

SERVICE RULES OF VINTON MUNICIPAL ELECTRIC UTILITY



Amending and Replacing Prior Versions of Vinton Municipal Electric Utility's Service Rules.

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DIVISION ONE - PURPOSE AND CONSTRUCTION

SECTION 1.1 PURPOSE

These service rules have been adopted by the governing body of Vinton Municipal Electric Utility. The rules are subject to change from time to time to ensure safe and efficient service in compliance with applicable laws and regulations.

SECTION 1.2 APPLICABILITY

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

Rates and charges are not included in these operating rules. References to rates or charges and certain other terms and conditions of service "adopted by the governing body" refer to applicable resolutions or ordinances adopted by the utility's governing body.

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

SECTION 1.3 DEFINITIONS

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

- A. "Complaint" means a statement or question by anyone, whether a utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility obligation. The utility may require that complaints be in writing.
- B. "Customer" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity directly benefiting from electric service or heat from the electric utility. In the case of a residence, customer also means other adult persons occupying the residence.
- C. "Delinquent or delinquency" means an account for which a service bill or service payment has not been paid in full on or before the last date for timely payment.
- D. "Demand" means the quantity of electrical power needed by the customer at a given point in time.
- E. "Governing body" means the Board of Trustees established under Chapter 388, Code of Iowa, or, if a utility board has not been established by election, the city council.
- F. "Iowa Utilities Board" means the Utilities Division of the Iowa Department of Commerce.
- G. "Maximum Demand" means the greatest demand required by a customer during a specific length of time.
- H. "Meter" means a device that measures and registers the integral of an electrical quantity with respect to time.
- I. "Timely Payment" is a payment on a customer's account made on or before the date shown on a current bill for service, or on a form which records an agreement between the customer and a utility for a series of partial payments to settle a delinquent account, as payment charge to the current bill or future collection efforts.
- J. "Utility" means the municipal electric utility.

DIVISION TWO - SERVICE CHARACTERISTICS

SECTION 2.1 SERVICE CHARACTERISTICS (GENERAL STATEMENTS)

The utility shall make available, throughout its service area, electric service of a character determined by the utility to meet the needs of its customers. The standard service available to meet this obligation is 120/240 (nominal voltage), 60 Hz alternating current, single phase, 200 amperes, supplied via overhead conductor. The utility, at its option, may install underground conductor. In all standard service extensions, the utility shall furnish the meter. Damage to meter shall be the responsibility of the customer.

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

SECTION 2.2 ENGINEERING PRACTICE

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

The utility shall use and shall require compliance with applicable provisions of the publications listed below as standards of accepted good practice and with applicable provisions of the City Code.

The version of each standard shall be the one listed in 199 IAC 20.5.2 or Chapter 25 at the time the standard is applied to practice.

- A. Iowa Electrical Safety Code, as defined in 199 IAC, Chapter 25. (The Iowa Electric Safety Code incorporates, by reference, the National Electric Safety Code, ANSI C2, and makes modifications to that code.)
- B. National Electrical Code, ANSI/NFPA No. 70.
- C. American National Standard Requirements for Instrument Transformers, ANSI/IEEE C57.13.1 and C57.13.3.
- D. American National Standard for Electric Power Systems and Equipment Voltage Ratings (60 Hz), ANSI C84.1.
- E. Grounding of Industrial and Commercial Power Systems, ANSI C114.1.
- F. IEEE Standard 1159, IEEE Recommended Practice for Monitoring Electric Power Quality or any successor standard.
- G. IEEE Standard 519-1992, IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems or its successor standard.
- H. At railroad crossings, 199 IAC 42.6(476), "Engineering standards for electric and communication lines."

References to publications listed above shall be deemed to be to the latest edition or revision accepted by the Iowa Utilities Board as a standard of good practice. [See 199 IAC 20.5(2)].

SECTION 2.3 SPECIAL CONDITIONS OF SERVICE

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

No inspection or approval of a customer's compliance with this section by the utility or other agent of the city shall be construed to impose any duty or liability on the utility, but shall be considered solely for the purpose of ensuring protection of the utility's property and continuity of service to customers of the utility.

2.3(1) REQUIREMENTS FOR ELECTRIC MOTORS

All installations of power loads on the utility's system shall conform to the safety rules as set forth in the Iowa Electrical Safety Code Part 199 Iowa Administrative Code chapter 25.

