



Effective June 4, 2024

Replaces Service Regulations Effective September 2005

City of Shelby Electric Service Terms and Conditions

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Objective

The Electric Service Terms and Conditions are intended for use as a Customer Service tool by City of Shelby personnel to provide the rules and regulations of how the City Electric Department provides Electric Service to its Customers. When used in an appropriate manner and with common sense, all new and existing Customers of the City 's Electric System will be treated in a fair and equal manner.

The understanding and cooperation of all City employees is essential if the City is to provide excellent Customer Service to its Customers. This manual does not address every possible problem, question, or concern related to Electric Service. Rather, it is a guide for a systematic approach to providing Electric Service.

The Electric Service Terms and Conditions will assist in the daily activities of City personnel and will also assist in training of new employees in their Customer Service duties. Proper utilization of this guide will allow City personnel to provide the best service possible.



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1. Terms and Definitions

The following are terms and definitions contained within the City of Shelby Electric Service Terms and Conditions.

City – City of Shelby

Customer - Any person, business, or corporation being served or to be served from the City's electric system.

Developer/Builder – Any person, agent, firm, or corporation having a legal or equitable interest in the property being responsible to the owner.

Dip Pole – A City pole which serves secondary system voltage to underground facilities.

Nominal System Voltages – The City's standard system voltage is the base rating of 120 volts.

Owner/Property Owner – Any person, agent, firm, or corporation having a legal or equitable interest in the property.

Point of Delivery – Where the City's responsibility terminates, and the Customer's responsibility begins.

Primary System Voltage – The City's primary system voltage is 12,470 / 7,200 volts wye.

Revenue Credit – Estimated Customer billing for a period of two years.

Riser Pole – A City pole which serves primary voltage to underground facilities.

Secondary System Voltage – The City service to Customers with configurations of voltages less than or equal to 600 volts.

Service Connections – The point in which the Customer's equipment comes in electrical contact with City's facilities.



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2. National Electrical Safety Code

The applicable rules and regulations of the American National Standards Institute (ANSI) and Institute of Electrical and Electronic Engineers (IEEE) titles “National Electric Safety Code,” is hereby adopted by reference as the electric safety construction rules of the City.

3. Special Consideration Customers

- a) The City recognizes that some of its Customers for medical reasons may be sensitive to the availability of electric service and may require special consideration during such times interruptions of service occur. For this reason, the City has developed a Medical Alert List using information gathered from Customers, local physicians, and hospitals.
- b) It is the City’s intent to give medical alert Customers priority consideration in times of scheduled switching and outages or uncontrollable circumstances. Uninterrupted service cannot and is not guaranteed by the City when a Customer is assigned to the Medical Alert List.
- c) This consideration does not mean or imply these Customers will be the first Customers to have power restored, but that the City will make every effort to restore service as soon as possible taking into account these Customers’ special circumstances.
- d) In the event the power is not able to be restored quickly, the City will make a reasonable effort to notify these Customers so they can take action to provide their own protection and well-being.
- e) The City under no circumstances guarantees continuous electric service to any of its customers, including those assigned to the Medical Alert List and its Customers. By applying for electric service, the customer understands and agrees that the City cannot and does not guarantee interruption free electric service.



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4. Standard Voltages

- a) The City shall make available where possible (dependent upon the City's electrical distribution system configuration) the following service voltages:

Single-Phase Systems

120/240 volt three wire

Three-Phase Systems

120/208 volt, four wire, wye

277/480 volt, four wire, wye

240 volt, three wire, delta

480 volt, three wire delta

Primary System

7,200 / 12,470 volt, four wire, wye

- b) The voltage supplied to the Customer's point of delivery should not have voltage variations exceeding five percent (5%) above or below the City's standard nominal voltage for residential Customers and ten percent (10%) above or below the City's standard nominal voltage for all other Customers.
- c) The City will install facilities with sufficient capacity to serve the Customers normal load requirements. Information regarding loads and desired voltage will be communicated by the Customer to the City when the service is initially requested by completing an Electric System Load Data Sheet and submitting it to:

City of Shelby Electric Department

824 W Grover Street

Shelby, NC 28150

electric@cityofshelby.com



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It is the Customer's responsibility to advise the City of any electrical load or method of operation change that might affect the City's ability to meet the Customer's load requirements.

Upon request of the Customer, the City will monitor the voltage at the Customer's point of delivery with the appropriate and available monitoring devices for a period of time deemed necessary by the City to determine the nature of the problem. The City will notify the Customer and notify the customer of the perceived problem and possible solutions if the voltage is not within the above stated guidelines.

- d) For non-standard voltage requests, if able and depending on supply chain, materials, services, etc., the City will supply appropriate sized transformer(s) at the Customer's site. The Customer must pay one-third of the cost prior to installation of the transformer(s). After six months from the date the Customer pays the one-third cost, a credit equal to the one-third payment made back to the Customer will be refunded to the Customer on their next available utility bill. The expected delivery time for a transformer is currently 72 weeks (in 2024) and the installation time for a new transformer upon delivery is typically 24 weeks; subject to supply chain availability.

5. Electric Meters

- a) The Customer will be required to furnish and install the appropriate meter base for the type of service unless otherwise specified in these Terms and Conditions.
- b) The City Electric Department shall approve and agree to the location of all metering equipment. The meter will be located where accessible and convenient to read, not be unreasonably exposed to damage, not be in any unduly dirty location and will not be inconvenient to City access for reading, maintenance, replacement, or repair.
- c) The City Electric Department shall approve the location of all metering equipment in accordance with the following provisions:
 - i. The meter shall be located between the height of four and one half (4 ½) feet and five and one half (5 ½) feet for convenience of reading, unless otherwise approved by the Electrical Superintendent or designee.



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- ii. In cases of existing meters located on the structure not convenient or readily accessible for reading and servicing purposes, it shall be the responsibility of the property owner to relocate the meter, at the expense of the property owner, to a location approved by the City Electric Department.
 - iii. The property owner shall have thirty days in which to relocate the meter upon written notice from the City Electric Department. If not relocated after thirty days' notice, the City may terminate the electrical service to the structure until such time as the meter is relocated to a location approved by the City Electric Department.
 - iv. The owner of the meter supporting structure is responsible for its condition and for maintenance of the proper socket position and leveling. Excessive tilt or unstable location of a meter socket must be corrected before the meter is installed.
 - v. It shall be the owner's responsibility to ensure the meter base is accessible, lockable and in good condition. Failure to do so can result in termination of service until equipment is repaired or replaced.
- d) The Developer or Builder will incorporate multiple bay or multiple gang metering facilities, as determined by the City Electric Department. Multiple or gang metering facilities must be permanently labeled with UV resistant permanent labels and marked inside the meter base with a permanent marker, in the event the cover is lost or stolen, to identify the unit it feeds prior to being energized.

6. Temporary Electric Service

There are no charges for temporary service installation, other than normal application fee and deposits (as set forth in the City of Shelby Fees Schedule), providing the following guidelines are met:

- a) Service will be delivered at a standard voltage of 120/240 volts, single phase, 3 wire or 120/208, whichever is most readily available, in which a fifth lug will be required for correct metering.



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- b) The Customer requesting temporary service will contact the City Electric Department and Planning Department and present a plat layout. Sufficient advance notice shall be provided prior to building the foundation to allow engineering and construction of permanent electrical facilities.
- c) At the time the Customer requests temporary service the City may require the Customer to submit a letter of intent requesting that the City provide permanent electric service.
- d) The temporary service delivery pole must be located within the following guidelines:
 - i. In an overhead service area: within 50 feet of the City's closest pole.
 - ii. In an underground service area: within (3) three feet of the nearest underground enclosure or pad mount transformer.

Additional Charges

In the event temporary facilities are to be installed, which will not become part of the permanent installation, the Customer will be responsible for the additional actual cost of materials.

7. Overhead/Underground Line Extensions

Single Family Homes, Duplexes and Stand-Alone Businesses

Customers interested in an electric service to their existing or new construction home, or stand-alone business must contact the City of Shelby to schedule a site visit with a City of Shelby Electric Service representative. Customers must provide the parcel address, a list of electrical appliances, such as those listed below, to be installed, and the anticipated electrical load to the representative.

- Water Heater
- Heat Pump



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Once it has been determined if electric service is currently available or if an electric line extension is feasible, the costs to extend the electric line and install electric service will be determined and communicated to the customer in writing. If the customer agrees to the costs, the electric service representative will meet with the customer to sign the City of Shelby Electric Service Installation Provisions form. All fees must be paid in full prior to the City of Shelby installing the electric line extension and/or electric service.

Current electric line extension and service line fees can be found in the City of Shelby Fees Schedule. All fees are regularly reviewed (at least annually) and are subject to change.

If the prospective customer is the lessee in a rental agreement and not the property owner, the City of Shelby will not enter into this agreement with the lessee. Instead, the City of Shelby will only enter into this Agreement with the property owner and the property owner must agree to the line extension and the service line, sign all applicable forms, and pay the associated costs.

