

Resolution 2010-20

City of Volga

RULES AND REGULATIONS GOVERNING
CONNECTIONS TO AND THE USE OF THE
VOLGA ELECTRIC SYSTEM

Authority and Purpose

These rules and regulations are adopted by the Volga City Council, and are declared to be necessary for the efficient, economic and safe operation of the Volga Electric System. They are intended to protect the safety of persons and property, and reduce the inconvenience of interrupted power through the regulation and control of connections to, and the use of, the electric system, and may be amended as necessary by Resolution of the Volga City Council.

Sec. 2010-10. Electrical rates and charges.

The rates and charges for electrical service in the city shall be as set by resolution of the city council.

Sec. 2010-11. Compliance with electrical codes.

All installations shall comply with the current edition of the state electrical wiring bulletin, the current edition of the National Electrical Code and the current City of Volga installation guidelines. Unless the context specifically indicates otherwise, the meaning of the terms used in these Rules and Regulations shall be as defined in the current National Electric Code, whenever the word "Municipality" is used in the South Dakota State and/or National Electrical Code it shall be held to mean the City of Volga.

Sec. 2010-12. Conflicts.

In the event of any conflict between the provisions of the electrical codes (adopted by these regulations) and applicable provisions of these Rules and Regulations, state law or city ordinance, the provisions of these Rules and Regulations, state law or city ordinance shall prevail over the electrical codes and be controlling.

Sec. 2010-13. License required.

It shall be unlawful for any person, firm, or corporation to engage in the business of installing any electrical wiring or construct or install electrical apparatus or machinery, in any structure or upon any premises, except as provided specifically herein, without first securing a license to do so under the provisions of these regulations. The license shall be posted in a conspicuous place in the place of business (in the City of Volga) of the licensee. No electrical license shall be transferable.

Sec. 2010-14. Inspections.

All electric wiring and apparatus installed, constructed or done within the City shall be inspected by a licensed representative of the State of South Dakota or by any utility officer or employee appointed for such purpose and no such wiring or apparatus shall be energized without such inspection.

Should any conditions be discovered by such inspections either by the State Inspector or by the Utility Inspector which do not conform to the electric code adopted by these regulations, the electrical services maybe disconnected without notice until such conditions are remedied.

Sec. 2010-15. Connecting with current.

No connections shall be made until a certificate is executed by an electrician showing compliance with the current South Dakota and/or National Electrical Code.

Sec. 2010-16. Installation of meters by city.

All meters, service wires and other electrical facilities installed by the city at the city's expense upon a customer's premises for the purpose of delivering and metering electric energy to the customer will continue to be the property of the city, and may be repaired, inspected, relocated, replaced or removed by the city. All meters shall be installed out-of-doors if feasible.

Sec. 2010-17. Access to customer premises.

The customer will provide and maintain, without cost to the city and subject to city approval, an easily accessible location on or within the premises to be supplied electrical service, with sufficient and proper facilities for installation of meters and other apparatus, and the necessary right-of-way to this location for installation of meters and other apparatus.

Sec. 2010-18. Relocation of inaccessible meter.

Where meters or services originally installed in accessible locations satisfactory to the city are rendered inaccessible thereafter by virtue of alterations, new construction or upgrading of service requirements by the owner of the premises or the owner's agent, such meters or services shall be reinstalled at a location, subject to city approval and at the expense of the owner, within 120 Days of written notification that such a condition exists. Failure to relocate said equipment will result in disconnection of service until relocation or repair has been made.

Sec. 2010-19. Electric service.

All service to newly constructed buildings shall be underground. Any person desiring underground installation of the electrical service wires to a premises shall apply in writing to the

Utilities Office and shall state the location of the desired underground service and the size and voltage of the expected service. Said application must be approved by the Volga Municipal Utilities who shall endorse approval on the application. Before such installation shall be made an installation fee shall be paid to the Utilities Office.

Sec. 2010-20. Overhead to underground conversion.

In areas where the overhead primary service has been converted to underground the service wires shall also be replaced with underground service wires. The property owner will receive written notification when these lines will be installed and the number of days until the overhead will be deenergized. It will be the home owner's responsibility to have an electrician convert the meter socket from overhead to underground. There will be a service fee of \$70.00 to cover the cost of wire and trenching due at time of service.

Sec. 2010-21. Electric service deposit.

