

**Utilities Rules and Regulations  
(URR)**

**Final Tariff Sheets**

**UTILITIES RULES AND REGULATIONS**

**GENERAL**

**B. Fees**

1. Utilities may charge and collect fees as described in the below table, by contract, or as established by City Code Section 14.8.109 for Stormwater service fees. For fees associated with the Development process, see Section I.C., Development Fees.

DESCRIPTION	AMOUNT	REFERENCE
<b>GENERAL</b>		
Trip Fee and/or Restoration of Service Fee <ul style="list-style-type: none"> <li>• Residential</li> <li>• Nonresidential</li> <li>• Additional charge for after-hours restorations (outside of Utilities normal working business hours)</li> </ul>	\$70.00 \$70.00 \$40.00	General, Sheet No. 19 General, Sheet No. 20 General, Sheet No. 37 General, Sheet No. 38 General, Sheet No. 40
Returned Payment Fee (whether returned/refused payment was attempted by check, EFT, debit/credit card or other means).	\$30.00	General, Sheet No. 24
Opt-Out Program Fee (for nonstandard meters) <ul style="list-style-type: none"> <li>• One-time fee to enter program</li> <li>• Quarterly manual read charge</li> </ul>	\$109.00 \$35.00	General, Sheet No. 45
Standby Service Fee	\$250.00	General, Sheet No. 20
<b>ELECTRIC LINE EXTENSIONS</b>		
Residential Electric Fees (Single Service only) <ul style="list-style-type: none"> <li>• Inspection and Connection Fee</li> <li>• Return Trip Fee (including late appointment cancellations)</li> <li>• Distribution Charge (Contribution in Aid of Construction) <ul style="list-style-type: none"> <li>○ Single-phase primary distribution line</li> <li>○ 3-phase main line, 22-75 circuit feet</li> <li>○ 3-phase main line, 75-175 circuit feet</li> <li>○ 3-phase underground main line, &gt;175 circuit feet</li> </ul> </li> </ul>	\$401.94 \$299.98  (sum the following:) \$19.78/linear foot \$12.22/circuit foot \$24.45/circuit foot \$58.85/circuit foot	Electric, Sheet No. 64-65
Electric Temporary Service Connection Fee	\$130.00	Electric, Sheet No. 66
Pedestal Damage Fee	Cost of Repairs	Electric, Sheet No. 66

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**UTILITIES RULES AND REGULATIONS**

**GENERAL**

**Fees – cont'd**

DESCRIPTION	AMOUNT	REFERENCE
<b>ELECTRIC LINE EXTENSION AND EXTENSION OF NATURAL GAS MAINS</b>		
Residential Natural Gas Fees (Single Service only)		Natural Gas, Sheet No. 81
<ul style="list-style-type: none"> <li>• Inspection and Connection Fee</li> </ul>	\$389.17	
<ul style="list-style-type: none"> <li>• Return Trip Fee</li> </ul>	\$319.97	
<ul style="list-style-type: none"> <li>• Inspection and Connection Fee for other polyethylene services less than 2" in diameter (Per Stub)</li> </ul>	\$332.97	Natural Gas, Sheet No. 81
Residential Electric and Gas Fees (Joint Service)		Electric, Sheet No. 64 Natural Gas, Sheet No. 79
<ul style="list-style-type: none"> <li>• Inspection and Connection Fee</li> </ul>	\$603.14	
<ul style="list-style-type: none"> <li>• Inspection and Connection Fee for other polyethylene services less than 2" in diameter (Per Stub)</li> </ul>	\$522.26	
<ul style="list-style-type: none"> <li>• Return Trip Fee (including late appointment cancellations)</li> </ul>	\$491.89	
<ul style="list-style-type: none"> <li>• Distribution Charge (Contribution in Aid of Construction) <ul style="list-style-type: none"> <li>○ Single-phase primary distribution line</li> <li>○ 3-phase main line, 22-75 circuit feet</li> <li>○ 3-phase main line, 75-175 circuit feet</li> <li>○ 3-phase underground main line, &gt;175 circuit feet</li> </ul> </li> </ul>	(sum the following:) \$16.71/linear foot \$12.22/circuit foot \$24.45/circuit foot \$58.85/circuit foot	Electric, Sheet No. 65
Commercial and Industrial Electric, Contribution in Aid of Construction	(sum the following:)	Electric, Sheet No. 65
<ul style="list-style-type: none"> <li>• Primary distribution line</li> <li>• 3-phase main line, 6-20 circuit feet</li> <li>• 3-phase main line, 20-50 circuit feet</li> <li>• 3-phase underground main line, &gt;50 circuit feet</li> </ul>	Customer paid* \$12.22/circuit foot \$24.45/circuit foot \$58.85/circuit foot	
*Customer installed, with all trenching, compaction, etc.; all circuit-feet lengths are as estimated by Utilities		
Cancellation Fees (Reduced in certain circumstances per Utilities' policy)	% of Applicable Return Trip Fee	Electric, Sheet No. 65 Natural Gas, Sheet No. 81
<ul style="list-style-type: none"> <li>• Step One Fee</li> <li>• Step Two Fee</li> <li>• Step Three Fee</li> </ul>	<ul style="list-style-type: none"> <li>• 10%</li> <li>• 25%</li> <li>• 50%</li> </ul>	
<b>ELECTRIC</b>		
Renewable Energy System Interconnection Application Review Fee		Electric Sheet No. 67.1
<ul style="list-style-type: none"> <li>• Less than or equal to 150 kW</li> <li>• Greater than 150 kW</li> </ul>	\$100.00 \$1,000.00	