Multi-family Complexes, Subdivisions, and Multi-Business Complexes

Builders interested in electric service to subdivisions, multi-family and multi-business complexes must contact the City of Shelby to schedule a site visit with a City of Shelby Electric Service representative. Builders must provide site plans that include designs for the streets, wet utilities, mechanical, electrical, natural gas, plumbing, and landscaping plans to the City of Shelby Engineering Department by mailing to:

City of Shelby Engineering Department
300 S. Washington Street
Shelby, NC 28150

The site plans shall include the number of electric residential or business services that will be installed, the anticipated load, and the appliances, such as those listed below, to be installed in each residential or business unit in the development.

- Water Heater
- Heat Pump

Once City of Shelby staff have reviewed and approved the site plans, a Will Service Letter with cost estimates and the City of Shelby New Development Electric Service Agreement will be made available to the Builder via e-mail (or hard copy if requested) from the City



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of Shelby Electric Service representative. The cost estimates will be valid for a period of (90) days from the date of issue of the letter.

Any additional or major revisions to the construction plan may be at the City of Shelby's sole discretion, and the Builder may be charged a redesign fee that must be paid prior to the additions being provided. In this case, the City of Shelby Electric Service representative would notify the Builder via e-mail within (30) days.

The builder agrees to provide the City of Shelby with the necessary consents, agreements, easements, and access to install the infrastructure agreed upon in the Electric Service Agreement in accordance with an applicable time frame agreed upon. The costs and expenses incurred to obtain the items mentioned are borne to the builder. No work shall commence until all necessary consents, agreements, and access are provided for the entire site location. The City will not provide services to parts of a planned development in reliance of future easements.

a) Securing Right of Way Easements

- i. Easements granted to the City shall be non-exclusive and irrevocable and include the full right, power, and authority to install, use, maintain, repair, and replace the Electric Service Infrastructure and to use such Electric Service Infrastructure to provide Electric Service within and outside the Site.
- ii. Customers may use easement areas for purposes that do not unreasonably interfere, or block the maintenance thereof, with the City's use of the easement areas and comply with the terms of the standard City of Shelby Utility Easement document.
- iii. Customers shall be entitled to relocate easements and easement areas provided that substantially equivalent easement areas are provided prior to such relocation and the Customer pays the cost of relocation of City's Infrastructure to the new easement areas.

8. Underground Service for Single Phase Residential and Commercial Customers



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Prior to the installation of the underground distribution system by the City, the final grade levels of the building sites shall be established by the Owner. The building construction program shall be coordinated with the installation of underground electrical facilities to permit unimpeded access to the City's equipment to the installation sites; to allow installation of underground electrical conductors; and to eliminate dig-ins to the underground electrical facilities after installation. Upon submitting the initial building plans, the City will review the plans to determine if there will be additional fees to install the underground distribution system. Should streets, driveways, curbs, or other obstructions be present prior to installation of underground facilities resulting in additional expense to the City, payment for these additional expenses shall be paid before installation of the underground electrical facilities has begun, or if installation of electrical facilities are required by the owner before final grades are established, and either of these conditions result in additional expenses to the City, payment for these additional expenses shall be made to the City by the Owner.

The City of Shelby will install a secondary service for Customers as set forth in the City of Shelby's Fees Schedule. All fees in the Fees Schedule are reviewed, at a minimum annually, and are subject to change.

Should existing sidewalks, septic tank systems, fuel tanks, other utility lines, or other manmade obstructions result in additional expenses to the City, payment for same will be made by the Owner.

Actual costs brought about in connecting with the compliance of special requirements, if any, of municipalities, state and federal highway agencies or departments regarding the breaking of pavement, ditching, backfilling, and other related conditions, will be paid by the owner.

The City will make, or adjust, charges to the Owner to collect the actual additional costs to the City due to adverse conditions, such as: the composition of the land where the underground facilities are to be installed is such that standard construction equipment cannot be used to complete the installation; or special equipment materials are needed for stream crossing structures or concrete structures; or dynamite is required; or if abrupt



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changes in final grade levels exceed a slope ratio of one to one (1 to 1) when measured within three (3) feet of the trench.

The City's agreement to provide underground service is dependent upon the securing of all necessary rights, easements, rights-of-way, privileges, franchises, or permits for the installation of such service from those requesting the underground facilities. The Owner agrees to ensure that all such necessary rights, easements, blanket rights-of-way, privilege, franchises, or permits are properly recorded on each deed. The City shall exercise care in the utilization of its underground equipment during the construction, but ultimate responsibility for the protection of shrubs, trees, and grass sod will be the owner. Reseeding of trench cover will be done by the City. Shrubs, trees, or any other obstacles shall not be placed within ten (10) feet of a transformer or cabinet openings which would hinder access by the City at any time.

9. Underground Service for Commercial and Industrial Three Phase Customers

General Underground Installation

- a) The Customer will furnish any necessary right-of-way for the installation of the City's equipment. This equipment includes, but is not limited to transformers, poles, conductor, and switchgear.
- b) The Customer will be required to receive service from a pad mounted transformer if the City determines the Customer's current load or future load to be in excess of 200 kW. For the purpose of this section, the load will be determined solely and exclusively by the City and the City may use several factors to make this determination. These factors could include, but are not limited to: (1) diversified load calculation; (2) actual load data; (3) installed service size and configuration; (4) future load growth; (5) existing City circuit configuration; and (6) City



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engineering standards. Any exception to this requirement will be at the sole discretion of the City.

- c) When the Customer is required to install secondary voltage conduit (with pull tape) such installations shall be trenched to a depth of no less than 24” and no greater than 36” for final grade. The trench shall have marking tape installed 12” above the conduit. A minimum separation of 12” is required between the City’s facilities and any other utility’s facilities. The installation shall be coordinated with the City Electric Department. On all roadway crossings the conduit will be installed no less than 36” below final grade. All conduits will be “blown out” to remove debris and capped after installation.
- d) When the Customer is required to install 4” primary voltage conduit (with pull tape) such installations shall be trenched to a depth of no less than 36” and no greater than 48” from final grade. A trench shall have marking tape installed 12” above conduit. A minimum separation of 12” is required between the City’s facilities and any other utility’s facilities. The installation shall be coordinated with the City Electric Department. On all roadway crossings the conduit will be installed no less than 36” below final roadway grade. All conduits will be “blown out” to remove any debris and capped after installation.
- e) All Customer installations listed in these policies will be inspected by the City Electric Department before the trench is backfilled or the installation is completed. The Customer will be required to reconstruct any portion of the installation which deviates from City engineering standards or the approved underground system design.
- f) The City will make, or adjust, charges to the owner to collect the actual additional costs to the City due to adverse conditions, such as: the composition of the land where the underground facilities are to be installed is such that standard construction equipment cannot be used to complete the installation; or special equipment materials are needed for stream crossing structures; or concrete structures; or dynamite is required; or if abrupt changes in final grade levels exceed a slope ratio of one to one (1 to 1) when measured within three (3) feet of the trench.

Individual Commercial Underground Three Phase Services (Pad Mounted)



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If the Customer is to be served from a pad mounted transformer, with no other Customer served from this transformer, the following conditions apply:

- a) The Customer will furnish and install a transformer pad as per City's specifications, 4" conduit from the City's riser pole location to the primary side of the transformer pad, mount electric meter base on to the Owner's facilities with the meter base location determined and approved by the Electric Superintendent, all secondary conduit and secondary conductor and 1" conduit (with pull tape) form the secondary side of the transformer pad to the meter base. The Customer will be required to furnish and install 4" PVC electrical conduit (with pull tape) in conformity with the City's existing underground system. The City will inspect the installation and verify that meets all NEC regulations.
- b) The City will furnish and install all primary conductors, pad mounted transformers, electric meter, and metering connections. The City will furnish a CT rated electric meter base.
- c) The City will make all electrical connections on the source and load terminals of the transformer.
- d) The City will determine the location of the pad mounted transformer and the electric meter.
- e) The point of delivery for Individual Underground Pad Mounted Services will be at the terminals of the City's pad mounted transformer, and Customer will furnish and install all conductors and conduit past the point of delivery.

Individual Commercial Underground Services (Pole Mounted)

If the Customer is to be served from a pole mounted transformer, with no other Customer served from this transformer, the following conditions apply:

- a) The Customer will furnish and install as per City specifications an appropriate size conduit (with pull tape) from the City's service pole location to the Customer supplied meter base or current transformer cabinet (as determined by the City).
- b) The City will furnish and install a pole mounted transformer, electric meter, and metering conductors.



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- c) The City will make all electrical connections on the source terminals of the metering facilities.
- d) The City will determine the location of the electric meter.
- e) The point of delivery for Individual Underground Pole Mounted Services will be at the terminals of the Customer's metering facilities and Customer will furnish and install all conductors past the point of delivery.