Charges for installation or upgrade to electric services will require a deposit of Fifty percent (50%) of the total estimate of cost to provide said service before work is to begin. The remainder of the cost shall be paid within 120 days from the date the work is completed or electrical service will be subject to disconnection without further notice

Sec. 2010-22. Overhead residential and commercial secondary service.

The city will not provide overhead service unless it is determined by the Utilities Office that no other options exist, or the owner has established that overhead service is necessary. All costs associated with the overhead service will become the responsibility of the customer.

Sec. 2010-23. New underground residential and small commercial secondary service (200-amp or less 1/0 only).

The city will provide:

- a. Underground secondary cable, conduits and fittings from the transformer to the base of the house, building or point of metering.
- b. The electric meter.
- c. All trenching, backfilling with existing fill only and labor to lay secondary cable and conduit in trench and connect to the city equipment.

The customer will provide or pay for:

- d. Any upgrades or extension of the distribution system needed to provide the service
- e. A meter socket that has been approved by the City of Volga.
- f. A service fee of \$210.00 for residential service. \$330 for single phase commercial service. An additional fee will be assed for services exceeding 200

- feet. The fee will be at the current rate for time and material which will be set from time to time by resolution.
- g. All secondary, conduit and fittings from the base of the service not provided by the city to the meter socket
 - h. All secondary wiring from the bottom of the meter socket to the customer service entrance equipment.
 - i. An additional fee will be charged to the customer for obstacles, such as boring under driveways, sidewalks, replacing concrete, asphalt, or removing sidewalks, asphalt, concrete, tree stumps, etc.
 - j. A service deposit is required in advance.
 - k. All utility easements requested by the city shall be granted to the city by the customer at no cost to the city.

Sec. 2010-24. New underground residential development (two or more lots).

The city will provide:

Any upgrades or extension of the distribution system needed to provide the service, all trenching, backfilling with existing fill only, and labor to lay primary cable and conduit in trench and connect to the city equipment and paid for by the developer.

All street lighting material in new developments shall be furnished and installed by the city and paid for by the developer. Utility easements are required for installation of street lights and are to be granted to the city by the customer at no cost to the city. Street lights will only be installed after curb and gutter has been installed so that street lights may be appropriately placed.

The customer will provide or pay for the following:

Charges for installation of electric services will require a deposit of Fifty percent (50%) of the total estimate of cost to provide said service before work is to begin. The remainder of the cost shall be paid within 120 days from the date the work is completed or the service will be subject to disconnection without further notice. In the case of a new development, the developer and the city may mutually agree to an installment agreement allowing the developer to pay the costs for the development based on a payment per lot at the time lots are sold.

All utility easements requested by the city shall be granted to the city by the developer at no cost to the city.

Sec. 2010-25. New underground service to mobile home courts.

A. The city will provide:

- a. Underground secondary cable, conduits and fittings from the transformer to the base of the house, building or point of metering.
- b. The electric meter.
- c. All trenching, backfilling with existing fill only, labor to lay secondary cable and conduit in trench and connect to the city equipment.

The customer will provide or pay for:

- d. Any upgrades or extension of the distribution system needed to provide the service
- e. A meter pedestal which has been approved by the City of Volga.
- f. A service fee of \$210.00 for each meter pedestal. An additional fee will be assessed for services exceeding 200 feet, with the fee to be set at the current rate for time and materials, which will be set from time to time by Resolution of the City of Volga.
- g. All secondary, conduit and fittings from the base of the service not provided by the city to the meter socket
- h. All secondary wiring from the bottom of the meter socket to the customer service entrance equipment.
- i. An additional fee will be charged to the customer for obstacles, such as boring under driveways, sidewalks, replacing concrete, asphalt, or removing sidewalks, asphalt, concrete, tree stumps, etc.
- j. A service deposit is required in advance.
- k. All utility easements requested by the city shall be granted to the city by the customer at no cost to the city.

B. The city will designate a junction point for the connection of the customer secondary underground service. The junction point shall be a service pedestal, secondary junction box or the terminals of a pad mount transformer.

C. The city will install, own, operate, and maintain all facilities on the source side of the junction point, including the junction enclosure and connections.

D. The customer shall install, own, operate, and maintain all secondary facilities on the load side of the junction point, including the secondary cable, conduit, and meter pedestal. The city will own the electric meter.

E. All lots shall be individually metered.

F. The junction points will normally be located within front lot line easements if possible, unless it is necessary or desirable to designate locations along rear or side property lines which are closer to meter points.

Sec. 2010-26. New large commercial or industrial secondary service (over 400 amps).