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**GENERAL**

**Development Fees – cont'd**

FEE	AMOUNT	PAYABLE AT TIME OF:
<ul style="list-style-type: none"> <li>Utilities' preparation of Hydraulic Analysis Reports – Basic Application</li> </ul>	<ul style="list-style-type: none"> <li>\$1,600.00 for sites 30 acres or less and located within a single pressure zone (Revisions will be billed at \$200.00 per hour)</li> </ul>	Prior to Development Plan approval or upon invoicing
<ul style="list-style-type: none"> <li>Fire flow reports</li> </ul>	<p>New Development*</p> <ul style="list-style-type: none"> <li>Initial two fire flow reports – no charge (within twelve-month period). Additional reports charged \$200.00 per hour with minimum one-hour charge</li> </ul> <p>Existing Hydrant Reports*</p> <ul style="list-style-type: none"> <li>First request, per site, no charge. Thereafter, all requests, per site, will be assessed \$50.00 per instance</li> </ul> <p>* Refer to current edition of the <i>Line Extension and Service Standards - Water</i> for more detailed information pertaining to fire flow report charges</p>	Prior to construction plan approval or upon invoicing

D. Trip Fee

Utilities will charge a Trip fee as defined in these Utilities Rules and Regulations for purposes including but not limited to: inspection, connection, reinspection, field collection, restoration, and other instances requiring a trip by Utilities. See Section I.B. Fee Table.

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## UTILITIES RULES AND REGULATIONS

### GENERAL

#### E. Failed Reinspection

All new gas and water meter loops must meet the standards set forth in Utilities' service applicable *Line Extension and Service Standards*. If a gas or water meter loop fails to pass the initial inspection, the meter loop will be tagged with a rejection notice. All deficiencies must be corrected before a reinspection is requested or Trip fee will be charged for each failed reinspection return trip by Utilities. See Section I.B. Fee Table.

#### F. Convenience Fees

Third parties who process bill payments to Utilities for Customers' convenience may determine and collect from Customers any reasonable fee for their services.

#### G. Development – Financial Responsibility for New Premises

The contractor or builder of a new or renovated Premises requesting or using utility services for that Premises will remain solely responsible for such services until both of the following occur: (i) a Certificate of Occupancy is issued by the Pikes Peak Regional Building Department for the Premises and (ii) another Customer assumes responsibility for the services for that Premises or the services for that Premises are terminated at the request of the contractor or builder.

#### H. Standby Service Fee

In accordance with City Code, a Standby Service Fee, applicable to, but not limited to standby services and relocations, will be charged associated with excavations near underground facilities. See Section I.B. Fee Table.

## II. STARTING SERVICE

#### A. Application and Financial Responsibility

##### 1. Application

- a. Persons requesting utility service must complete an application for service by contacting Utilities.
- b. A natural person requesting utility service must be of full legal age. Utilities shall require some form of identification.

