

Utilities Rules and Regulations Filing

City Council Meeting – Public Rate Hearing

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August 8, 2017

Procedural Compliance

- June 27, 2017
 - Request to establish a Public Hearing date and formal filing of the URR Filing with City Clerk
 - Hard copy formal filing provided to City Council
 - Rate Case documents posted on CSU.org website
- July 3, 2017
 - Published Legal Notice
- July 6, 2017
 - Mailed Legal Notice

URR Filing

What is the URR

- The Utilities Rules and Regulations (“URR”) set out the regulations, certain fees, and terms and conditions of Utilities’ services.
- The URR is organized into a General section, affecting all services, followed by service-specific sections: Electric, Natural Gas, Water, and Wastewater Service.



Why URR is important

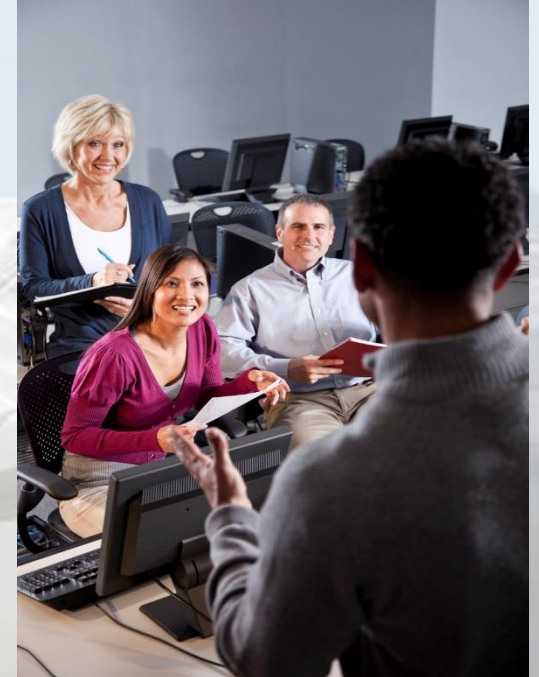
- It is the contract for service between Utilities and each customer
 - Defines legal relationship
 - Place where customer and Utilities find regulations and terms pertinent to the cycle of service

Issue

- URR has been revised over several years and comprehensive clean up is timely
 - Sections added at different times to address issues
 - Lacks consistency, continuity and clarity
 - Overlap and redundancy with CSU policies, City Code and Line Extension Standards
 - Flow of document needs improvement
 - Some things are difficult to find because of flow issues
 - Does not line up with cycle of service

Background

- Tariff Review Process implemented in 2014
 - Core Team is a cross functional team formed to:
 - Improve process for submitting tariff changes and
 - Review URR and Tariffs
 - Tariff Oversight Committee (TOC) consists of GM's and managers from throughout Utilities to:
 - Review Core Team recommendations and provide organization-wide perspective to changes



URR Revision Process

- Core Team review and organizational proposals
- Staff feedback sought regarding potential improvements and ease of use of URR
- Organization wide ICQ identified issues, both internal and those presented to staff by customers, to be addressed within URR
- TOC review and support

Filing Overview

- Proposing changes to the “General” section of the Utilities Rules and Regulations (URR)
- Designed to enhance flow and readability of the document
 - Text moved to follow Utilities “cycle of service”
 - General Section is laid out: (1) Instructions and Definitions, (2) Starting Service, (3) Receiving Service, (4) Ending Service, and (5) Other.
 - All fees moved to fee table

Document Changes

- Many text changes are needed to enhance flow and readability
- Table mapping changes from old to new tariff was provided with the filing