- A. All commercial or industrial services over 200 amps shall be approved by the city prior to installation. In general, these customers will be served with an underground primary feeder. The following work shall be completed by the City of Volga:
- a. All primary cables, conduits, poles and fittings shall be installed.
 - b. All trenching, setting of poles and backfilling for the primary cable shall be completed.
 - c. All transformers, switches and other high voltage equipment shall be installed.
 - d. The primary equipment and cable shall be connected and installed.
 - e. Any instrument metering material which is needed shall be installed.
 - f. The secondary wiring shall be connected to the pad mounted transformer or to the customer's service mast.

B. All time and materials necessary to complete the above-described work shall be supplied by the City of Volga and the cost thereof shall be the responsibility of the customer requesting the service.

C. The following items shall be completed by the customer and the customer shall be responsible for the payment of the following:

- a. All secondary wiring from point of metering to the customer service entrance equipment.

Sec. 2010-27. Street lighting.

All street lighting material in new developments shall be furnished and installed by the city and paid by the developer. Utility easements are required for installation of street lights and are to be granted to the city by the customer at no cost to the city. Street lights will only be installed after curb and gutter has been installed so street lights are appropriately placed.

Sec. 2010-28. Temporary service and fees.

The city will provide temporary secondary service at a new construction site according to the following rate schedule. All service shall be metered. All temporary services need to be within 10 feet of a suitable electrical transformer or electrical pedestal. The contractor may run their own wire from the temporary service device as they desire. Volga Municipal Utilities has no authority or responsibility after the meter socket. These wires can be plugged and unplugged to the temporary service device. All receptacles on temporaries must be fused and the 120 VAC receptacles must be GFI'S. When the meter is installed in a permanently fixed socket it will no longer be considered a temporary and service fees will apply.

- A. *Residential:* The hook up fee is \$50.00 for a city provided temporary service or \$15.00 for a temporary service supplied by other; plus KWH used at current residential rate.

- B. *Commercial:* (Three phase temporary service is not always available) The three-phase hook up fee is \$150.00, plus KWH at current commercial rate.
- C. *Commercial:* The single-phase hook up fee is \$50.00, plus KWH used at current commercial rate.

Sec. 2010-29. Existing services.

Secondary services, once installed, will be maintained by the city.

Existing secondary service requested to be upgraded (going from a 60-amp service to a 100-amp service, changing path of existing wire, etc.) by the customer will be done at the Owner's expense.

Existing secondary service requested to be upgraded (going from a 60-amp service to a 100-amp service, changing path of existing wire, etc.) by the city will be done at the city's expense.

Customer will replace all concrete or asphalt placed over existing service at their expense should such service wire need replacement.

Sec. 2010-30. Standard operating procedures.

The City Administrator may enact rules and regulations to be known as Standard Operating Procedures, and may, at the discretion of the City Administrator, change, amend, modify or add Standard Operating Procedures as deemed necessary. The city reserves the right to change Standard Operating Procedures at any time.

Sec. 2010-31. Electric department vehicle and machinery charges.

Charges for electrical department vehicles and equipment shall be made in accordance with a rate schedule determined by the city, based in part upon local charges for similar vehicles and equipment.

Sec. 2010-32. Service calls.

A service charge shall be made for all service calls that are made other than the normal work week. A charge of \$25.00 per call will be made for customer-owned equipment or wiring. (The normal work week hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.) City holidays are not considered normal working hours. If a truck is on the job for over six hours, the cost per hour is reduced to 2/3 of cost.

Sec. 2010-33. Easements and maps.

In all new developments, the developer shall provide the city planning commission with a platted map of the development showing all streets, alleys and lots. The planning commission should then refer such map to the appropriate city department heads for their comments and approval before the city planning commission provides final approval to the developer.

All right-of-way easements granting the city access shall be signed by the owner before any city utility work shall begin. All utility easements requested by the city are to be granted to the city by the customer at no cost to the city.

Sec. 2010-34. Refusal of electric service.

Reasons for refusal – Use. Utility service may be refused for one or more of the following reasons:

(1) An applicant is indebted to the City of Volga for past bills incurred and refuses or fails to pay the debt for the same class of service;

(2) An applicant refuses to pay a reasonable deposit, advance payment, or installation charge;

(3) An applicant, although not personally liable to the utility, is attempting to return service to an indebted household and no arrangements have been made to pay the debt of that household;

(4) An applicant is unwilling to provide correct information about any or all of the following:

- (a) Past utility service;
- (b) Previous employment;
- (c) A previous address.