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**GENERAL**

- c. Utilities' acceptance of an application constitutes a binding contractual agreement between Utilities and the Customer, including all applicable provisions of Utilities' Tariffs.
  - d. Applicable fees must be paid at the start of service. See Section I.B. Fee Table.
2. Financial Responsibility

Each Financially Responsible Person—which, as defined in these Utilities Rules and Regulations, includes the Customer, all Users as defined in the City Code, or any Person who is liable because of the effect of other applicable laws or court orders shall

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## UTILITIES RULES AND REGULATIONS

### GENERAL

#### **Receiving Service – cont'd**

##### E. Water Leak Adjustment

###### 1. General

- a. The Water Leak Adjustment Program is intended to provide financial relief to Customers who experience extremely high water use as a result of a leak. The Water Leak Adjustment Program is not available prior to issuance of Certificate of Occupancy by the Regional Building Department. Water leak adjustments are limited to two per Customer per Premises in any 36-month period. Water leak adjustments may span a maximum of two billing periods.
- b. Within the context of the program, a water leak shall be defined as “an unintentional water loss caused by broken or damaged plumbing fixtures, pipes, or irrigation equipment, at a Customer’s residence or nonresidential site that results in a Customer’s bill(s) being higher than the Customer’s typical bill for water services.”
- c. Upon application for a water leak adjustment in accordance with a Customer’s type of water service, as discussed below, a Customer must verify that a water leak occurred, the estimated time frame of the water leak, and that the water leak was repaired. Utilities will accept reasonable documentation that the water leak was repaired, such as a receipt for repairs, parts, or a signed affirmation of the Customer. Utilities shall have the right to deny an application for a water leak adjustment or reduce the adjusted quantity of water that passed through the billing meter as a result of the water leak for a water leak adjustment if, in Utilities’ sole discretion, the leak or its magnitude is the result of negligence or malicious acts by the Customer.

###### 2. Residential Service

- a. Residential Customers who have experienced a water leak that has resulted in an increase in their water bill may apply for a water leak adjustment by submitting a completed Water Leak Adjustment Request Form to Utilities at the address listed on the Form. The Water Leak Adjustment Request Form and documentation of repairs must be received by Utilities within 60 days of the due date listed on the Customer’s utility bill for the period in which the leak occurred.

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## UTILITIES RULES AND REGULATIONS

### GENERAL

#### Ending Service – cont'd

c. Denying Right of Access

In the event any Person refuses or fails to allow Utilities entry and/or access to its equipment at any Premises, service to that Premises may be discontinued until Utilities is permitted access and reconnection of service is approved by Utilities. Applicable fees, including Trip fees, will be assessed, and must be paid prior to restoration of service. See Section I.B Fee Table.

d. Violation of Ordinances, Resolutions, Tariffs, Rules and Regulations or *Line Extension and Service Standards*

i. Service may be discontinued upon giving 10 days prior written notice of discontinuance, in the event that a Customer violates an ordinance, resolution, Tariff, rule or regulation, or *Line Extension and Service Standards* concerning utility service. If the violation concerns a particular utility service, only that service may be discontinued; however, if the violation concerns wastewater service, then wastewater and/or water service may be terminated for that violation.

ii. The City Code includes specific penalties and/or enforcement actions for certain classified Wastewater violations. In the event that enforcement action charges imposed against any nonresidential (commercial/industrial) account are not paid when due, the Premises may be disconnected from the wastewater treatment system.

5. Tampering, Bypassing or Unauthorized Metering

a. Tampering, bypassing and unauthorized metering, the receipt of utility services by these means, and the distortion of electric wave shapes to cause a meter to register inaccurately are unlawful acts as defined in Section 12.1.113 of the City Code. These illegal acts constitute an Unsafe Condition as set forth above. Service will not be reconnected until any and all deficiencies in wiring, connections, meters, piping, and/or facilities of the Premises have been repaired or corrected to conform to the requirements of the City Code, all applicable ordinances, rules and regulations.

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## UTILITIES RULES AND REGULATIONS

### GENERAL

#### Ending Service – cont'd

- b. Utilities may impose charges specified by the City Code for tampering, bypassing or unauthorized metering of utility facilities and services. These charges are in addition to all other applicable charges, including Trip fees, and must be paid prior to restoration of services. See Section I.B. Fee Table. Criminal charges may also be filed.

#### 6. Subterfuge

Any Person's utility service may be discontinued, without prior notice, for any action by which service is obtained or liability avoided by deception, concealment, or fraud.