Multiple Commercial Underground Services (Pad or Pole Mounted)

If the Customer is to be served from a pad mounted or a pole mounted transformer, with one or more Customers served (or to be served) from this transformer, the following conditions apply:

- a) The Customer will furnish and install as per City specifications appropriate size conduit (with pull tape) as determined by the City for the size of the service from the City's lift pole or transformer pad to the Customer's CT cabinet or meter base.
- b) A meter base shall be installed by either:
 - i. the customer furnishing a self-contained meter base and installed on the Customer's facility at the delivery point; or
 - ii. the City furnishing and installing a CT rated meter base on the transformer or cabinet. The Customer will furnish a self-contained meter base and install on Customer's facility at delivery point; or the City will furnish and install a CT rated meter base on the transformer or cabinet.
- c) All meter bases shall be permanently labeled with UV resistant labels and marked inside with permanent marker with the address it serves prior to being energized.
- d) The City will furnish and install all secondary conductors to the metering facilities, electric meter, and necessary metering connections.
- e) The City will determine the location of the electric meter.
- f) The point of delivery for Multiple Underground Services will be at the source terminals of the meter base or current transformer cabinet connections, and Customer will furnish and install all conductors past the point of delivery.



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Unit Development Underground Services (Pad or Pole Mounted)

Requirements for multiple Customers to be served from a pad mounted or a pole mounted transformer, and a single developer is building a shopping center or similar installation of multiple Customers in one dwelling or structure are as follows:

- a) The Developer/Builder will furnish and install a transformer pad, if required, all conduits required, and all metering facilities.
- b) The Developer/Builder will incorporate multiple bay or multiple gang metering facilities, as determined by the City Electric Department. All meter bases shall be permanently labeled with UV resistant labels and marked inside with permanent marker with the address it serves prior to being energized.
- c) For single-phase service, the City will furnish and install all conductors to the Customer's point of delivery, transformers, metering connectors, and electric meters. If a multi-unit building is to be fed by a three-phase transformer, the customer is responsible for all secondary conductors.
- d) The point of delivery for Unit Development Underground Services will be at the source terminals of the meter base or current transformer cabinet connections, and Customer will furnish and install all conductors past the point of delivery.

Secondary Delivery Industrial Underground Services

If the Customer is to be served from a pad mounted transformer or outdoor substation type transformer(s), with no other Customer served from this transformer, the following conditions apply:

- a) The Customer will furnish and install a transformer pad (if required) as per the City's specifications, 4" conduit (with pull tape) from the City's riser pole location to the primary side of the transformer pad, mount City furnished current transformer rated meter base on the Customer's facilities, all secondary conduit and secondary conduit, and 1" conduit (with pull tape) from the secondary side of the transformer



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pad to the meter base. The Customer will be required to furnish and install 4” PVC electrical conduit (with pull tape) in designated areas in conformity with the City’s existing underground utility system. The depth of the underground conduit (with pull tape) will be no less than 36” to no more than 48” below final grade. On all roadway crossings the conduit (with pull tape) will be installed no less than 36” below final roadway grade. The trench shall have marking tape installed 12” above conduit. All clearances from water, sewer, telephone, cable television, and other underground facilities will be no less than 24”. All conduits will be “blown out” to remove any debris and capped after installation.

- b) The City will furnish and install all primary conductors, pad mounted or substation type transformers, electric meter, current transformer rated electric meter base and metering conductors.
- c) The City will make all electrical connections on the source and load terminals of the transformer.
- d) The City will determine the location of the pad mounted transformer and the electric meter.
- e) The point of delivery for Industrial Underground Secondary Services will be at the terminals of the City’s pad mount transformer or bus. The Customer will furnish and install all conductors past the point of delivery.
- f) If the Customer requests more than one point of delivery to a structure, it will be the discretion of the City to supply primary or secondary voltage. A facilities charge will be added to all facilities installed or furnished by the City above and beyond the City’s normal services specified in this section.

Primary Delivery Industrial Underground Services

If the Customer is to be served from a primary distribution feeder, the following conditions apply:

- a) The point of delivery for Industrial Underground Primary Services will be at the terminals of the City’s disconnect switches or metering facilities as mutually and contractually agreed by the City and the Customer. Any additional facilities past the point of delivery installed and maintained by the City for the City’s use will be considered the City’s equipment.



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- b) The Customer will furnish and install all facilities past the City's point of delivery.
- c) The City will furnish and install all facilities to monitor the Customer's energy usage. A facilities charge will be added to the Customer's monthly bill for any additional facility that the Customer requires from the City's metering.
- d) The City will make all electrical connections on the City's primary feeders at the point of delivery.
- e) A facilities charge will be added for all facilities installed or furnished by the City for the Customer past the City's point of delivery.
- f) When Customer requests the City install facilities past the primary metering, the City will maintain all installed City facilities to the service connections of the equipment. A facilities charge will be added for any facilities installed or furnished by the City for the customer past the City's point of delivery.

Primary Delivery Industrial Services

If the Customer is to be served from a primary distribution feeder the following will apply:

- a) The point of delivery for Industrial Primary Delivery Services will be at the terminals of the City's disconnect switches or metering facilities as mutually and contractually agreed by the City and the Customer.
- b) The Customer will furnish and install all facilities past the City's point of delivery.
- c) The City will install metering facilities to monitor the Customer's energy usage. The installed cost of all metering facilities the City installs will be charged to the Customer.
- d) The City will make all electrical connections on the City's primary feeders at the point of delivery.
- e) A facilities charge will be added to the Customer's monthly bill for any facilities installed or furnished by the City for the Customer past the City's point of delivery.
- f) The City will, upon request and mutual agreement, furnish, install, and maintain facilities not normally required upon reimbursement by the Customer or agreement for the Customer to pay a facilities charge.



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10. Underground Electric Service for Residential Subdivisions, Apartment Complexes, Single Phase Commercial, and Multi-Family Housing Developments

Developer/Builder's Installation Requirements

The City of Shelby will install all the underground electric service, transformers, switchgear, cabinets, and associated appurtenances to the Builder's site once the Developer/Builder signs the City of Shelby New Development Electric Service Agreement and a timeframe for construction is agreed upon. The Developer/Builder agrees to pay all fees associated with the installation of infrastructure for each phase of the development that has been approved for construction in full within one hundred twenty (120) days of the construction approval date provided to Developer/Builder.

Any changes to the site development plan, construction plan and electric service load data after the Will Serve Letter is issued may result in additional engineering costs and potential changes in the line extension costs that the Developer/Builder is responsible for. Relocation of any electric underground lines, electric service lines and/or electric meter upgrade fees will result in additional costs to the Developer/Builder. The City of Shelby Electric Service representative will send an e-mail notification within (30) days of any such notification.

All fees in the City of Shelby Fees Schedule are reviewed, at a minimum annually, and are subject to change.

- a) Commitments to Builder
 - i. Developer/Builder agrees to provide the requirements detailed in the City of Shelby Will Serve Letter that was provided to the Developer/Builder by



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City and is attached to the City of Shelby New Development Electric Service Agreement as Attachment A.

- ii. The Developer/Builder agrees to provide the City the necessary consents, agreements, easements, and access to effectuate the provision of Electric Service, to effectuate the intent of this Agreement and to enter onto the Site to install the infrastructure consistent with the development of the Site. The costs expenses incurred to obtain the items mentioned, be borne to the Developer/Builder.
- iii. Developer/Builder agrees to provide all electric service requirements for the Development in writing prior to the initial design by City Planning Department for City review. Any subsequent changes to the electric service requirements after the infrastructure has been installed may result in additional costs to the Developer/Builder, Tenant, or the Owner at the time of the request. Any additional charges will be made in accordance with the City's current Electric Service Line Installation Policy.
- iv. The Developer/Builder agrees to provide Site plans in AutoCAD.dwg or ESRI shape file that includes designs for streets, wet utilities, mechanical, electrical, natural gas, plumbing, and landscaping plans, etc. Developer/Builder will also provide notice via e-mail to electric@cityofshelby.com of construction start days and construction schedules that are reasonable and industry typical for the type of work to be performed.
- v. Developer/Builder agrees to provide, at its own cost, survey points for grades, lot corners, street right-of-way(s) (ROW), curb and gutter locations, and other locations reasonably necessary for installation of the infrastructure.
- vi. Upon installation of infrastructure in accordance with the City of Shelby New Development Electric Service Agreement, Section 3(c), Developer/Builder agrees to pay the cost of infrastructure relocations required due to Developer/Builder request or incorrect survey information.
- vii. In the event that the Developer/Builder has been provided with a mutually agreed to construction design plan as mentioned in the City of Shelby New Development Electric Service Agreement, Section 7(b)(ii) and the City is then requested by Developer/Builder to provide additional or major



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revisions to the construction design plan, at the City's sole discretion, the Developer/Builder may be charged a re-design fee per occurrence that must be paid prior to additional designs being provided. In addition, if Developer/Builder fails to pay an invoice prior to the expiration date causing this agreement to become null and void (City of Shelby New Development Electric Service Agreement, Section 5), at the City's sole discretion, the City may charge the Developer/Builder the actual re-design cost per occurrence that must be paid prior to additional invoices being provided. The re-design cost will be the actual re-design cost charged by the consulting engineer if required for the specific project. Once the Developer/Builder's Agreement has been executed by the Developer/Builder, any re-design will necessitate a new City of Shelby New Development Electric Service Agreement and this Agreement will be null and void.

