

## **ACCESS TO DISTRICT FACILITIES**

### **GENERAL POLICY STATEMENT**

Trinity Public Utilities District (District) personnel occasionally have problems accessing District facilities and equipment. District personnel are sometimes completely locked out of locations or they cannot access equipment safely. For customer safety and service reliability it is necessary that all District facilities be accessible for inspection and testing. It is essential that District employees be granted access to customer property for these purposes. It is important that District personnel have safe access to all of our facilities including meters. The purpose of this Policy is to define what safe access is and the process to obtain safe access.

### **DISTRICT FACILITIES**

District facilities include all power line, power poles, transformers, switches, fuses, vaults, and meters.

### **ACCESS ISSUES**

The following are some of the frequent access issues that occur:

1. Locked gates on roadways
2. Fences installed around meters with locked gates, or fences and gates without a means to see inside
3. District facilities enclosed inside a structure
4. Stacked boxes, wood, or garbage around the facilities
5. Structures, vegetation, or fences around or on power poles
6. Structures or vegetation surrounding pad mount transformers or vaults
7. Domesticated animals
8. Unauthorized contacts on District poles such as signs, lights, etc. (Refer to Private Contacts on District Owned Poles Policy.)

### **ACCESS REQUIREMENTS**

The District requires unencumbered access to all District facilities. This requirement includes, but is not limited to the following:

1. District locks on all gates across roadways, or a copy of the customer's key or combination to the lock. District personnel will be permitted to cut customer's locks to gain access.
2. Clear access to and around all power poles of at least ten (10) feet. It is preferable that a District Line Truck and Large Bucket Truck can gain access to the pole if feasible.
3. Clear access to and around all pad mount transformers. The front of the pad mount transformer must have a minimum clearance of ten (10) feet. It is preferable that a District Line Truck can gain access to the transformer or vault.
4. Clear access to and around all District electric meters. All meters must have a minimum of six (6) feet of clearance for safety in the event of arc flash.
5. Meters cannot be enclosed in a locked porch or closet unless the District has reasonable access. The only exception is a commercial account that has prior approval from the District.
6. When requesting a visit from District personnel, domesticated animal(s) must be locked up.

**METER REQUIREMENTS**

The metering location shall be solely determined by the District and shall be easily accessible by District personnel at all times. The main breaker shall be located as close to the meter as is reasonably possible.

**NOTIFICATION OF ACCESS ISSUES – DISCONNECT FOR NONPAYMENT**

If access is required for a Disconnect for Nonpayment and field personnel are locked out of the location due to a gate and the only way to disconnect the location is inside the gated area, field personnel will leave a tag on the gate indicating that the customer needs to provide access within 48-hours or District personnel will enter the location and disconnect the service at the pole or transformer. The office personnel will mail the customer a letter informing them that the access issue must be resolved within two (2) weeks or the District will remove its facilities.

If access is required for a Disconnect for Nonpayment and field personnel are able to disconnect the service at a location outside of access issue, a journeyman lineman will disconnect the service at that location. The facilities will remain intact and the service will not be reconnected until the access issue has been resolved. The office personnel will mail the customer a letter informing them that if the access issue is not resolved within two (2) weeks, the District will remove its facilities.

**NOTIFICATION OF ACCESS ISSUES - MAINTENANCE**

If access is required for maintenance purposes, District field personnel will advise office personnel of any access issues that have been discovered. They will advise the office personnel of the specific issue along with a picture if possible.

The office personnel will send all of the customers involved in the access issue a letter requiring resolution of the access issue within two (2) weeks. The letter will also indicate that failure to resolve the access issue will force the District to disconnect the electric service. Once the service has been disconnected office personnel will mail the customer a letter informing them that if the access issue is not resolved within two (2) weeks, the District will remove its facilities.

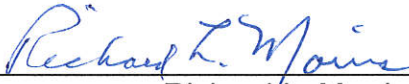
All correspondence mailed to the customer(s) will be mailed certified return receipt.

**RE-ESTABLISHMENT OF ELECTRIC SERVICE**

The service will not be reconnected until all access issues have been resolved, the amount due on the account is current, and the appropriate Reconnection Fee or Line Extension Fee is paid.

**MULTIPLE ACCESS ISSUES**

If the access issue is resolved and the District discovers another access issue within a one (1) year period at the same location, the District will disconnect the electric service without any prior notice to the customer(s) involved.

  
Richard L. Morris, President

SAMPLE  
1<sup>st</sup> Letter

Date

Customer Name  
Customer Address

Re: Account # \_\_\_\_\_

Dear Customer:

Trinity Public Utilities District's (District) field personnel recently attempted to access the District's facilities at (Service Location). At this time it was discovered that the District's field personnel cannot safely access the (type of equipment). It is important that District personnel have safe access to District facilities at all times, both for safety reasons and to ensure that your electric bills are correct. All District facilities shall be accessible for inspection and testing, therefore it is necessary for District employees to access District facilities on your property for these purposes. Enclosed please find a copy of the Access to District's Facilities Policy which addresses the requirements for access.

Please contact our office at (530) 623-5536 or stop by our office at 26 Ponderosa Lane by (15 days from date of letter) so that we can make arrangements for future access to this location. Failure to contact the District to make arrangements for this access issue will result in your electric service being disconnected.

Once the access issue is resolved and the District discovers at any time over the next one (1) year that the District again has access issues, the District will disconnect your electric service without any notice.

Sincerely,

Enclosures  
Mailed Certified Return Receipt

Sample  
Final Letter

Date

Customer  
Customer Address

Re: Account # \_\_\_\_\_

Dear Customer:

On (Date of 1<sup>st</sup> Letter) Trinity Public Utilities District (District) sent you (either a letter or hung a tag on your gate) addressing an access issue. The access issue was not resolved in the time provided and your electric service was disconnected. The District has provided you ample time to either contact the District office or resolve the issue. The District has no other option but to consider your electric service at (Service Location) idle. Therefore the District will be removing its facilities after (15 days from date of letter) unless the access issue has been resolved.

Once the District's facilities are removed, to reinstate electric service at this location you will need to pay in full all amounts due on your account, a deposit, and a line extension fee. You will also need to contact the building department to obtain a permit prior to the installation of the electric service.

Enclosed is a copy of the previous letter addressing this access issue. If you have any questions, please contact our office at (530) 623-5536 or stop by our office at 26 Ponderosa Lane.

Sincerely,

Enclosure  
Mailed Certified Return Receipt

Sample Tag

Date: \_\_\_\_\_

Service Location: \_\_\_\_\_

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