(5) An applicant is in violation of state law and utility rules if the applicant fails to pay for utility services, for use of service for unlawful purposes, interference with or destruction of service facilities, or violation of service regulations.

Form for sec. 2010-18

The City is notifying you that, the City has determined your meter is inaccessible. We are requesting your electric meter/service to be relocated in accordance with Sec. 2010-18.

Sec. 2010-18 Relocation of Inaccessible Meter

Where meters or services originally installed in accessible locations satisfactory to the City are rendered inaccessible thereafter by virtue of alterations, new constructions or upgrading of service requirements by the owner of the premises or his agent, such meters or services shall be reinstalled at a location, subject to City approval, at the expense of the owner within 120 days

of written notification that such a condition exists. Failure to relocate said equipment will result in disconnection of service until relocation or repair has been made.

If you have any questions please feel free to contact Brent with the Electric Department at 695-0410 or the City Administrator at 690-1307. Thank you, we appreciate your cooperation.

Print Name _____ Signature _____

City Employee _____ Dated _____

Form for sec. 2010-20

The City of Volga will be removing all overhead lines throughout the City. The City is notifying you of your obligations of the conversion in accordance to Sec. 2010-20.

Sec. 2010-20 Overhead to Underground Conversion

In areas where the overhead primary service has been converted to underground the service wires shall also be replaced with underground service wires. The property owner will receive written notification when these lines will be installed and the number of days until the overhead will be reenergized. It will be the home owner's responsibility to have an electrician convert the meter socket from overhead to underground. There will be a service fee of \$70.00 to cover the cost of wire and trenching due at time of service.

If you have any questions please feel free to contact Brent with the Electric Department at 695-0410 or the City Administrator at 690-1307. Thank you, we appreciate your cooperation through the conversion.

Print Name _____ Signature _____

City Employee _____ Dated _____

Equipment Rental

The City of Volga has determined the following prices for the use of equipment and operator.

Case Loader _____ \$100+Man Hours

New Holland Skid Steer _____ \$80+Man Hours

Bucket Truck_____ \$100+Man Hours
Dump Truck_____ \$50+Man Hours
Grader_____ \$100+Man Hours
Sweeper_____ \$80+Man Hours
Trencher_____ \$3.90ft+Man Hours
Backhoe_____ \$80+Man Hours
Plow_____ \$2ft+Man Hours
Jet Vac (2 Hour Minimum)_____ \$100+Man Hours
Trailer with Truck_____ \$50+Man Hours

All items are figured per hour or per foot and the man hour is figured at the set rate of \$35 an hour. All billing will be an hour minimum (unless noted) and to hour increments. All items are only to be considered inside the City limits.

Dated this 3rd day of May, 2010

CITY OF VOLGA, SOUTH DAKOTA

s/ Mary A. Bjerke, Mayor, City of Volga

ATTEST:

s/ Nicole A. Rawden, City Finance Officer

RESOLUTION NO. 2010-24

A RESOLUTION REVISING THE UTILITY METER DEPOSIT
IN THE CITY OF VOLGA, SOUTH DAKOTA

BE IT RESOLVED by the City Council of the City of Volga, South Dakota that the following meter deposit for municipal utilities service is hereby adopted.

METER DEPOSIT: \$200.00

APPLICABLE TO: All new residential, commercial, industrial customers within the city limits and all customers within the service territory of the City of Volga Utility to include those outside of the City limits of Volga.

This Resolution is necessary for the support of the municipal government and shall take effect immediately.

Passed and approved this 6th day of July, 2010.

CITY OF VOLGA, SOUTH DAKOTA

s/ Mary A. Bjerke

Mayor

ATTEST:

s/ Nicole A. Rawden

Finance Officer

Resolution 2010-25

City of Volga

**RULES AND REGULATIONS GOVERNING
CONNECTIONS TO AND THE USE OF THE
VOLGA ELECTRIC SYSTEM**

Authority and Purpose

These rules and regulations are adopted by the Volga City Council, and are declared to be necessary for the efficient, economic operation of the Volga Utility System, and may be amended as necessary by Resolution of the Volga City Council.

Credit, Billing and Disconnection Policy

Section 2010-35 Credit Policy.

A. Application for service. No person, firm, or corporation shall connect, engage, install or cause to be connected, engaged or installed, any electric power or supply line or other utility service which is administered, owned or operated by the City of Volga, in any building or upon any premises, street, alley or public grounds within the municipality without first having duly filed an application for such service with the City of Volga.