- viii. City agrees to install Electric Service Infrastructure at locations within the Site designated by City and mutually agreed upon by the Developer/Builder; and as needed to comply with City, County and/or State ordinances regulations.
- b) Commitments to Developer/Builder
 - i. City agrees to provide Developer/Builder marketing and other promotional materials information for promotion within the Site.
 - ii. The Infrastructure:
 - 1. City will install Electric Service Infrastructure (to be owned, operated, and maintained by City) as required to provide Electric Service to each section and/or Customer meter location within the Site. The Electric Service distribution facilities will be designed and constructed to allow for the best availability of service on each lot within the development, and in such manner as to provide a high level of reliability and service quality for the end user.
 - 2. The Electric Service Infrastructure may include, but is not limited to underground conductors, cabinets, transformers, switches, switchgear, streetlights, and metering equipment as necessary to provide Electric Service. Installation of the infrastructure will be according to construction plans prepared by City and approved by the



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Developer/Builder prior to installation. Electric Service construction plans will be subject to National Electrical Safety Code, American National Standards Institute (ANSI) and Institute of Electrical and Electronic Engineers (IEEE) and regulations of entities with regulatory authority.

3. City will install the Electric Service Infrastructure according to a schedule mutually acceptable to both parties (“Final Schedule”). A proposed schedule shall be submitted by Developer/Builder for review by the City staff sixty (60) days prior to Developer/Builder’s proposed start date. Following the submission from Developer/Builder of proposed schedule, each party agrees to negotiate in good faith to establish a commercially reasonable Final Schedule for installation of the infrastructure within the Site. City agrees to use good faith efforts to meet the deadlines and construction schedules set forth by the Developer/Builder.
4. In the event that City is not allowed by the Developer/Builder to begin construction of the infrastructure within one hundred eighty (180) calendar days of the execution of the City of Shelby New Development Electric Service Agreement, or once construction begins, if City is prevented, at the fault of the Developer/Builder, for more than thirty (30) calendar days, not to include observed holidays or acts covered under Paragraph 15. Force Majeure, then at City’s sole discretion, the City of Shelby New Development Electric Service Agreement may become null, and void and any unused portion of the actual amount paid will be reimbursed to the Developer/Builder; and a new Agreement, cost estimate and Infrastructure design will be required.
5. City will use its reasonable best efforts, subject to good engineering practice, standard Electric Service utility construction practices, and regulations of entities with regulatory authority, to meet Developer/Builder requirements regarding the placement of Infrastructure, underground conduit, transformers, cabinets, switches, switchgear, etc. to enhance the aesthetics of the project.



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When a development within the service area of the City is to be subdivided into residential lots or (single phase service) commercial lots and has been approved by the City Plan Review Process and the City Planning Department, a distribution system will be installed underground at the written request of the Developer/Builder, provided that the following conditions are met:

- a) The Developer/Builder is required to furnish to the City an approved plat plan, or subdivision map with street right-of-ways, property lines, sidewalks, storm drains, approved water lines, approved sewer lines and any other utilities or physical features.
- b) The City will design an underground distribution system for the most efficient installation and service. The City will design the underground distribution system for the entire development. The City will install only the portion of the underground distribution system, which serves the current section of the development and is mutually agreed to by the City and the Developer/Builder.
- c) Upon agreement by the City and the Developer on an installation plan the Developer/Builder is required to furnish the City with all necessary right-of-way to install the approved underground electrical distribution system. (surveyed by developer and submitted to the City).
- d) The Developer/Builder will pay a contribution in aid cost for the electric distribution system as per the City of Shelby Fees Schedule. The Developer/Builder will complete and sign the City of Shelby New Development Electric Service Agreement with a City of Shelby representative.
- e) The City will furnish and install all transformers, transformer pads for single phase padmount transformers, and all electrical pull-boxes, handholes and pedestals.
- f) The depth of the underground conductors will be no less than 24” below final grade. A separation of 12” minimum is required between the City’s facilities and any other utilities facilities. On all roadway crossings the conduit will be installed no less than 36” below final roadway grade. The Developer/Builder will install all conduits for road crossings during the grading process and the City will furnish all required conduits.
- g) The Developer/Builder will be required to mark all proposed property corners and grade all proposed installation areas to within six (6) inches of final grade before installation of conduit or conductors is to begin and maintain the property markers during construction. In the event the underground electrical distribution system



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installation is completed and the Developer has regraded to a level in which the City's equipment does not meet City engineering standards, the Developer/Builder will be required to reconstruct the facilities.

- h) The City will make, or adjust, charges to the Developer/Builder to collect the actual additional costs to the City due to adverse conditions, such as: the composition of the land where the underground facilities are to be installed is such that standard construction equipment cannot be used to complete the installation; or special equipment materials are needed for stream crossing, structures, or concrete structures; or dynamite is required; or if abrupt changes in final grade levels exceed a slope ratio of one to one (1 to 1) when measured within three (3) feet of the trench.
- i) If development is to be served by three (3) phase construction, with three (3) phase transformers, the Developer/Builder will install conduit from the transformer to the meter base with the appropriate size and number of conduit suitable for the conductors for the meter base.

The electric service infrastructure design and installation shall follow the City of Shelby's Standard Details, Unified Development Ordinance, and the National Electric Safety Code.

Multi-Phase Service

When a Developer/Builder or Customer requests multi-phase service in a development which the City has designed or installed a single-phased system, the Developer/Builder or Customer will be required to install a concrete pad for the three-phase transformer and pay for the entire cost to install the additional facilities to provide the service.

A distribution system will be installed underground at the written request of the Developer/Builder when a development within the service area of the City is to be subdivided into residential lots or (single phase service) commercial lots and has been approved by the City Plan Review Process and the City Planning Department, provided that the following conditions are met:

- a) The Developer/Builder is required to furnish to the City an approved plat plan or subdivision map with street rights-of-ways, property lines, sidewalks, storm drains, approved water lines, approved sewer lines, and any other utilities or physical features.



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- b) The City will design an underground distribution system for the most efficient installation and service. The City will design the underground distribution system for the entire development. The City will install only the portion of the underground distribution system, which serves the current section of the development and is mutually agreed to by the City and the Developer.
- c) Once an agreement is reached on an installation plan between the City and the Developer/Builder, the Developer/Builder is required to furnish the City with all necessary right-of-way to install the approved underground electrical distribution system. (surveyed by developer and submitted to the City).
- d) The City will furnish and install all transformers, transformer pads for single phase padmount transformers, and all electrical pull-boxes, handholes and pedestals.
- e) The depth of the underground conductors will be no less than 24” below final grade. A separation of 12” is required between the City’s facilities and any other utility facilities. On all roadway crossings the conduit will be installed no less than 36” below final roadway grade.
- f) The Developer/Builder will be required to mark all proposed property corners and grade all proposed installation areas to within six (6) inches of final grade before installation of conduit or conductors is to begin. In the event the underground electrical distribution system installation is completed, and the Developer has regraded to a level in which the City’s equipment does not meet City engineering standards, the Developer will be required to reconstruct the facilities.
- g) The City will make, or adjust, charges to the owner to collect the actual additional costs to the City due to adverse conditions, such as: the composition of the land where the underground facilities are to be installed is such that standard construction equipment cannot be used to complete the installation; or special equipment materials are needed for stream crossing, structures or concrete structures; or dynamite is required; or if abrupt changes in final grade levels exceed a slope ratio of one (1) when measured within three (3) feet of the trench.

Individual Services



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- a) Services to individual residential dwellings or lots will be in accordance with the City of Shelby Underground Electric Service for Single Phase Residential and Commercial Customers.
- b) Single Phase Residential and Commercial Customers requesting electric service for structures in such subdivisions must be served underground in accordance with the City of Shelby Underground Electric Service for Single Phase Residential and Commercial Customers regulation.

Multi-Dwelling Structures

For service to multi-dwelling structures, the Developer/Builder will be required to furnish and install a multi-gang meter facility on one common side of the structure as approved by the City. Each meter base shall be permanently marked and maintained as to the Customer address it feeds prior to being energized.

11. Relocation of City Facilities

Customers requesting the City to relocate installed facilities will pay for the cost of this relocation prior to any construction.

When an individual Customer requests the City to convert an existing residential overhead service to underground service, the Customer will pay the cost for the conversion prior to any construction.

When an individual Customer requests the City to convert an existing commercial or industrial overhead service to underground service, the Customer will furnish the provisions for new underground services plus the cost of all new equipment, cost for removal of overhead electric service as determined by the City Electric Department.

When a Developer/Builder or Customer requests multi-phase service in a development which the City has designed or installed a single-phase service, the Developer/Builder or



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Customer will be required to install a concrete pad for the three-phase transformer and pay for the entire cost to install the additional facilities necessary to provide the service.