Customers are required to provide suitable protective devices so that motors and equipment will be protected from damage and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of poly-phase motors, or the re-establishment of normal service after any of the above. The utility is not responsible for motor damage caused by any of the above conditions.

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

2.3(2) CUSTOMER EQUIPMENT-CORRECTIVE EQUIPMENT

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

2.3(3) CUSTOMER OPERATED STANDBY GENERATORS

No other source of electricity shall be connected to facilities served by the municipal utility, without prior written approval. At a minimum, standby generators will be approved only if a single change-over switch that provides a visible opening and is padlocked in the open position, or a relay of adequate capacity, is installed so that municipal utility lines cannot become energized by a standby power source under any condition.

2.3(4) CUSTOMER GRID CONNECTED GENERATORS

Customer generators such as wind turbines or photo voltaic arrays shall only be interconnected to the utility's distribution system in accordance with the utility's Co-Generation Parallel Operation 10KW or less adopted by the utility in 2011. Generation shall commence only upon the inspection and approval of the utility.

2.3(5) ENERGY CONSERVATION STANDARDS

As a condition of electric service for space heating or cooling, the owner or builder of any structure, completed after April 1, 1984, and intended primarily for human occupancy, must certify to the utility that the building conforms to the energy conservation requirements of the State Building Code 661-IAC16.801(103A) and 661-IAC16.802(103A)]. If compliance is being certified to another state or local agency, a copy of the certification form may be provided to the utility. If no other certification is being made, the utility will provide a certification form.

SECTION 2.4 CLASS OF SERVICE OR APPLICATION OF RATES

Service classification shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. Service classifications shall be defined as part of the rate schedules adopted by the governing body. In addition, the utility reserves the right to supply large power service in accordance with the provisions of a written contract. As nearly as practicable, rate schedules adopted by the utility shall reflect relative differences in the costs of providing various quantities of service to each customer class.

SECTION 2.5 METER INSTALLATION

The utility shall install, own, and maintain a meter of a type appropriate to the nature of the service, for each service extension. Meters shall not be required, however, where consumption can be readily computed without metering or where the service is of a temporary nature and the cost of meter installation would be unreasonable. A meter seal shall be placed on all meters such that the seal must be broken to gain entry. Where required meter sockets shall be placed on the premise at such location as determined by resolution of the governing body. The Utility shall provide a meter socket for each new service. Replacement of damaged meter sockets shall be the responsibility of the customer.

2.5(1) INDIVIDUAL METERING

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

2.5(2) SPECIAL METERING INSTALLATIONS

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

2.5(3) METER REGISTER

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

2.5(4) METER TESTING

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

2.5(5) METER ACCESSIBILITY

Where metering is required, the location of the meter shall be such that accessibility to the meter for monthly consumption determination, testing and inspection by the utility or its representative is not hindered at any time. If the meter location is not accessible due to customer causes the customer shall be required to remove the cause of inaccessibility, or relocate the meter. The definition of inaccessibility shall include but not be limited to; additions to structures, addition of fences and/or aggressive pets owned or kept by the customer.

DIVISION THREE – CUSTOMER RELATIONS

SECTION 3.1 APPLICATION FOR SERVICE

Application for service shall be filed at the utility's business office. At the time of application, the applicant shall be given an opportunity to designate a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit. As soon as practicable after the approval of the application, the utility shall supply service to the applicant in accordance with these rules and at a rate established by the utility for the applicant's appropriate class of service. All outstanding balances must be paid in full before service at a new address will be granted for primary and secondary account holders.

SECTION 3.2 CUSTOMER DEPOSITS

A deposit intended to guarantee payment of bills for service may be required prior to approval of the service application. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon twelve days written notice of the need for such deposit.

3.2(1) CREDIT CRITERIA FOR INITIAL DEPOSITS

The requirements of an initial deposit shall be determined by application of the following criteria:

- A. No initial service deposit shall be required of an applicant: 1) who has previously established a good credit history with the utility; 2) whose twelve most recent bills from the utility were timely paid (including one automatic forgiveness of a late payment); and 3) whose new service is subject to the same rate classification as that for which the payment history was established. Reasonable proof of an equivalent recent payment history for similar service from another utility may be accepted by the utility.
- B. An initial service deposit shall not be greater than the highest billing of service for one month for the place in the previous twelve month period shall be required of an applicant for service who does not meet the credit criteria of subparagraph "A" above.