B. Meter deposit. A meter deposit will be required for each utility service. The amount for each meter deposit will be set by resolution of the city council.

Utility service will be placed in a new customer's name only after the customer applies for utility service and pays the applicable meter deposit.

C. Payment information. Bills will be mailed as close to the 10th day of each month as possible. Bills become delinquent on the 27th day of the month. If payment is not received by the due date a penalty of 10% of the total utilities bill will be assessed. Failure to receive a bill does not exempt the customer from prompt payment of his or her account.

D. Rates and charges. The rates and charges for utility services in the City of Volga will be as set from time to time by resolution of the city council.

E. Disconnection. In the event that actual disconnection of service is necessary due to non-payment of a utility bill, one attempt will be made to contact the customer by telephone or hand delivered notice prior to disconnection of service.

F. Service charges. A service charge of \$25.00 for the reconnection of utility service, after a customer's service is disconnected for non-payment, will apply if the service is

reconnected during regular business hours. If the service is reconnected during off-duty hours, generally after 5:00 p.m. and prior to 8:00 a.m., an additional service charge will apply.

G. Courtesy Notices. Courtesy Notices shall contain the following information and will be printed on the back side of past due bill:

Our records show that your bill for utility services remains unpaid. If you have a dispute with the billing, you are entitled to a hearing.

Failure to pay the bill within 14 days of past due account, unless you have notified us of a dispute shall result in a Final Disconnect Notice delivered to the customer's address.

In the event any of your utility services are disconnected, you will be required to pay in cash, all past due charges on your account, and a \$25.00 reconnection fee (plus tax) before utility service will be restored.

If the amount due has been paid when you receive this Courtesy Notice, you may disregard this notice. If you have any questions about your account, please call our collection department at (605) 627-9113.

H. Residential disconnection policy during winter. The City of Volga has set the following policy on disconnection for non-payment for the months November through March: the City will provide the customer an additional 30 days before enforcing its "disconnection for non-payment" policy.

I. Refund upon disconnection/final bill. After disconnection of service, the City of Volga will apply the meter deposit amount to the customer's final bill, and refund the balance of the customer's deposit, if any, or send a billing for the remaining unpaid balance due for utility services which remain unpaid. A transfer of service from one premises to another location within the service area of the City shall not be deemed a disconnection within the meaning of these rules.

Section 2010-36 Refusal of Utility Service.

A. Reasons for refusal. Utility service may be refused for one or more of the following reasons:

(1) An applicant is indebted to the City of Volga for past bills incurred and refuses to pay the previous debt for the same class of service;

(2) An applicant refuses to pay a meter deposit.

(3) An applicant, although not personally indebted to the City, is attempting to return utility service to a customer who has an unpaid utility account with the City and no arrangements

have been made for the payment of the previous unpaid account of the customer seeking to obtain utility services;

(4) An applicant is unwilling to provide correct or complete information.

(5) An applicant has violated state statutes or City utility rules and regulations, including but not limited to failure to pay for utility services, payment, use of utility services for unlawful purposes, interference with or destruction of utility service facilities, or other violations of utility rules and regulations of the City.

Section 2010-37 Disconnection of Utility Service.

A. Cause required for disconnection of utility services. The City of Volga will not disconnect utility services without cause.

Failure to pay a past due bill is reason for disconnection of utility services. The following is a list of conditions, all of which must be satisfied before a customer may be disconnected for nonpayment of utility account:

(1) The customer has received a payment period of not less than 15 days from the billing transmittal date to due date, and an additional notice period of not less than 5 days, during which time the particular bill is payable. However, the payment period may be waived in cases of customer fraud or illegal use, or when it is clear that the customer has left the residence or business location or is preparing to leave without paying a past due account.

(2) The customer claims inability to pay or inability to pay due to extenuating circumstances but is unwilling to enter into a reasonable agreement with the City of Volga to pay the account.

(3) There is no bona fide dispute involving the account. A bona fide dispute is one that due to the unique factual circumstances is referred to the Volga City Council for resolution. A dispute is not bona-fide if a customer does not pay the undisputed portion of the account.

B. Other reasons for disconnection. Other reasons for disconnection after reasonable notice are as follows:

(1) Violation of Volga Resolution Section 2010-36 “Reasons for Refusal/Use”, Sections (3) and (5);

(2) Failure to comply with an agreement to pay a continuing debt as described in Section 2010-37 “Nonpayment of past due bills as reason for disconnection” Section (2);

(3) Failure to pay a deposit or an increased deposit;

(4) Failure to grant the City access to read meters, to inspect the utility’s facilities and to conduct investigations for hazardous conditions.