Costs to relocate a service or convert an overhead service to underground service can be found in the City of Shelby Fees Schedule. All fees are regularly reviewed (at least annually) and are subject to change.

12. Street Lighting

The purpose of street lighting is to illuminate roadways within the City of Shelby. Street lighting is not for lighting structures or commercial properties or for or crime prevention purposes.

The purpose of this document is to establish guidelines for effectively lighting the public streets under the control of the City of Shelby. Proper street lighting not only serves the needs of the motoring public but also contributes to the livability of the public along the streets. Street lighting also contributes to personal safety and security, as well as comfort and welcome of pedestrians along the streets. Street lighting influences the public's choice of transportation, i.e., driving, walking, riding a bike, or bus. Care should be taken to balance the needs for cars, trucks, buses, pedestrians, and bicyclists.

Street lighting considerations involve a variety of engineering design issues. These may include issues such as wattage, color of light, shielding of light, energy efficiencies, or mounting heights. Because of ongoing research in the field of lighting, street lighting and outdoor lighting plans should be reviewed and updated on a regular basis.

The street lighting requirements contained herein shall apply to new installations. Existing street lighting shall be evaluated and improvements made according to these guidelines as time permits and funds are made available.



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Street Classification

The appropriate classification for each street under the control of the City of Shelby should be determined by the role each street plays as part of the entire traffic system. The criteria for determining street classification should include the following:

- i. Average daily traffic volume.
- ii. Non-automobile use (trucks, buses, pedestrians).
- iii. Posted speed limit.
- iv. Spacing of connecting streets.
- v. Length of streets.
- vi. Number of traffic lanes.
- vii. Points of access (driveways) per mile.
- viii. Proximity to public or community buildings (example: fire station, city hall, community center).
- ix. Visibility (example: curves, hills, visual obstructions).

For the purpose of these guidelines the streets are divided into five (5) categories.

Major Thoroughfare

Major thoroughfares consist of interstate, other freeway, expressway, or parkway links, and major streets that provide for the expeditious movement of high volumes of traffic within and through urban areas.

Minor Thoroughfare

Minor thoroughfares collect traffic from collector, subcollector, and local streets and carry it to the major thoroughfare system. Minor thoroughfares may be used to supplement the major thoroughfare system by facilitating movement of moderate volumes of traffic within and through urban areas and may also serve abutting property.

Collector



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A street whose principal function is to carry traffic between cul-de-sac, local, and subcollector street, and streets of higher classification, but which may also provide direct access to abutting properties.

Sub Collector

A street whose principal function is to provide access to abutting properties, but which is also designed to be used or is used to connect local streets with collector or higher classification streets.

Local Residential/Cul-de-Sac/Marginal Access

A street whose primary function is to provide access to abutting properties.

Fixture

The standard street lighting fixture shall be a 73-watt LED Road Focus fixture with an appropriate length of arm and a photoelectric cell operated switch. Nonstandard fixtures may be selected by the City for special applications or lighting designs that are required to meet the criteria as set forth by IES RP-8-00.

Spacing

The spacing of fixtures shall generally be as follows:

Major Thoroughfare	To be determined by ANSI/IESNA RP-8-00
Minor Thoroughfare	100 – 200 ft.
Collector	100 – 200 ft.
Sub Collector	100 – 250 ft.
Local Residential/Cul-de-Sac	
Marginal Access	100 – 250 ft.

Final layouts shall be determined on a case-by-case basis based on site specific factors. Spacing may be accomplished by staggered or single side layout and will be determined by the City.

Mounting Height

The fixture mounting height shall be a minimum of 23 feet and a maximum of 35 feet from grade, unless determined otherwise by the Electric Superintendent.



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Voltage Drop

All street lighting electrical circuits of 120/240 volts shall be limited to 5% voltage drop.

General

Street lighting should be placed at all intersections and at other high volume pedestrian areas when practical. Where sidewalks exist on only one side of the street, street lighting should be placed on that side to provide illumination for pedestrians. A street light should be placed on each side of a cul-de-sac at the point where the tangent meets the circular outside of the cul-de-sac. On streets with sidewalks and a high volume of pedestrian traffic, such as in the vicinity of shopping centers, theaters, uptown district, or stadiums, the addition of lower pedestrian-oriented type streetlights should be considered.

Where the City has an existing pole line, these poles will be used for street lighting purposes whenever possible. Additional poles will be added as required. Fixtures added to a street with City standard lighting shall be similar in style and illumination to the existing fixtures.

Street light support shall not be placed within 4 feet of a fire hydrant or 5 feet of a residential driveway.

Request for Street Lighting Alterations

When a request is received for street lighting rearrangement, installation, or removal the City Shall:

- a) Review any existing street lighting to determine if illumination levels are presently in compliance with these guidelines.
- b) Review the street for conditions which may require special safety considerations.

Requests for street lighting alterations may require written approval by all property owners fronting the street in question.

In cases where the existing street lighting complies with these guidelines, and the requesting party or parties still desire alternations to any street lighting, all costs shall be paid in full by the requesting party or parties prior to any modifications being completed.



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All modifications shall be at the discretion and require the approval of the Director of Energy Services.

Decorative or Non-Standard Lighting

The City has compiled a list of decorative or non-standard poles and fixtures that meet the City's requirements. Prior to installation, existing neighborhoods may request an approved decorative or non-standard fixture and pole to replace the standard wood pole and fixture.

If approved by the City the following shall apply.

- a) All poles and fixtures installed in the neighborhood shall be compatible.
- b) Lighting levels and layout must be approved by the City prior to installation.
- c) All upfront engineering fees shall be paid by the Developer/Builder or neighborhood prior to design work.
- d) Costs for all decorative or non-standard poles, fixtures and additional materials chosen shall be paid by the Developer/Builder or neighborhood prior to lighting installation. Additional underground cost for labor and materials shall also be paid by the Developer/Builder or neighborhood prior to lighting installation. All costs to the Developer/Builder or neighborhood shall be estimated by the City and provided to the Developer/Builder by a City of Shelby Electric Representative via email. Fees for lighting can be found in the City of Shelby's Fees Schedule. All fees in the Fees Schedule are reviewed, at a minimum annually, and are subject to change.

13. Outdoor Rental Area Lighting

- a) Outdoor Area Lighting will be supplied in accordance with the City of Shelby Outdoor Lighting Contract and the Electric Service Installation Provisions Form. The service supplied by the City will include furnishing and installing the lighting units requested by the Customer and connecting the same to the City's system, all in accordance with the City's service requirements. These facilities, with automatic control, will be owned, maintained, and operated by the City. The City will furnish the electricity required for the illumination of the lamps from dusk to dawn. The



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City will perform, as soon as practicable during regular working hours, necessary maintenance to restore illumination after the Customer has notified the City that the lamp is not burning. Any area lighting not in accordance with this regulation must be approved by the Director of Energy Services.

- b) This service shall be for use in lighting of outdoor areas by means of LED fixtures installed on brackets extending (4) four feet or less from a City owned pole. These lighting units can be installed on City owned poles on which overhead secondary voltage exists, or to which such voltage can be extended without additional transformer installation.

Rental Area Lighting Units Available

Outdoor area lighting options currently offered are listed in the [Outdoor Lighting Brochure](#). The monthly rate for the selected combination of fixture and pole can be found in the City of Shelby Fees Schedule. All fees are regularly reviewed (at least annually) and are subject to change.

Installing Area Lighting

- a) Customer requests for Rental Area Lighting installations will be submitted to the Customer Services Office by the Customer. The Utilities Services Specialist will meet with the Customer and determine the proper placement of the lights.
- b) Rental Area Lighting will be placed on Customer property only where a utility line truck has access. No Area Light Poles will be set in locations inaccessible to a line truck.

Disconnecting Area Lighting

Customer/Property Owner requests for Rental Area Lighting disconnects shall be submitted to the City of Shelby Customer Services Office by the Customer/Property Owner. The procedure below shall be followed for Area Light disconnects:



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- a) Disconnect orders require the Service Crew to disconnect electric service from the lighting fixture. In the event the Property Owner desires the entire unit to be removed, the pole, light fixture, and secondary cable will be removed.
- b) The Customer/Property Owner will be informed prior to any disconnect that any damage to driveways or grounds will not be the responsibility of the City of Shelby.
- c) Disconnects shall be completed within ten (10) working days of the receipt of the service order in the Electric Division, weather permitting.

Replacing or Repairing Area Lighting

In the event an area lighting unit is not operating, the Service Crew will make an attempt to repair the existing unit with available “in stock” repair parts. When these parts are not available or have been exhausted, the lighting unit will be replaced with available lighting units.

14. Structure or Equipment Moving – Customer Requirements

The Customer requesting the City assist in providing safe clearance of its electrical facilities will be required to meet the following conditions.