URR Filing

Mapping Table Example

Content Changes	2016 Wording		New Wording	
	Sheet #	Section # & Title	Sheet #	Section # & Title
I. Introduction				
Instructions (§ I.A.1): New material (first paragraph) and paragraph regarding Fixed Costs moved	17	Paragraph 9 regarding fixed costs	5	Instructions & Definitions: 1 st paragraph is new, 2 nd paragraph moved up from Billing section
Premises: Changed defined term from “premise” to “premises” to correct usage; corresponding change made throughout text wherever “premise” occurred	7.1	Premise	10	Premises
Fees: Generally, fees have been removed from the text and collected into a Fee Table; in the text, reference is made to the table	various	various	13	Fee Table
Water Leak Adjustment: paragraphing, readability improved; duplicate references to limitation to 2 adjustments per 3-year period removed	18.1-18.4	Water Leak Adjustment	28-32	Water Leak Adjustment
Discontinuance: <ul style="list-style-type: none"> • Wording added to more clearly group and explain causes of discontinuance (customer request, by Utilities for cause) • Material that repeats City Code regarding tampering and diversion penalties has been replaced by reference to City Code • Notice provisions were consolidated 	21-26	Violation of Ordinances, Resolutions, Tariffs, Rules and Regulations or Line Extension & Service Standards	34-41	Discontinuance of Service by Utilities for other Causes
Resale: Additional sentence clarifies relationship to City Code “Exclusivity” section	19	Resale	43	Resale
Resale: Sub-metering provision moved to Rights of Landlords	19	Sub-metering	46	Rights of Landlords: Master Meters – No Resale
Rights of Landlords: This section combines pre-existing sections dealing with landlords’ rights into a single section	17; 27	Billing (paragraph regarding Interim Service and Always Disconnect); Third Party Notification	46	Rights of Landlords

Examples of Proposed Changes

- Discontinuance – causes for discontinuance grouped together and more clearly defined



Examples of Proposed Changes (Cont.)

- Fee table created
 - All fees from General section are now in one place, promoting ease of customer use
 - No change to fee amounts
- Reorganization of Rights of Landlords provisions
 - Combines pre-existing sections dealing with landlords' rights into a single section
 - Benefit to property managers, tenants and Utilities staff

Fee Table Example

DESCRIPTION	AMOUNT	REFERENCE
GENERAL		
Returned payment fee (whether returned/refused payment was attempted by check, EFT, debit/ credit card or other means).	\$30.00	General, Sheet No. 41
Opt-Out Program fee (for non-standard meters)		General, Sheet No. 43
• One-time fee to enter program:	\$109.00	
• Quarterly manual read charge:	\$20.00	
Return Trip Fee (including Re-inspection of failed new gas or water meter loops or to Restore service to additional meters)	\$30.00	General, Sheet No. 19
Field Collection and Credit Fee	\$20.00	General, Sheet No. 39
Pedestal Damage Fee	Cost of Repairs	
Restoration of Service Fee (Other than temporary discontinuance of service by Utilities for operations and maintenance activities)		General, Sheet No. 38-39
• All Restorations		
• Additional charge: after-hours for after-hours restorations	\$30.00 \$10.00	
Electric Temporary Service Connection Fee	\$130.00	Electric, Sheet No. 47
LINE EXTENSIONS		
Residential Electric Fees (Single Service only)		
• Inspection and Connection fee	\$401.94	Electric, Sheet No. 45.1
• Return Trip fee (including late appointment cancellations)	\$299.98	Electric, Sheet No. 46
• Distribution Charge (Contribution in Aid of Construction)		
o Single-phase primary distribution line		
o 3-phase main line, 22-75 circuit feet		
o 3-phase main line, 75-175 circuit feet		
o 3-phase underground main line, >175 circuit feet		
	(sum the following:)	
	\$17.36/linear foot	Electric, Sheet No. 46
	\$11.37/circuit foot	Electric, Sheet No. 46
	\$22.74/circuit foot	Electric, Sheet No. 46
	\$54.74/circuit foot	Electric, Sheet No. 46

Office of City Auditor



Denny Nester
City Auditor

Schedule

- June 27 – Formal City Council, Request Public Hearing date and file case with City Clerk
- August 4 – Supplemental Filing
- August 8 – Formal City Council, Public Hearing
- August 21 – Informal City Council, Decisions and Order review
- August 22 – Formal City Council, City Council decision
- September 1 – Effective date of new tariff

City Council Questions and Comments

Public Questions and Comments