C. Notice of disconnection. The notice of disconnection sent to the customer shall substantially contain the following:

Final Disconnect Notice

This is to inform you that your electric service will be disconnected for non-payment if payment in full is not received in our office by 10:00 a.m. on

_____.

The total amount due to avoid having your service disconnected is:

_____.

The Reconnection Charge will be a minimum of \$25.00, plus sales tax. If payment is made after 5:00 p.m. and requires overtime, there will be additional charges. If your current meter deposit is \$50.00, you will be required to pay the difference to bring your meter deposit balance to the current rate.

Please respond by contacting our finance office with your payment.

Acct# _____ Address _____.

D. Disconnection procedure. Utility service will not be disconnected on any Friday, Saturday, Sunday, legal holiday, or at any time when the utility's business offices are not open to the public.

E. Last minute payments. The customer shall have the right to pay any delinquent bill at any time prior to disconnection in order to preserve uninterrupted service. If the utility representative who enters the customer's premises to disconnect does not have the authority to collect bills, he may arrange for payment and service will not be disconnected.

F. Reconnection of service. In the event service has been disconnected for valid cause, the City of Volga will charge a reconnection fee based on the cost of reconnection.

G. Landlord and tenant rule. If utility services are provided at an address different from the mailing address of the bill, or if the utility has reason to know that a landlord and tenant relationship exists and the landlord is the customer, the utility may not disconnect service until the following actions have been taken:

(1) The utility, after providing notice as required in these rules and regulations, shall offer the tenant the opportunity to apply for service in his or her own name if it is economically feasible to provide such service to the tenant. If the tenant declines to apply for utility service, or is refused service under these rules, the utility may disconnect utility service pursuant to this chapter;

(2) The City will not attempt to recover an outstanding bill or other charges of a landlord from a tenant. Neither will the City condition utility service to a tenant based on the landlord's payment of a utility account.

H. Residential winter disconnection. Notwithstanding the foregoing provisions pertaining to "Nonpayment of past due bills as reason for disconnection" and "Other reasons for disconnection", a utility may not disconnect residential service from November 1 to March 31 without adding to the time periods of subdivision "Nonpayment of past due bills as reason for disconnection" an additional 30 days before disconnecting that service. As a result, the City shall give a customer an additional 30 days until disconnection between November 1 and March 31.

I. Residential medical emergency. Notwithstanding the provisions pertaining to "Nonpayment of past due bills as reason for disconnection" and "Other reasons for disconnection", the City shall postpone the disconnection of utility service to a residential customer for 30 days from the date of a physician's certificate or a notice from a public health or social service official which states in substance that disconnection of service will aggravate an existing medial condition to the customer, a member of customer's family, or other resident of the premises where utility service is provided. Such extensions are limited to a single 30 day period.

Section 2010-38 Adjustments of Overbilling or Underbilling Charges.

A. Errors and adjustments. When a metering or billing error occurs and the error results in overbilling for usage of electricity, water or wastewater, the customer shall be reimbursed the full amount that the customer was overbilled. In determining the amount overbilled, calculations will start from the proven date the error first occurred to the date that the error was persisted. No interest will be paid on monies owed to customers for overbilling.

When a metering or billing error occurs and the error results in underbilling for usage of electricity, water or wastewater, the customer shall pay City of Volga the amount that said customer was underbilled. In determining the amount underbilled, calculations will start from

the proven date the error first occurred to the date that the error was discovered, not to exceed three years, using only the cost of purchased power, the cost of water treatment or the cost of wastewater treatment in effect at the time the error occurred. The customer shall be allowed to pay the amount underbilled over the same time period as the error persisted, provided such time period does not exceed three years. No interest will be collected on monies owed to City of Volga for underbilling.

This section shall not apply in cases of fraud or when other violations of these Rules and Regulations have occurred.

Section 2010-39 Definitions.

The following words and phrases used in this resolution shall have the following meaning:

Billing Cycle shall mean the period of time from one billing date to the next.

Billing Date shall mean the date billing computation is done and the individual accounts are updated with the amount due.

Billing Period shall mean the period of time from one meter-reading date to the next.

Dated this 2nd day of August, 2010

CITY OF VOLGA, SOUTH DAKOTA

s/ Mary A. Bjerke, Mayor, City of Volga

ATTEST:

s/ Nicole A. Rawden, City Finance Officer