- a) The Customer will be required to give the City advance written notice of the structure or equipment to be moved, the loaded height and the loaded width of the structure or equipment, and a route map three weeks prior to the movement.
- b) The City will not approve any proposed route that is not previously approved by the other local utility companies and the N.C. Department of Transportation, if required. The City will approve the route with corrections as necessary and the Customer be required to show this approved route to the Service Crew performing the clearances before beginning the move.
- c) The Customer will be required to pay all costs involved prior to construction to provide safe clearances of the City’s electrical facilities. At the Customer's request, the City will give the Customer an estimate of the cost of these clearances which is



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only an estimate, and the costs may vary due to other complications. The customer will be responsible for the additional costs.

- d) The Customer will be required to pay all costs for any damage to the City's equipment and facilities if the Customer fails to notify the City according to the above regulation.
- e) The City will not be held liable for any damage or injuries from City facilities due to failure with this regulation.

15. Service Interruptions

- a) Neither party shall be liable for delays in delivery or performance, or for failure to deliver or perform when caused by any of the following: Acts of God, acts of the public enemy, acts or failures by the other party, acts of civil or military authority, governmental priorities, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, delays in transportation, loss or damage to goods in transit, and other causes beyond the reasonable control of the party. In the event of such delay, the date of delivery or performance shall be extended for a period equal to the effect of the time lost by reason of the delay. The delayed party shall use its reasonable efforts to minimize the period of delay wherever possible.
- b) The City reserves the right to suspend service without liability on its part at such times and for such periods and in a manner as it may deem advisable for (a) the purpose of making necessary adjustments to, changes in, or repairs to lines, substations, and facilities; (b) in cases where the continuance of service to the Customer's premises would endanger persons or property; (c) if the City in good faith believes, because of civil disorder, riot, insurrection, war, weather, fire, or other condition beyond a reasonable control of the City for protection of the public or employees of the City; (d) if ordered by a duly constituted public authority.
- c) Whenever the City contemplates a scheduled suspension of service, it will make reasonable effort to coordinate the same with Customers and to give advance notification of the intent to suspend service and the reason, therefore.



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- d) In the event of a power shortage or an adverse condition or disturbance on the system of the City or any other directly or indirectly interconnected system, the City may, without incurring liability, take such emergency action as, in the judgment of the City, may be necessary. Such emergency action may include, but not be limited to reduction or interruption of the supply of electricity to some Customers or areas in order to compensate for a power supply shortage on the City's system or to limit the extent or duration of the adverse condition or disturbance on the City's system, or to prevent damage to the Customer's equipment or the City's transmission facilities, or to expedite the restoration of service. The City may also reduce the supply of electricity to compensate for an emergency condition on an interconnected system,
- e) In the event the City should fail to supply any utility service contracted for, whether from causes beyond its control or accidents, the City shall not be liable for damages by reason of such failure.

16. Assignment of Rate Schedules

The City Customer Services Department determines which rate schedule is applicable for each meter in the City's electric system. Rate schedules are detailed in the City of Shelby Fees Schedule.

17. Right to Appeal

Any Customer served or to be served in accordance with these Electric Service Terms and Conditions has the option to dispute an and interpretation of the regulations made by a City of Shelby Employee or Representative. Appeals should be made in writing to the Director of Energy Services and resolved by the City Manager utilizing the administrative appeals process.



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Appendix

Appendix X – Electric System Load Data Sheet

Appendix X – Electric Service Installation Provisions

Appendix X – City of Shelby New Development Electric Service Agreement

Appendix X – Outdoor Lighting Contract



Schedule ERS21
Effective July 1, 2024
Replaces schedule effective 07/01/2023

RESIDENTIAL ELECTRIC SERVICE

AVAILABILITY

This service is available only to residential customers in residences, condominiums, mobile homes or individually metered apartments.

Charges are calculated as follows:

	All Year
Basic Facilities Charge	\$18.00
Energy Charges:	
All kWh	\$0.09012 per kWh

Applicable Renewable Energy Portfolio Standards (REPS) charges will be added as per the Renewable Energy Portfolio Standards (REPS) Charge schedule.

Any applicable North Carolina state or local sales tax will be added to the customer's total charges.



Schedule ELSMW
Effective July 1, 2024
 Replaces schedule effective 7/1/2023

SMALL GENERAL/INDUSTRIAL ELECTRIC SERVICE

AVAILABILITY

Electric Service under this rate is available to the non-residential customer with monthly demand of 100kW or less.

Charges are calculated as follows:

	Rate
Basic Facilities Charge	\$29.00
	All Year
Demand Charge:	
First 30 kW	No Charge
All kW Over 30	\$ 8.50
Energy Charge:	
First 3,000 kWh	\$0.11820 per kWh
All Over 3,000 kWh	\$0.07574 per kWh

Applicable Renewable Energy Portfolio Standards (REPS) charges will be added as per the Renewable Energy Portfolio Standards (REPS) Charge schedule.

Any applicable North Carolina state or local sales tax will be added to the customer's total charges.



**Schedule EMLG1
Effective July 1, 2024**

Replaces schedule effective 7/1/2023

MEDIUM/ LARGE GENERAL ELECTRIC SERVICE

AVAILABILITY

Electric Service under this rate is available to the non-residential customer whose monthly demand exceeds 100 kW but less than 500 kW in any three months out of twelve consecutive monthly billing periods, including the current billing period.

Charges are calculated as follows:

	Rate
Basic Facilities Charge	\$100.00
	All Year
Demand Charge:	
All kW	\$8.59 per kW
Energy Charge:	
All kWh	\$0.06224 per kWh

Applicable Renewable Energy Portfolio Standards (REPS) charges will be added as per the Renewable Energy Portfolio Standards (REPS) Charge schedule.

Any applicable North Carolina state or local sales tax will be added to the customer's total charges.



Schedule EVLGG
Effective July 1, 2024
 Replaces schedule effective 7/1/2023

VERY LARGE GENERAL ELECTRIC SERVICE

AVAILABILITY

Electric Service under this rate is available to the non-residential customer whose monthly demand is 500 kW or greater in any three months out of twelve consecutive monthly billing periods, including the current billing period.

Charges are calculated as follows:

	Rate
Basic Facilities Charge	\$250.00
	All Year
Demand Charge:	
All kW	\$9.00 per kW
Energy charge:	
All kWh	\$0.05728 per kWh

Applicable Renewable Energy Portfolio Standards (REPS) charges will be added as per the Renewable Energy Portfolio Standards (REPS) Charge schedule.

Any applicable North Carolina state or local sales tax will be added to the customer's total charges.



Schedule ECPEAK & ECPK1
Effective October 1, 2016
Replaces schedule effective 7/1/2014

COINCIDENT PEAK ELECTRIC SERVICE

AVAILABILITY

Electric Service under this rate is available to new commercial or industrial loads which begin receiving service after July 1, 1998. The demand of the new load must equal or exceed 500 kW but be less than 3,000 kW during at least three months of a twelve-month period.

Service under this Schedule shall be used solely by the contracting customer in a single enterprise, located entirely on a single contiguous site or premises.

This Schedule is not available for auxiliary or breakdown service and power delivered hereunder shall not be used for resale or exchange or in parallel with other electric power, or as a substitute for power contracted for or which may be contracted for under any other schedule of the City, except at the option of the City, under special terms and conditions expressed in writing in the contract with the Customer.

The obligations of the City in regard to supplying power are dependent upon its securing and retaining all necessary rights-of-way, privileges, franchises, and permits for the delivery of such power, and the City shall not be liable to any customer or applicant for power in the event the City is delayed in, or is prevented from furnishing the power by its failure to secure and retain such rights-of-way, rights, privileges, franchises, and/or permits.

TYPE OF SERVICE

The City will furnish 60-Hertz service through one meter, at one delivery point, at one of the following approximate voltages where available:

Single-phase, 120/240 volts; or

3 phase, 208Y/120 volts, 480Y/277 volts; or

3 phase, 3 wire, 240, 480, 575, or 2400 volts, or

3 phase 4160Y/2400, 12470Y/7200, or

3 phase voltages other than the foregoing, but only at the City's option, and provided that the size of the Customer's load and the duration of the Customer's contract warrants a substation solely to serve that Customer, and further provided that the Customer furnish suitable outdoor space on the premises to accommodate a ground-type transformer

**COINCIDENT PEAK ELECTRIC SERVICE
Schedule ECPEAK & ECPK1
Effective October 1, 2016**

Replaces schedule effective 7/1/2014

installation, or substation, or a transformer vault built in accordance with the City's specifications.

The type of service supplied will depend upon the voltage available at or near the Customer's location. Prospective customers should ascertain the available voltage by inquiry at the office of the City before purchasing equipment.

Motors of less than 5 HP may be single-phase. All motors of more than 5 HP must be equipped with starting compensators and all motors of more than 25 HP must be of the slip ring type except that the City reserves the right, when in its opinion the installation would not be detrimental to the service of the City, to permit other types of motors.

RATE

	Rate	
Basic Facilities Charge	\$500.00	\$500.00
Minimum Demand: 30kW		
	Summer (June-September)	Non-Summer (October-May)
Demand Charge:		
All kW	\$18.00	\$5.00
Excess Demand	\$3.50 per kW	\$3.50 per kW
Energy charge:		
On-Peak	\$0.05680 per kWh	\$0.04988 per kWh
Off-Peak	\$0.05038 per kWh	\$0.04543 per kWh

DEFINITION OF "MONTH"

The term "month" as used in the Schedule means the period intervening between meter readings for the purposes of monthly billing, such readings being taken once a month.