3.2(2) CREDIT CRITERIA FOR NEW OR ADDITIONAL DEPOSITS

A new or additional deposit may be required of a current customer whose initial deposit has been refunded or is found to be inadequate. The new or additional deposit shall ensure a total deposit equal to the two highest monthly billings for service during the previous twelve (12) month period and shall apply to customers who make two late payments in a twelve (12) month period including one automatic forgiveness of late payment.

3.2(3) DEPOSIT CALCULATION CRITERIA

In calculating customer deposits, which may be based on the maximum estimated charge for a billing period, the amount shall be determined from the highest meter reading period of the previous year. The maximum level of consumption so determined, may be adjusted for reasonably determinate differences in the likely level of energy consumption, including: number of persons served, change in the type of nonresidential service; and, the installation or removal of energy conservation or alternative energy measures. Where the service connection was not previously metered, the maximum estimated charge shall be based on comparable existing service of the utility.

3.2(4) RECORD OF DEPOSITS – UNCLAIMED DEPOSITS

The utility shall maintain a record of all deposits. The record of each unclaimed deposit shall be maintained for a period of three years from the date service is terminated. During that period, the utility shall make a reasonable effort to return the deposit. Deposits remaining unclaimed one year after termination of service will be transferred to the state in accordance with Chapter 556, Code of Iowa.

3.2(5) REFUND OF DEPOSIT

A deposit shall be refunded and applied to the account after twelve consecutive months of prompt payment (which may be eleven timely payments and one automatic forgiveness of late payment). For refund purposes, the account shall be reviewed for prompt payment after twelve months of service following the making of the deposit and for each twelve-month interval terminating on the anniversary of the deposit. Upon termination of service, the deposit plus accumulated interest (if applicable), less any unpaid utility bill of the customer, shall be reimbursed to the customer or other person who made the deposit.

SECTION 3.3 BILLING INFORMATION

Customers shall be billed on a monthly basis according to the appropriate rate schedule for metered service received during the billing period. In addition, the bill will include charges for applicable fuel and purchased power adjustments as well as special extension and service costs applicable to the billing period. The City of Vinton is not responsible for service of the United States Postal Service. In the unlikely event you do not receive a bill, call City Hall and staff would be happy to provide your balance to you.

3.3(1) BILLING FORM

The following information shall be included on the billing form or made available to the customer at the utility's business office:

- A. The actual or estimated meter readings at the beginning and end of the billing period.

- B. The date of the meter readings.
- C. The number and kind of units metered.
- D. Reference to the applicable rate schedule.
- E. The account balance brought forward and amount of each net charge, and total amount currently due. In the case of prepayment meters, the amount of money collected shall be shown.
- F. The last date for timely payment shall be clearly shown and shall be not less than twenty days after the bill is rendered.
- G. A distinct marking to identify an estimated bill or meter reading.
- H. A distinct marking to identify a minimum bill.
- I. Any conversions from meter reading units to billing units or any other calculations to determine billing units from recording or other devices or any other factors such as sliding scale or automatic adjustments used in determining the bill.
- J. Any voluntary contribution to a low-income heating assistance fund or the option to contribute to such fund at the time of bill payment.
- K. Any voluntary contribution to a renewable energy fund or the option to contribute to such fund at the time of bill payment.
- L. The bill insert or notice for municipal utilities shall include the following statement: "If your complaint is related to service disconnection, safety, or renewable energy, and (utility name) does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling toll-free 1-877-565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by E-mail to customer@iub.iowa.gov. An electronic complaint form is available "

3.3(2) WHEN PAYABLE—LATE PAYMENT PENALTY

A bill shall be due and payable when rendered and shall be considered delinquent after twenty days from the time it is rendered. A bill shall be considered rendered by the utility when deposited in the U.S. mail with postage prepaid or when delivered by the utility to the last known address of the party responsible for payment. Bill payments received by the utility on or after the delinquent date will be subject to a late payment penalty to be determined by the governing body. Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment.

Each account shall be granted one complete forgiveness of a late payment penalty in each calendar year.

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

3.3(3) PARTIAL PAYMENTS

When a partial payment is made prior to the delinquent date and without designation as to the service being paid, the payment shall be credited for electric utility services and related taxes. Payments for municipal services made during the winter disconnection moratorium may be credited to services other than electricity.

3.3(4) WHERE PAYABLE

Bills shall be paid by mail, by direct deposit through a financial institution, by deposit in a designated receptacle, or in person at the utility's business office, or if available, electronic payment online.

