inspection:

No City electrical permit is required for service conversion in established underground utility districts when the existing service panel will not be replaced, relocated or altered in any way. Inspector will perform courtesy inspection and approve the service conversion work prior to cut-over of their overhead service. Customer will be required to pull electrical permit for service upgrade work.

5. Customer's Responsibility in Underground Utility Districts

a. Customers receiving service in a designated UUD will convert their service facilities to receive underground service from Alameda Municipal Power supply system as designed by Alameda Municipal Power. All service work will be done as described in Section B of this Article.

b. Electrical service conversion costs will be in accordance with section O.3.

c. Access:

Customer shall provide unhindered access to and from Customer Premises during the service conversion work including but not limited to trenching or directional drilling, inspection, service cable installation and service equipment conversion work.

d. Easements:

Residential customer(s) may be requested to provide easements on their property for necessary electric utility pad mount equipment at no cost to Alameda Municipal Power.

Commercial customer(s) with a dedicated overhead transformer(s) will be required to provide easements for a pad mount transformer on their property at no cost to Alameda Municipal Power.

e. Ownership:

Upon completion of electric service conversion, the resident owner will own and maintain all electric Service Equipment including the service cables, conduits, and meter socket from the Service Point to the customer Service Equipment.

f. Refusal to Remove Overhead Service:

Section 19-4.6 of Alameda Municipal Code states that if any property owner, after due notice, refuses to comply within a reasonable time to effect the removal of his/her existing overhead utility lines and prepare his/her property to accept underground utility lines, the City may cause such work to be done and assess the costs thereof against the property, and such assessment shall become a lien against the property.

6. New Construction in Underground Utility Districts

A developer of a proposed subdivision, or a division of land, in an Underground Utility District will comply with all requirements of this Article and will provide, at its sole expense, Easements and furnish and install duct system including raceway, boxes, equipment pads, etc., in and around the property, as required by Alameda Municipal Power for the Underground Utility District, even though the actual undergrounding of utilities in the district is scheduled to occur at some later date.

P. Replacement of Existing Overhead Facilities in Non-Underground Utility Districts

1. Residential Service

To encourage undergrounding of existing overhead residential services, Alameda Municipal Power, upon the Customer's request, may consider offering any or all of the following:

- a. Waive the service disconnect/reconnect fee;
- b. Provide necessary utility materials, such as conduits and pull boxes, at no charge to the Customer;
- c. Provide utility engineering and construction inspection services at no charge to the Customer;
- d. Install the necessary secondary cables from the riser pole to the secondary box near the Customer's property;
- e. Connect the Customer's Service Entrance Conductors; and/or
- f. Remove the existing utility overhead facility at no charge to the Customer.

The Customer will be responsible for providing the necessary labor, equipment and other miscellaneous materials to install the required substructures and to install the new code-sized Service Entrance Conductors in code-sized conduit from the Service Equipment to the nearest Service Point.

Alameda Municipal Power may require an easement, if necessary. Conversion of Alameda Municipal Power electric services to underground will not necessarily eliminate all overhead utility facilities. Other utility providers may elect to keep their facilities overhead. The Customer will be responsible for coordinating any conversion work with other utility service providers.

2. Other Service

Non-residential Customers requesting overhead to underground conversion of existing Service will be responsible for providing all required utility substructures. In addition, the Customer will be required to compensate Alameda Municipal Power for the labor and materials to install the necessary underground primary distribution cables and equipment and to remove existing overhead utility facilities. The Customer will provide, at no cost to Alameda Municipal Power, any necessary easements. Alameda Municipal Power will provide utility engineering and construction inspection services at no charge to the Customer.

Q. Street Lighting

1. Public Street

All streetlights installed along public streets for the purpose of illuminating public streets are owned by the City of Alameda and managed by Alameda Municipal Power, except for those owned by other City departments. New City streetlights must meet Alameda Municipal Power's standard streetlight design and will be furnished and installed by the developer as approved by Alameda Municipal Power including the necessary wires up to the Alameda Municipal Power's connection point.

Concurrent with acceptance of work by Alameda Municipal Power, the Customer offers and Alameda Municipal Power accepts ownership on behalf of the City and will provide maintenance thereafter for all streetlight facilities along the public streets including but not limited to the streetlight secondary conduits, cables, fuses, poles, arms, photocells and fixtures.

Lights along sidewalks and private streets are not owned by the City.