DETERMINATION OF BILLING DEMAND

Billing Demand shall be the average of the integrated clock hour kW demands measured during the hours of the On-Peak Period on the day identified as the Peak Management Day used by the North Carolina Municipal Power Agency Number 1 (NCMPA1) for wholesale billing purposes during the corresponding month of Customer's billing.

COINCIDENT PEAK ELECTRIC SERVICE
Schedule ECPEAK & ECPK1
Effective October 1, 2016

Replaces schedule effective 7/1/2014

On-Peak Periods:

On-peak periods are non-holiday weekdays during the following times:

June-September	2pm – 6pm
December-February	7am – 9am
All other months	7am – 9am and 2pm – 6pm

HOLIDAYS

The following days of each calendar year are considered holidays:

New Years Day	Labor Day
Good Friday	Thanksgiving Day and the Friday following
Memorial Day	Christmas Day
Independence Day	

In the event that any of the foregoing Holidays falls on a Saturday, the preceding Friday shall be deemed to be the Holiday. In the event any of the foregoing Holidays falls on a Sunday, the following Monday shall be deemed to be the Holiday.

PEAK MANAGEMENT DAYS

Peak Management Days are the days on which NCMPA1 notifies its Participants to activate their peak management programs during On-Peak periods. The Peak Management Day used to establish the city's wholesale billing demand is the one Peak Management Day during the month on which NCMPA1 experienced the greatest average load (determined as the average of NCMPA1's integrated hourly loads during the hours of the On-Peak Period).

EXCESS DEMAND

Excess demand shall be the difference between the maximum integrated clock hour kW demand recorded during the current billing month and the Billing Demand for the same billing month.

NOTIFICATION BY CITY

The City will use diligent efforts to provide advance notice to the Customer of Peak Management Days if requested. However, the City does not guarantee that advance notice will be provided. Notification by the City will be provided to the Customer by direct telephone communications or automatic signal, as mutually agreed. The Customer will hold the City harmless in connection with its response to notification.

DETERMINATION OF ENERGY

The kWh of energy shall be the sum of all energy used during the current billing month as indicated by watt-hour meter readings.

COINCIDENT PEAK ELECTRIC SERVICE

Schedule ECPEAK & ECPK1

Effective October 1, 2016

Replaces schedule effective 7/1/2014

ON-PEAK ENERGY

For billing purposes in any month, On-Peak Energy, in kWh, shall be the metered energy during the On-Peak Energy Period, whereby the On-Peak Energy Period is defined as non-holiday weekdays from 7:00 AM to 11:00 PM.

OFF-PEAK ENERGY

For billing purposes in any month, Off-Peak Energy, in kWh, shall be the metered total monthly energy less the amount of energy billed in that month under On-Peak Energy.

POWER FACTOR CORRECTION

When the average monthly power factor of the Customer's power requirements is less than 90 percent, the City may correct the integrated demand in kilowatts for that month by multiplying by 90 percent and dividing by the average power factor in percent for that month.

CONTRACT PERIOD

Each customer shall enter into a contract to purchase electricity from the City for a minimum original term of one (1) year, and thereafter from year to year upon the condition that either party can terminate the contract at the end of the original term, or at any time thereafter, by giving at least sixty (60) days prior notice of such termination in writing; but the City may require a contract for a longer original term of years where the requirement is justified by the circumstances.

Applicable Renewable Energy Portfolio Standards (REPS) charges will be added as per the Renewable Energy Portfolio Standards (REPS) Charge schedule.

North Carolina sales tax of 7% shall be added to the customer's total charges for each month, determined in accordance with the above electric rates.



Effective July 1, 2024
Replaces schedule effective 7/1/2023

RENEWABLE ENERGY PORTFOLIO STANDARDS (REPS) CHARGE

APPLICABILITY

The Renewable Energy Portfolio Standards Charge set forth in this Rider is applicable to all customer accounts receiving electric service from the City of Shelby (“City”), except as provided below. These charges are collected for the expressed purpose of enabling the City to meet its Renewable Energy Portfolio Standards compliance obligations as required by the North Carolina General Assembly in its Senate Bill 3 ratified on August 2, 2007.

BILLING

Monthly electric charges for each customer account computed under the City’s applicable electric rate schedule will be increased by an amount determined by the table below:

Monthly Charges			
<u>Customer Type</u>	<u>Renewable Resources</u>	<u>DSM/Energy Efficiency</u>	<u>Total REPS Charge</u>
Residential Account	\$ 0.82	\$0.00	\$ 0.82
Commercial Account	\$ 4.47	\$0.00	\$ 4.47
Industrial Account	\$46.08	\$0.00	\$46.08

EXCEPTIONS

Industrial and Commercial Customer Opt-out

All industrial customers, regardless of size, and large commercial customers with usage greater than one million kWh’s per year can elect not to participate in City’s demand-side management and energy efficiency measures in favor of its own implemented demand-side management and energy efficiency measures by giving appropriate written notice to the City. In the event such customers “opt-out”, they are not subject to the DSM/Energy Efficiency portion of the charges above. All customers are subject to the Renewable Resources portion of the charges above.

Auxiliary Service Accounts

The following service schedules will not be considered accounts because of the low energy use associated with them and the near certainty that customers served under these schedules already will pay a per account charge under another residential, commercial or industrial service schedule:

- Outdoor Lighting Service (metered and unmetered)
- Street and Public Lighting Service
- Traffic Signal Service

Applicable North Carolina sales tax will be added to charges under this Rider.



Effective July 1, 2024
Replaces schedule effective 7/1/2023

ELECTRIC RATE RIDER RECR-1
Renewable Energy Credit Rider

AVAILABILITY

This optional rate rider is applicable to customers who had systems installed before July 1, 2024 on any City of Shelby (“City”) rate schedule who operate solar photovoltaic, wind powered, or biomass-fueled generating systems, with or without battery storage, located and utilized at the customer’s primary residence or business. To qualify for this rate rider, the customer must have complied with the City’s Interconnection Standards and have an approved Interconnection Request Form. As part of the Interconnection Request Form approval process, the City retains the right to limit the number and size of renewable energy generating systems installed on the City’s System. The generating system that is in parallel operation with service from the City and located on the customer’s premises must be manufactured, installed, and operated in accordance with all governmental and industry standards, in accordance with all requirements of the local code official, and fully conform with the City’s applicable renewable energy interconnection interface criteria. Qualified customers must be generating energy for purposes of a “buy-all/sell-all” arrangement to receive credits under this rate rider. That is, the City agrees to buy all and the customer agrees to sell all of the energy output and associated energy from the renewable energy resource. Customers with qualified systems may also apply for NC GreenPower credits or sell Renewable Energy Certificate (“REC”) credits.

All qualifying facilities have the option to sell energy to the City on an “as available” basis and receive energy credits based on the Variable Rates identified in this Rider for the delivered energy.

MONTHLY CREDIT

Avoided Cost Credit Rate** (\$ per kWh):

	<u>Variable</u>
On-Peak energy*	\$0.04041
Off-Peak energy	\$0.01366

* These energy credits include a capacity component.

**For generation equal to or less than 20 kW the on-peak energy avoided cost credit rate can be applied to all hours.

MONTHLY ENERGY

Monthly Energy shall be the total kWh of energy produced by the generating facility during the current calendar month. All energy produced by the Customer's renewable energy generating system must be delivered to the City, since the city does not offer net metering at this time.

ON-PEAK ENERGY

On-Peak Energy shall be the metered energy during the On-Peak Energy Period of the current calendar month, whereby the On-Peak Energy Period is defined as non-holiday weekdays from 7:00 AM to 11:00 PM EPT.

OFF-PEAK ENERGY

Off-Peak Energy shall be the Monthly Energy less the amount of energy billed as On-Peak Energy.

CONTRACT PERIOD

Prior to receiving service under this Rider, the City and the customer shall have entered either an Interconnection Agreement or executed a Certificate of Completion (inverter-based generators less than 20 kW) and a Power Purchase Agreement which covers the special terms and conditions for the customer's requirements related to the interconnection of the customer's renewable energy generating system.

Each of these agreements shall have a minimum term of one (1) year. Either party may terminate the agreements after one year by giving at least thirty (30) days previous notice of such termination in writing.

GENERAL

Service under this Rider is subject to the provisions of the Service Regulations of the City contained in the City of Shelby Terms of Conditions of Electric Service and Electric Service Regulations.

SPECIAL CONDITIONS

The customer's service shall be metered with two meters, one of which measures all energy provided by the City and used by the customer, and the other measures the amount of energy generated by the customer's renewable energy generator which is provided to the City.

In the event that the City determines that it is necessary to install any additional equipment to protect the safety and adequacy of electric service provided to other customers, the customer shall pay for the cost of such equipment in accordance with the terms of its Power Purchase Agreement.