3.3(5) LEVEL PAYMENT PLAN (Effective April 1, 2024)

All residential customers or other customers whose consumption is less than three thousand kWh per month may select a level payment plan. The plan shall:

- A. be offered once the customer has 12 consecutive months of service at their residence.
- B. provide for entry into the level payment plan at any time during the calendar year.
- C. have level payments equal to the average bill amount for the previous 12 months.
- D. be recalculated in April. Any budget shortfall or surplus will be included on the April invoice and due on the normal invoice due date.
- E. have the level payment amount computed at the time of entry into the plan. It may be recomputed on each anniversary, when requested by the customer, or whenever price or consumption, alone or in combination result in a new estimate differing by ten percent or more from that in use. When a customer's payment level is recomputed, the customer shall be notified of the revised payment amount and the reason for the change.
- F. provide that the account be balanced upon termination of service or withdrawal from the plan.
- G. regardless of account balance, provide that a delinquent bill payment shall subject the customer to a late payment penalty on the level payment amount and to other procedures for collection and termination of service.
- H. require enrollment in automatic withdrawals from your bank (ACH) to ensure prompt payment. Insufficient funds will result in immediate removal from the Level Payment Plan program. Any budget balance deficit or credit will appear on the next invoice.

3.3(6) REASONABLE AGREEMENT TO PAY

Effective October 1, 2021, customers requesting arrangements or payment extensions may be granted up to three arrangements per calendar year. Arrangements may be granted at the discretion of staff based on prior payment history.

A residential customer who is about to be disconnected due to inability to pay in full shall be offered the opportunity to enter into a reasonable agreement to pay in accordance with applicable rules of the Iowa Utilities Board.

3.3(7) MINIMUM BILL

The minimum bill provided for in the rate schedule for each class of service will apply to any billing period during which the service remains connected and the minimum quantity of service is not used.

3.3(8) TEMPORARY DISCONNECTIONS

The utility may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. The customer shall be required to pay a fee for such service in an amount to be determined by the governing body.

3.3(9) SERVICE CALLS

The customer shall be billed for the cost of services not the responsibility of the Utility, as follows:

- A. For a service call where the trouble is found to be on the customer's equipment, the customer shall be billed in accordance with terms and conditions established by the governing body.
- B. For a service call requesting the relocation of facilities belonging to the utility, the customer shall be billed for the direct cost of labor and replacement of materials. An advance deposit equal to the total estimated cost may be required where the estimate exceeds one hundred dollars.
- C. For a service call requesting temporary relocation of electric lines or other utility facilities to accommodate movement of buildings or large equipment, the person responsible for the move shall be billed for the direct cost of labor and materials. The utility shall be given notice of the move at least two business days in advance and shall be consulted regarding the route of the move. An advance deposit or cash bond may be required to cover estimated costs.
- D. For a service call where service has been voluntarily disconnected and is to be reconnected the customer shall be required to pay a fee for such service in an amount to be determined by the governing body.

3.3(10) CUSTOMER REQUESTED METER TESTS

The utility will periodically inspect and test meters in accordance with accepted engineering practice. In addition to regular testing, the customer may request a meter test, providing that such tests need not be made more frequently than once each twelve months. The customer or the customer's representative may be present when the meter is tested and the results shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the cost of the test in an amount established by the governing body.

3.3(11) ADJUSTMENT OF BILL FOR METER ERROR

Whenever a meter is found to have an average error exceeding the allowable tolerance by more than 2.0 percent, or in the case of a demand meter, by more than 1.5 percent, the utility shall adjust a current customer's bill or issue a refund or back bill to a past customer. The amount of the adjustment shall be calculated on the basis of metering accuracy of one hundred percent. The adjustment period shall extend from the date the error began. If that date cannot be determined, it shall be assumed the error has existed for the shortest time calculated as five years from the date the error was discovered, one half the time since the meter was installed, or one half the time since the last previous meter test. When the adjustment is due to meter "creep" it shall be assumed that creeping affected meter registration for 25 percent of the adjustment period. The adjustment period for slow meters shall not exceed six months without the approval of the governing body. When a meter is found not to register, the utility shall issue an estimated bill.

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

This section shall not be construed to require a cash refund to a current customer if the amount is less than five dollars nor to a previous customer in an amount less than ten dollars. The utility further reserves the right to forego back-billing procedures that it determines are not cost effective.

