



City of Seattle City Light Department

DEPARTMENT POLICY & PROCEDURE

Subject

Number

DPP 500 P III-423

Effective

MAINTENANCE OF UNDERGROUND SERVICES

September 17, 1985

Supersedes

N/A

Approved

Original signed and approved by Randall Hardy

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1.0 PURPOSE

To establish policy and procedure for the maintenance; i.e., repair, of underground conductors, including billing.

2.0 ORGANIZATIONS AFFECTED

2.1 Customer Service Division

2.2 Distribution Division

2.3 Finance Division

2.4 Engineering Division, Distribution Engineering Unit

3.0 REFERENCES

3.1 City of Seattle Ordinance 111615, Electric Rates and Provisions, and as last amended and superseded.

3.2 State of Washington, Underground Utilities Law, 1984,
Title 19 RCW, Chapter 144, Section 1-10.

- 3.3 Requirements for Electric Service Connection Manual, April 19, 1982, and as last amended or superseded.
- 3.4 DPP 500 P 413, Resolving Customer Electric Service Problems.
- 3.5 IBEW Local 77 Agreement, Schedule A.

4.0 POLICY

- 4.1 The Department shall not charge for normal maintenance of underground services. However, in instances where the conductors have faulted as a result of improper backfill or digging damage, the customer shall be billed.
 - 4.1.1 The Engineering Division, in conjunction with the Customer Service Division, shall review and determine all repair charges (i.e., labor and material) and general billing.
 - 4.1.2 In every instance on private property, it shall be the customer's responsibility to restore surface disruptions (grass, shrubbery, concrete etc.,) In the public Right-of-Way, the Department shall be responsible for restoring service disruptions, with the cost of repairs assessed to the responsible party where there has been obvious damage by digging or other external causes. The Customer Service Division shall resolve any customer disputes that may arise.
 - 4.1.3 In instances where the underground service was installed by a private contractor, the Department shall assume normal maintenance five years from the date the service was first energized.
- 4.2 The Department shall repair, without cost, those installations that are over five years old, except for those installations where there has been obvious damage by digging or other external causes.
- 4.3 The Department shall, with prior acceptance of the customer, install a temporary service to the customer's premise as soon as the faulted underground service has been disconnected. Temporary underground services shall be provided free of charge for thirty (30)

days. After 30 days, a \$3.00 per day charge will be made. In instances where the Department is repairing the faulted underground service or is delayed in repairing the faulted service through no fault of the customer, the daily charge for temporary service will be waived.

5.0 DEFINITIONS

- 5.1 Customer. Any person, firm, corporation or other legal entity that uses or has contracted for electric service from the Department.
- 5.2 Underground Service. A buried primary or secondary service lateral that connects to the customer's electrical service equipment. The conductors may be in conduit or direct burial.
- 5.3 Representative. Shall apply to the following Civil Service classifications where applicable:
- Supervising Electric Service Representative
 - Senior Electric Service Representative
 - Electric Service Representative
 - Electric Service Engineer
- 5.4 Electrical Worker. Shall apply to the City Personnel classifications Listed in Schedule A of the IBEW, Local 77 Agreement.
- 5.5 Damage Work Order. A work order obtained from the Power Control Center identifying all costs relevant to a particular job for accurate cost billing.
- 5.6 Temporary Service. Interim electrical service provided to the customer until permanent service can be restored.

6.0 RESPONSIBILITIES

- 6.1 The Customer Service Division shall be responsible for:
- 6.1.1 Assisting, when requested, the Distribution Division in customer contacts and in advising the customers of their responsibilities per Section 8.6 of the "Requirements for Electric Service Connection Manual".

- 6.1.2 Maintaining, via the NSC-SSC Service Order Desk, a permanent record of service installation by the customer's contractor by noting the installation and date of installation in the customer's information service file.
- 6.2 The Distribution Division shall be responsible for identifying the cause of service interruptions and repairing and maintaining underground service laterals.
- 6.3 The Finance Division shall be responsible for billing the damage work order to the customer or contractor when directed by the Engineering Division.
- 6.4 The Power Control Center shall be responsible for issuing the Damage work order and forwarding it to the Engineering Division within 24 hours.
- 6.5 The Engineering Division, Distribution Engineering Unit, shall be responsible for providing technical assistance as needed, reviewing and determining all repair charges, forwarding a copy of the damage work order to the Cost Accounting Unit upon receipt from the Power Control Center, and initiating billing.

7.0 PROCEDURE

- 7.1 The Department (i.e., Distribution, Operations, Engineering and/or Customer Service Divisions) shall be responsible for responding to outages of underground services.
 - 7.1.1 The electrical worker (s) will locate the fault and make a determination of the extent of repairs.
 - 7.1.2 If a clear determination can be made that the responsibility for the damage is the customer's, then the Electrical worker shall initiate a damage work order through the Power Control Center and the customer will be billed for the cost of repair. The Power Control Center shall forward the damage work order document to the Engineering Division, Distribution Engineering Unit, within 24 hours.
 - 7.1.3 If the customer is available, the electrical worker will Advise the customer regarding restoration of service per

Section 8.6 of the “Requirements for Electrical Service Connection Manual”. The electrical worker will provide the customer with a handout outlining the utility’s underground maintenance policy (Appendix 8.3).

- 7.14 If the Department is unable to make immediate repairs to a faulted underground service, a temporary service will be installed only with prior approval of the customer.
- 7.15 The electrical worker in charge will coordinate the restoration of service.
- 7.2 The Customer Service Division shall assist Distribution Division in customer contacts and in advising customer of their responsibilities.
 - 7.2.1 When requested by Distribution Division, the representative will advise the customer regarding restoration of their service. This will be done in person when possible. If the customer is not readily available, the contact will be made by telephone or mail and a copy of the Underground Maintenance Policy will sent to the customer.
 - 7.2.1.1 When contact is by mail, the representative will follow the procedures outlined in DPP 500P 413.
 - 7.2.2 The Service Order Desk at both the NSC and SSC shall maintain a permanent record of service installation by the customer’s contractor by noting the installation and date of installation in the customer’s information service file. This information will be accessible to persons having inquiry to the customer information system.
- 7.3 Finance Division shall bill damage work orders on information provided by the Engineering Division.
- 7.4 The Engineering Division will provide technical advice, as required, and initiate a cost estimate and billing.

8.0 APPENDIX

- 8.1 Distribution: All Department Policy and Procedure Manuals.
- 8.2 Damage Work Order (284-L).

8.3 Billing Request (Form 174-L).

8.4 Underground Maintenance Handout.