Effective July 1, 2024
Replaces schedule effective 7/1/2023

ELECTRIC RATE RIDER RECR-2
Renewable Energy Credit Rider

AVAILABILITY

This optional rate rider is available to customers who had systems installed after July 1, 2024 or if an existing system may elect this rider after July 1, 2023 and are on any City of Shelby (“City”) rate schedule who operate solar photovoltaic, wind powered, or biomass-fueled generating systems, with or without battery storage, located and utilized at the customer’s primary residence or business. To qualify for this rate rider, the customer must have complied with the City’s Interconnection Standards and have an approved Interconnection Request Form. The generating system that is in parallel operation with service from the City and located on the customer’s premises must be manufactured, installed, and operated in accordance with all governmental and industry standards, in accordance with all requirements of the local code official, and fully conform with the City’s applicable renewable energy interconnection interface criteria. Customers with qualified systems may also sell Renewable Energy Certificate (“REC”) credits.

All qualifying facilities have the option to sell energy to the City on an “as available” basis and receive energy credits based on the Variable Rates identified in this Rider for the delivered energy.

MONTHLY CREDIT

Avoided Cost Credit Rate** (\$ per kWh):

	<u>Variable</u>
On-Peak energy*	\$0.04041
Off-Peak energy	\$0.01366

* These energy credits include a capacity component.

**For generation equal to or less than 20 kW the on-peak energy avoided cost credit rate can be applied to all hours.

MONTHLY ENERGY

Monthly Energy shall be the net kWh of energy produced by the generating facility in a month which in some cases is the calendar month and exported to the utility.

ON-PEAK ENERGY

On-Peak Energy shall be the net metered energy during the On-Peak Energy Period of the month, whereby the On-Peak Energy Period is defined as non-holiday weekdays from 7:00 AM to 11:00 PM EPT.

OFF-PEAK ENERGY

Off-Peak Energy shall be the net Monthly Energy less the amount of energy billed as On-Peak Energy.

CONTRACT PERIOD

Prior to receiving service under this Rider, the City and the customer shall have entered either an Interconnection Agreement or executed a Certificate of Completion (inverter-based generators less than 20 kW) and a Power Purchase Agreement which covers the special terms and conditions for the customer's requirements related to the interconnection of the customer's renewable energy generating system.

Each of these agreements shall have a minimum term of one (1) year. Either party may terminate the agreements after one year by giving at least thirty (30) days previous notice of such termination in writing.

GENERAL

Service under this Rider is subject to the provisions of the Service Regulations of the City contained in the City of Shelby Terms of Conditions of Electric Service and Electric Service Regulations.

SPECIAL CONDITIONS

The customer's service shall be metered with a bi-directional meter, which measures the energy provided by the City and used by the customer, and measures the amount of energy generated by the customer's renewable energy generator and exported to the City.

In the event that the City determines that it is necessary to install any additional equipment to protect the safety and adequacy of electric service provided to other customers, the customer shall pay for the cost of such equipment in accordance with the terms of its Power Purchase Agreement.



**Schedule EDR
Effective December 1, 2021**

ECONOMIC DEVELOPMENT RIDER

APPLICABILITY

The Economic Development Rider is applicable to customer accounts receiving permanent electric service from the City of Shelby (“City”), after December 1, 2021, that meet the following criteria:

- 1) New commercial or industrial customers which enter into a service agreement with the city where the noncoincident peak demand of the new load must exceed 500 kW.
- 2) Existing commercial or industrial customers which enter into a new service agreement with the city for either a new or expanded separately metered service where the noncoincident peak demand of the new or expanded service load exceeds 500 kW.

This rider is available in conjunction with service under any of the City’s applicable Commercial or Industrial rate schedules.

Any Customer desiring to receive service under this rider shall provide written notification to the City of such desire. Such notice shall provide the City with information concerning the load to be served. The Customer’s information shall provide the basis to the City that the characteristics of the load will meet the minimum eligibility requirements of this rider and the electric rate schedule to which this rider applies.

The Discount Schedule applicable below will be based on the information provided by the customer in the written notification and agreed to by the city.

All terms and conditions of the electric rate schedule, whichever is applicable to the Customer, shall apply to service supplied to the Customer except as modified by this Rider.

MONTHLY CREDIT

The Customer will receive a Monthly Credit on the bill calculated on the then-effective electric rate, whichever is applicable to the Customer. The schedule of Monthly Credits will be calculated as described below under the heading “Application of Credit”.

**Economic Development Rider
Schedule EDR
Effective December 1, 2021**

APPLICATION OF CREDIT

Beginning with the date on which service under the then-effective electric rate is to commence for the eligible load, a Monthly Credit based on the applicable discount schedule below will be applied to the total bill, including the Customer Charge, Demand Charges, Energy Charges, or Minimum Bill, excluding other applicable riders and special charges, if any.

Discount Period	Discount
Months 1-12	20%
Months 13-24	15%
Months 25-36	10%
Months 37-48	5%
After Month 48	0%

Contract Period

Customers receiving service under this rider will be subject to a ten-year contract period.



Effective July 1, 2024
Replaces schedule effective 7/1/2022

OUTDOOR LIGHTING SCHEDULE

Standard Outdoor LED Lighting Rental Rate

<u>Road Focus Fixture</u>	<u>Monthly Rate</u>
40 Watt 30' Wooden Pole	\$12.03
73 Watt 30' Wooden Pole	\$13.37
161 Watt 30' Wooden Pole	\$16.86

Specialty Outdoor LED Lighting Rental Rate

<u>American Revolution Fixture</u>	<u>Monthly Rate</u>
Wadsworth Pole	\$26.39
Hadco Pole	\$22.81
Shakespeare Pole 15'	\$17.23
Shakespeare Pole 18'	\$17.83
<u>Washington Fixture</u>	
Wadsworth Pole	\$37.88
Hadco Pole	\$34.30
Shakespeare Pole 15'	\$28.73
Shakespeare Pole 18'	\$29.33
<u>Independence Fixture</u>	
Wadsworth Pole	\$32.74
Hadco Pole	\$29.16
Shakespeare Pole 15'	\$23.58
Shakespeare Pole 18'	\$24.18

Outdoor Lighting Schedule
Effective July 1, 2024

Granville III Fixture

Monthly Rate

Burlington Pole	\$41.29
Wadsworth Pole	\$33.89
Hadco Pole	\$30.30
Shakespeare Pole 15'	\$24.73
Shakespeare Pole 18'	\$25.33

Road Focus Fixture

40 Watt 26' Fiberglass Pole	\$18.05
40 Watt 35' Fiberglass Pole	\$19.85
73 Watt 26' Fiberglass Pole	\$19.40
73 Watt 35' Fiberglass Pole	\$21.20
161 Watt 26' Fiberglass Pole	\$22.89
161 Watt 35' Fiberglass Pole	\$24.69

Additional Equipment Cost Due Before Installation

Additional 30' Standard Wooden Pole	Actual Cost
Additional 35' Standard Wooden Pole	Actual Cost
Additional Bracket 6 ft, 8 ft, 12 ft or 20 ft	Actual Cost
	Actual Cost
	Actual Cost
	Actual Cost
Additional Down Guy	Actual Cost
Additional Span Guy	Actual Cost
Underground Secondary Conductor	Actual Cost
House Shield – American Revolution	Actual Cost
House Shield – Independence Fixture	Actual Cost



Effective July 1, 2019

ELECTRIC EVENT PANEL FEES

Event panels are available for use uptown in specific locations. Request for the use of the event panels must be made during the event application process and paid for prior to the event.

Event panel

Energy charge - \$5.00/day

Rental charge - \$10.00/day

Total charge per day would be \$15.00 per event panel.

Multiple panels are available for rental.

Stage panel

Energy charge - \$10.00/day

Rental charge - \$100.00/day

Total charge per day would be \$110.00 per stage panel.

Full Day Rentals Only

Must be paid in advance with event application.



Effective July 1, 2024
Replaces schedule effective 7/1/2019

ELECTRIC INCENTIVES

	<u>Existing Home</u>	<u>New Construction</u>
Air Source Heat Pump 15.2–17.1 SEER2	\$300	\$400
Air Source Heat Pump 17.2+ SEER2	\$400	\$400
Geothermal Heat Pump	\$500	\$500
Water Heater	\$150	\$150



Effective June 4, 2024

ELECTRIC INSTALLATION AND RELOCATION FEES

Type	Requirements	Cost
All Electric Service Lines	Up to 100' of Service	\$300
	All Services over 100'	\$300 + \$10 per ft. over 100'
Electric Infrastructure for all dwellings except apartments*	Per Unit	\$2,200
Electric for Apartments per Infrastructure *	Per Unit	\$1,300

* If a decorative streetlight, other than the City standard decorative pole and fixture is preferred, the additional cost will be the responsibility of the developer and cost will be added to the per unit cost.

All extensions receive up to 200' free. All extension costs beyond that shall be the responsibility of the developer/customer.

All relocations shall be at actual cost and paid by the developer/customer prior to scheduling.