2. Private Street and Private Facility Lighting

a. Ownership

All lights on private property will be furnished, installed and maintained by the property owner. The electric energy usage will be metered and will be billed to the property owner.

b. Maintenance and Metering

Alameda Municipal Power may agree to maintain private streetlights, path lights or decorative lights on private property, and, if desired, to have these services unmetered, based on the execution of a separate Streetlight Maintenance Agreement wherein specific monthly charges in addition to tariff charges for streetlight energy use, will be billed to the Customer. The Customer has the option of allowing Alameda Municipal Power maintain the pole, fixture or both.

The Customer / Developer may also be required to furnish two or more poles and light fixtures of each type installed, at no cost, to Alameda Municipal Power as a stock for future pole/lighting fixture replacement.

Alameda Municipal Power
A Department of the City of Alameda

RULES AND REGULATIONS

ARTICLE XI - TELEPHONE CONNECTION & T-1 SERVICES OPERATING POLICIES

A. Applicable Codes, Ordinances, Standards and Requirements

Customer Premises Wiring, Service Facilities, and installations will comply with the most restrictive requirements of the latest versions of the following when applicable:

1. California Electrical Code (CEC), California Code of Regulations, Title 24, Part 3
2. Bellcore Standards
3. State General Order 95 - Overhead Line Construction (G.O. 95)
4. State General Order 128 - Underground Construction (G.O. 128)
5. Alameda Municipal Power Standards
6. Applicable City/ State Codes & Standards
7. Applicable American National Standards Institute (ANSI) Standards
8. All Applicable FCC rules and orders

B. Service Facilities

1. General Information

a. Service Location

Area of service includes buildings and facilities on Alameda Point previously served by the U.S. Navy Consolidated Area Telephone System (CATS) terminated in the Central Office facility located at Alameda Point Wing 2 at 1041 W Midway Ave).

b. Provision of Service

Alameda Municipal Power does not provide inside wiring beyond the existing terminal block Point of Demarcation. Normally, the Point of Demarcation of Alameda Municipal Power telephone cable facilities is the existing terminal block panel of the designated Point of Demarcation of any new construction.

1) Twisted Pair

Twisted Pair service is normally provided from an existing terminal block location to Building 2, Wing 2 or other terminal block locations in Alameda Point.

Alameda Municipal Power provides the Twisted Pair with a nominal electrical loss depending upon the length of the cable between communications points. No guarantee of absolute loss or Frequency response is provided.

2) T-1 Service

T-1 Service is normally provided from a Customer premises location to the Central Office in Building 2, Wing 2. Two cable pairs and line drivers at each end of the T-1 Circuit are provided by Alameda Municipal Power.

The Circuit Point of Demarcation is the DSX-1 terminal on the line driver equipment on each end of the Circuit. The Central Office line driver is normally cross connected to other carrier facilities at the Building 2, Wing 2 Central Office area.

3) Special Facilities

Customer service requests that cannot be provided by either the Twisted Pair or T-1 products can sometimes be met by implementation of Special Facilities for permanent or temporary services. Alameda Municipal Power will review Customer requests and provide a service proposal if the service is technically and economically feasible. Each Special Facilities request is evaluated on a case-by-case basis.

Alameda Municipal Power will not construct new telephone cable facilities except as specified by a special contract executed prior to start of construction.

c. Easements

Easements that are required by Alameda Municipal Power to provide the requested service will be provided by the Customer at no cost to Alameda Municipal Power. The property owner is responsible for maintenance and repair of the Easement areas.

d. Ownership of Equipment and Materials

All equipment and materials, other than inside wiring and Customer-owned equipment, unless purchased from Alameda Municipal Power or an authorized third party, will remain the property of Alameda Municipal Power.

2. Equipment and Service Warranty

Alameda Municipal Power warrants its equipment and service to be free from defects in materials or workmanship. In the event of an equipment or service failure, Alameda Municipal Power will only be liable for replacement of the equipment or service. In the event that Alameda Municipal Power cannot replace the equipment or service, Alameda Municipal Power will only be liable to refund any amounts paid by the Customer directly to Alameda Municipal Power for services that Alameda Municipal Power determines to have been delivered unsatisfactorily. In no event will Alameda Municipal Power be liable to refund any amounts paid for services that have been satisfactorily delivered by Alameda Municipal Power in its sole determination.