3.3(12) ADJUSTMENT OF BILL FOR ACCIDENTAL WASTAGE OF ELECTRICITY

When a customer provides reasonable evidence to the utility that an accidental ground has existed on the customer's equipment, the utility shall estimate the normal usage for each billing period during which the ground is reasonably believed to have existed, not to exceed two months. The bill for each such period shall be recomputed, treating the amount of above-normal energy consumption as "lost energy". Lost energy shall be billed at the lowest rate on the customer's rate schedule and the total difference will be credited to the customer's account.

3.3(13) RETURNED CHECKS

A service charge in an amount established by the governing body shall be assessed to any customer whose check is returned unpaid by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the check is not made good and the service fee not paid prior to the delinquent date of the bill. It is the policy of the utility not to submit the returned check to the bank again for payment. If two or more checks are dishonored, the utility may require future payments to be by cash, cashier's check, postal money order or electronic transfer. If the returned check was presented for payment on a disconnection notice (tag), this is grounds for immediate disconnection. To restore service in this situation, only cash or money order will be accepted.

3.3(14) BAD DEBT

The utility reserves the right to attempt to collect on any accounts with unpaid balances by assessing a lien to the property, submission to the State of Iowa Income Offset Program or other means necessary.

SECTION 3.4 DISCONNECTION OR DENIAL OF SERVICE

The utility reserves the right to disconnect or deny service in accordance with applicable rules of the Iowa Utilities Board. A reconnection fee in an amount established by the governing body shall be applicable when service has been disconnected pursuant to this section.

3.4(1) DELINQUENT ACCOUNT

In the case of a customer who has been disconnected or for whom credit action is pending, service will not be reconnected or continued in the name of another occupant or user of the place if the previous customer or any other person liable for payment of the delinquent bill(s) continue to occupy or receive benefit of the electric service provided at the place, unless arrangements are made to pay for the unpaid service at the place.

3.4 (2) ILLEGAL POWER SUPPLY SERVICE

Customers who use an extension cord or power cord to supply a power service to a neighboring home/building, unless the customer makes a written request and is authorized by the utility, shall be deemed illegal and subject to immediate termination of service.

SECTION 3.5 CUSTOMER OBLIGATIONS

Acceptance of service shall obligate a customer to the conditions imposed by these rules and applicable rules of the Iowa Utilities Board. Customers should note that other sections of these service rules prescribe standards of engineering practice and establish special conditions for the installation of certain motors and other equipment, common to industry and agriculture.

3.5(1) WIRING AND ELECTRICAL EQUIPMENT

Except for the meter socket and meter and other facilities defined in utility extension policies as a responsibility of the utility, the customer shall be responsible for all wiring and electrical equipment on his or her premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by these service rules and any other applicable laws or regulations. Location of the meter loop and meter socket shall be at the discretion of the utility, consistent with the customer's reasonable convenience.

No inspection or approval of a customer's compliance with this section by the utility or other agent of the municipal government shall be construed to impose any duty or liability on the utility but shall be considered solely for the purpose of ensuring protection of the utility's property and for ensuring continuity of service to customers of the utility.

3.5(2) DAMAGE TO UTILITY FACILITIES

The customer shall not use the equipment or structures of the utility for reasons other than those incident to normal service nor create a condition likely to interfere with the functions of such equipment and structures, without written consent of the utility. The customer shall be held responsible for his or her actions which cause damage to or loss of equipment or structures located on property occupied by the customer.

3.5(3) CUSTOMER PREMISES

The customer and owner shall grant the utility, without charge, right of way over and on the premises on which equipment and structures of the utility are located. Access to the equipment and structures shall be granted to the utility at reasonable times for installation, inspection, testing, repair, and other functions necessary for the maintenance of satisfactory service. Customers shall make the meter accessible without interference from pets and /or physical barriers. If, after notice is given, the customer fails to provide for safe access to the meter, remote metering will be installed at the customer's expense.

3.5(4) NOTICE BY CUSTOMER TO TERMINATE SERVICE

A customer shall give the utility not less than three business days notice prior to final termination of service. Disconnection of service under this section shall be during the regular business hours of the utility.

SECTION 3.6 CUSTOMER COMPLAINTS

Customers may be asked to submit complaints in writing, specifying the nature of the complaint and the relief sought. Complaints concerning the charges, practices, facilities or service of the utility shall be investigated promptly and thoroughly. A customer may appeal the findings of the

investigation and shall be given reasonable opportunity for a full hearing of the matter before the governing body or hearing officer(s) appointed by the governing body.

Complaints involving policies or actions of the utility that are regulated by the Iowa Utilities Board may also be filed with the agency in accordance with applicable regulations.