#### B. Notice and Procedure of Discontinuance

1. In general, Utility service will not be discontinued between 5:00 p.m. on Friday and 8:00 a.m. the following Monday, or between 12:00 noon on the day prior to and 8:00 a.m. on the day following any holiday observed by Utilities.
2. If notice is required, written Notice of Discontinuance of Service must be sent or delivered at least 10 days in advance of the proposed discontinuance date. A notice of discontinuance will be conspicuous and in easily understood language. Unintentional error in the information contained in the notice does not render the notice void. The notice will clearly state, in English and in Spanish, that this is a final notice of discontinuance of service. A message in Spanish will also indicate that Customers who do not read English should request the help of a translator.
3. In addition, at a minimum, the notice will advise the Customer:
  - a. that service may be discontinued on a particular date;
  - b. the amount past due (if applicable) or other reason for discontinuance; if the discontinuance is due to illegal activity, the notice shall identify or describe the ordinance, resolution, rules or regulation, Tariff or Service Standards manual that is being violated;
  - c. how a Customer may avoid discontinuance of service, including by correction of a violation or illegality;

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### GENERAL

#### Ending Service – cont'd

- d. of agencies, known to Utilities, which provide Customer assistance or benefits to help pay utility bills (if applicable); and
  - e. that a review may be provided to resolve any dispute concerning the discontinuance of utility service if the request is made in writing before the discontinuance date unless a hearing has already been conducted in regard to the dispute. (See Section V.I. below).
4. In addition to the reasons set forth within these tariffs, the requirements for notice to Customers prior to discontinuance may also be waived for the following reasons:
    - a. Discontinuance is ordered by any properly constituted governmental authority;
    - b. Service, having been discontinued in accordance with this section, is restored by someone other than authorized Utilities' personnel or those persons authorized by the Pikes Peak Regional Building Department; or
    - c. Payments made to Utilities for service reconnection or to avoid service disconnection are dishonored, declined, or otherwise not processed.
  5. Where the utility service is recorded on Master Meters
    - a. Utilities will make a reasonable effort to deliver or mail a written notice to each sub-premises at least 30 days prior to the proposed date of discontinuance, advising that the party responsible for payment of utility bills has been sent a notice of discontinuance.
    - b. A notice to the occupants will be posted, to the extent possible, in at least one of the common areas of the multi-unit dwelling.
      - c. Service may not be discontinued if the party responsible for payment pays the amount on the notice, including any applicable fees. See Section I.B. Fee Table.

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**UTILITIES RULES AND REGULATIONS**

**ELECTRIC**

**Electric – cont'd**

I. Renewable Energy System Interconnection Application Review Fee

All interconnections of new renewable energy systems must meet the standards set forth in Utilities' Electric Rate Schedules and *Line Extension and Service Standards*. Utilities will assess a fee to review applications to interconnect renewable energy systems. See Section I.B. Fee Table.

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**UTILITIES RULES AND REGULATIONS**

**WATER**

**Water – cont’d**

3. Standby Service Option WRSAF

Regional Customers contracting for the Standby Service Option to help meet their water needs, on a temporary basis, when their normal operations are disrupted will pay the Standby Service Option WRSAF per contracted:

	<u>Total</u>	<u>Annual</u>
Acre Foot .....	\$2,263.00.....	\$128.00
MGD .....	\$2,799,374.00.....	\$158,309.00

4. Additional WRSAF Due

An additional WRSAF charge is applicable to:

- a. any increase in size of an existing meter, or
- b. any increased consumption that results in damage to Utilities’ facilities or exceeds the capacity of the meter.

The Customer shall pay the cost to upgrade the service and replace the meter and applicable WRSAF. The additional WRSAF will be assessed for any such increase in meter size in an amount representing the difference between the charge which would be imposed for the existing meter size and the charge which would be imposed for the size of the new meter. Payment for the additional WRASF will be collected:

- c. at the time the meter size is increased in relation to Section VIII.K.4.a and
- d. in accordance with Utilities’ billing requirements in relation to Section VIII.K.4.b.

Any request for a change in water service type shall be administered as a new application for service and is subject to all requirements of the City Code and tariffs. If the change in use does not result in an increase in meter size, no additional WRSAF is due.

5. Non-waiver of the WRSAF

The applicable WRSAF will not be waived for any entity requesting connection to Utilities’ water supply system.

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