3. Responsibility for Alameda Municipal Power Property

The Customer agrees not to tamper with any of Alameda Municipal Power's wiring or equipment, or alter in any manner any Alameda Municipal Power property or property of the Incumbent Local Exchange Carrier (ILEC). The Customer will also adequately safeguard all Alameda Municipal Power properties upon the Customer's premises from alteration and abuse by others. The Customer will not hire or permit anyone other than authorized Alameda Municipal Power personnel to perform any work on Alameda Municipal Power's property, equipment, and facilities.

4. Customer-Owned Equipment

Customers will be allowed to attach their own equipment to the Alameda Municipal Power telephone connection system as long as such equipment does not endanger Alameda Municipal Power personnel or adversely affect Alameda Municipal Power's system or service to other Customers in any way.

C. Unauthorized Service

If diversion, theft, or unauthorized service is discovered by Alameda Municipal Power, the cost may be billed to the Customer for an estimate of telephone connection services delivered and other measures may be pursued consistent with local, state and federal laws. This cost may include the cost of inspection, investigation, reconnection, and repairs to Alameda Municipal Power's facilities, all of which must be paid in full before service can be restored. Alameda Municipal Power may also require a deposit prior to restoration of service.

D. Customer-Requested Disconnections

Upon request by a Customer, Alameda Municipal Power will disconnect/reconnect the Customer's service during normal business hours. This service will be provided after payment of disconnect/ reconnect fees (refer to Article XII, Schedule of Charges). The customer is responsible for placing a disconnect order with the Incumbent Local Exchange Carrier (ILEC).

E. Quality of Service

Alameda Municipal Power will test the functional operation of the Twisted Pair or T-1 Circuit at the time of initial installation and Customer acceptance. Customers with a complaint regarding the quality of telephone service delivered should call or write to Alameda Municipal Power's Customer Service department. Alameda Municipal Power will investigate the complaint and respond promptly. In order to resolve the complaint, it may be necessary for Alameda Municipal Power to enter the Customer's premises.

F. Customer Interference with Quality of Service

Alameda Municipal Power reserves the right to disconnect a Customer from the telephone cable system if the Customer-owned equipment causes interference or degradation to other users of the Cable Plant or to interconnected Common Carriers.

G. Connection of Service at Existing Customer Premises

Alameda Municipal Power provides service connection to the terminal block panel. The Customer is required to provide inside wiring on the Customer side of this Point of Demarcation. Alameda Municipal Power is not responsible for any network equipment on the Customer side.

The standard Customer connection for Twisted Pair is 66-block punch-down terminals. The standard Customer connection for T-1 service is a USOC RJ-48C connector or RJ45 Cat 5 Cable for DSL users.

H. Connection of Service at New Residences and Non-Residential Buildings

Connection of Twisted Pair or T-1 service to new premises will be determined by Alameda Municipal Power.

**RULES AND REGULATIONS
ARTICLE XII - SCHEDULE OF CHARGES**

A. General Utility Service(s) Charges

- | | |
|---|---------|
| 1. Returned Bank Item Charge | \$25.00 |
| 2. Disconnect Notice Charge | \$5.00 |
| 3. Document Reproduction Charge - <i>Charged in accordance with City of Alameda Sunshine Ordinance, Section 2-92.13</i> | |

B. Electric Service Charges

- | | |
|--|------------|
| 1. Account Establishment Fee (Nonrefundable) | \$15.00 |
| 2. Minimum Deposits | |
| a. Residential | |
| 1) Schedule D-1B | \$100.00 |
| 2) Schedule D-1H | \$300.00 |
| b. Non-Residential | |
| 1) Schedule A-1 | \$300.00 |
| 2) Schedule A-2 | \$8,000.00 |
| 3. Disconnect/Reconnect Fee (Customer-Requested) | |
| a. Overhead Service | \$185.00 |
| b. Underground Service | \$150.00 |
| 4. Same-Day Service Turn-On (Customer-Requested) | |
| a. Monday-Friday, regular business hours | no charge |
| b. Monday-Friday (after hours) plus weekends and holidays | \$90.00 |
| 5. Temporary Service Installation & Removal Fee | \$270.00 |
| 6. Late Payment Charges - 1.5% of the delinquent balance for Non-Residential accounts only. Late charges of less than \$5.00 will be waived. | |
| 7. Disconnect/Reconnect Fee (for failure to pay electric bill) | |
| a. Single Phase Service | |
| 1) Monday-Friday, regular business hours | \$45.00 |
| 2) Monday-Friday, after hours | \$90.00 |

3) Saturday-Sunday, holidays	\$125.00
b. Polyphase Service	
1) Monday-Friday, regular business hours	\$75.00
2) Monday-Friday, after hours	\$125.00
3) Saturday-Sunday, holidays	\$175.00
8. Meter Check/Testing Charge	\$75.00
9. Access Charge	\$75.00
10. Electrical Equipment Tampering Charge	\$250.00
11. Theft/Diversion of Service Charge	\$1,000.00
12. Lost or Damaged Equipment Charge	
Lost, stolen or damaged Alameda Municipal Power equipment will be charged to the Customer at Alameda Municipal Power's actual cost, including labor, materials, overhead costs, etc.	
13. Customer-Requested Electric Service Charges	
Any Customer request for field visits outside normal operating hours, troubleshooting problems not caused by Alameda Municipal Power equipment or service, meter testing or repairs, or any other Customer-requested service not covered elsewhere in this Schedule of Charges or any rate schedule will be billed to the Customer at Alameda Municipal Power's actual cost, at the discretion of the General Manager. Such charges may include, but are not limited to labor, materials, vehicles, administrative overhead, etc.	
Minimum Customer-Requested Electric Service Charge	\$40.00

C. Alameda Point Telephone Connection and T-1 Service Charges

1. Installation Charges	
a. Standard Twisted Pair (per Twisted Pair)	\$40.00
b. Standard T-1 Circuit (per Circuit)	\$1,550.00
c. Special Facilities - Billed at the Customer-Requested Service Hourly Rates	
2. Deposits	
a. Twisted Pair (per Twisted Pair)	\$25.00
b. T-1 (per Circuit)	\$85.00
3. Disconnect/Reconnect Charge (Customer requested)	
a. Twisted Pair (per Twisted Pair)	\$40.00
b. T-1 (per Circuit)	\$80.00
<i>(Performed during normal business hours only.)</i>	

(Alameda Point Telephone Connection and T-1 Service Charges, Continued)

4. Lost, Stolen, or Damaged Equipment Charges
 - a. Telephone Cable Entrance Link & Protection Equipment \$1,000.00**
 - b. T-1 Repeater \$400.00**
 - c. Other Equipment- Charged at actual Alameda Municipal Power cost.

***Note: Sales tax will be added to these prices.*
5. Late Payment Charges - 1.5% of the delinquent balance.
6. Restoration Charges
 - a. Monday-Friday, regular business hours \$85.00/ hour
 - b. Monday-Friday, after hours \$105.00/ hour
 - c. Saturday-Sunday, holidays \$130.00/ hour

7. Customer-Requested Service Telephone Connection & T-1 Service Hourly Rates

Any Customer request for non-standard installations, field visits for troubleshooting problems not caused by Alameda Municipal Power equipment or service, or any other Customer requested service not covered elsewhere in this Schedule of Charges or any other rate schedule will be billed at an hourly rate, at the discretion of the General Manager. A one-hour minimum charge will apply.

- a. Monday-Friday, regular business hours \$85.00/ hour
- b. Monday-Friday, after hours \$105.00/ hour
- c. Saturday-Sunday, holidays \$130.00/ hour

D. Fiber Optic Service Charges

Charges for Fiber Optic service, including installations, disconnections, reconnections, repairs to the system for damage not caused by Alameda Municipal Power, or any other Customer requested service, if not covered under any contract or rate schedule, will be billed at the following hourly rates at the discretion of the General Manager. In addition, materials and equipment will be billed at Alameda Municipal Power's actual cost.

1. Monday-Friday, regular business hours \$85.00/ hour
2. Monday-Friday, after hours \$105.00/ hour
3. Saturday-Sunday, holidays \$130.00/ hour

E. Engineering Services Charges

1. Engineering Review, Design and Project Management \$172.00/hour
2. Drafting \$88.00/hour
3. Construction Inspection \$105.00/hour
4. Journey Lineworker \$122.00/hour
5. Service Maps (fewer than 5 sheets) no charge

6. Service Maps (5 or more sheets)

\$10.00/sheet

Note: Labor rates will be reviewed and may be adjusted based on annual labor and overhead cost schedules.

F. Electric Advance Engineering Fee

Advance Engineering Fees will vary depending on the scope of the project. The fee will be estimated by Alameda Municipal Power Engineering

G. Discounts and Waiver of Charges

At the direction of the General Manager and subject to summary reporting to the Public Utilities Board, any of the charges, rates or fees in this Schedule of Charges may be discounted or waived.