

## **DEFINITIONS**

The following terms, when used in these policies and procedures, rate schedules, or in the applications or contracts for utility services, have the following meanings, unless specifically indicated otherwise.

### **BILLING CYCLE**

For the purpose of labor efficiency, customer accounts are proportionately and geographically divided into separate groups called cycles. Meters in each cycle are read and billed at approximately the same time each month throughout the year.

### **BILLING PERIOD**

Meters are read and their consumption billed to customers on a cyclical, monthly basis. Consumption may be estimated in a billing period. A billing period typically fluctuates between 27 and 34 consecutive days depending upon the number of work days, weekends and holidays in any particular month. One exception in the length of billing periods stems from opening and closing accounts, which may create billings for shorter or longer periods of time.

### **BOARD**

The Board of Directors for Springfield Utility Board, or the Board's authorized representative.

### **COMMERCIAL USE**

An enterprise of either a profit or nonprofit nature, the purpose of which is to manufacture, sell, or convey an idea, service, or product (either tangible or intangible) is considered a commercial customer. Customers using service for commercial purposes include motels, living units with common-use facilities, etc. (See also General Service and Residential Use.)

### **CONTRACTOR**

The party doing the utility work, whether it be the actual owner or a person, firm, or corporation working for the owner.

### **CONDUIT**

A tubular material suitable for receiving and protecting electric conductors.

### **CUBIC FOOT**

A unit of measure used by SUB when computing the amount of water consumed or that passes through a meter. One hundred (100) cubic feet equals 748 gallons. (See also Gallon.)

## CUSTOMER

A customer of SUB is an individual, partnership, corporation, LLC, firm, governmental agency or other legal entity, or someone determined to be a responsible party as set forth herein below that is supplied with utility services by SUB and that contracts with SUB by applying for service(s).

Multiple customers at one location are jointly and severally responsible for services rendered. The person who initiates the application for service will be the primary customer on the account unless a legal representative initiates service on behalf of a person.

All adult tenants listed on rental/lease agreements and all adult owners of owner-occupied locations are considered customers and shall be entered onto the billing record of an account.

## DEMAND (kilowatt demand)

Demand for any month shall be defined as the maximum average kilowatt load used by the customer during a specified interval as defined in the rate schedule. If the length of the interval is not defined in the rate schedule, it will be equal to thirty (30) consecutive minutes.

## ELECTRIC SERVICE

The availability of electric energy at the point of delivery, for use by the customer, whether or not the energy is actually used.

## ENERGY

The electric energy, measured in kilowatt hours.

## GALLON

A unit of measure used by SUB when computing the amount of water consumed or that passes through a meter. (See also Cubic Feet.)

## GENERAL SERVICE

An electric utility service to any structure, place, or thing used for purposes not included under such classifications as residential, street lighting, private lighting, etc. Usually, the general service rate will include all commercial uses of a profit or nonprofit nature designed to manufacture, sell, or convey an idea, service, or product (tangible or intangible), including public buildings, political subdivisions, churches, and multi-residential structures served through a master meter or as an integral part of a commercial venture.

### Small Load (GS-1):

The demand threshold for GS-1 service is defined in the GS-1 rate schedule. If not defined in the GS-1 rate schedule, GS-1 service applies if the monthly adjusted billing demand is equal to or less than 35 kW during every month of the most recent 12 months billed.

**Medium Load (GS-2):**

The demand threshold for GS-2 service is defined in the GS-2 rate schedule. If not defined in the GS-2 rate schedule, GS-2 service applies if the monthly adjusted billing demand has been greater than 35 kW during at least one month of the most recent 12 months billed and has been less than 3000 kW during every month of the most recent 12 months billed.

**Large Load (GS-3):**

The demand threshold for GS-3 service is defined in the GS-3 rate schedule. If not defined in the GS-3 rate schedule, GS-3 service applies if the monthly adjusted billing demand is greater than 3,000 kW during at least one month of the most recent 12 months billed.

**KILOWATT (kW)**

A unit of power equal to 1,000 watts, or 1.341 horsepower.

**KILOWATT HOUR (kWh)**

The amount of energy delivered in one hour when delivery is at a constant rate of one kilowatt (3412.8 Btus).

**LIVING UNIT**

A self-contained area that is regularly used for residential purposes and which includes kitchen, bathroom, and sleeping facilities. Each unit must be individually metered to qualify for utility service on the residential rate schedule. Otherwise, any combination of two or more living units will be served under the general service rate schedule. (See also Residential Use.)

**LOAD**

The power requirement, usually measured in kilowatts, of a system or piece of equipment at a given instant, or the average rate of energy used during any designated period of time.

**MAIN (WATER)**

The pipe laid in the street, alley, or utility easement for the distribution of water to customers through service lines.

**METER**

An instrument used for measuring water or electric energy delivered to the customer.

**MULTI-FAMILY RESIDENTIAL USE**

(See Residential Use.)

**NEC**

The National Electrical Code, current edition at the time of reference, as adopted and administered by SUB or other jurisdictional agency. (Refer to State of Oregon addendum to NEC.)

**NESC**

The National Electrical Safety Code, current edition at the time of reference, without regard to the date these policies were published.

**NOMINAL PRESSURE**

The approximate water pressure available to the customer in pounds per square inch (psi).

**PERMANENT SERVICE**

The long-term electricity or water service to a point of delivery that is designed to remain in one place and is of sufficient structural strength to support the utility service and associated equipment. Permanent or temporary service classification shall be at the discretion of SUB.

**POINT OF DELIVERY**

Unless otherwise designated, the point of delivery shall be the point of attachment of SUB's electric conductor to the customer's conductor without regard to the location of SUB's metering equipment. For water service, unless otherwise designated, the point of delivery shall be the point of attachment of SUB's water conduit to the customer's conduit, without regard to the location of the meter.

**POWER**

The rate of generating, transferring, transforming, or use of energy measured in kilowatts or horsepower.

**POWER FACTOR**

The ratio of kilowatts to kilovolt-amperes expressed in percent.

**PRIMARY VOLTAGE**

Any voltage above 750 volts, phase to phase.

The definition of "Primary Distribution Voltage" as it relates to any primary service discount are SUB's voltages that are typically 12.47 kilovolts or 20.8 kilovolts, as determined by SUB. Unless otherwise specified in a written agreement with SUB, customers taking service at these voltages own and maintain transformers, switches, protection equipment, cable and other appropriate equipment necessary for primary service.

**PRORATED BILLING**

SUB's method of billing customers for basic customer charges, based on the fraction of the month for which the customer was actually served.

RATE SCHEDULE

A formal statement of the charges and conditions for a particular class or type of service in a given area or location.

RESIDENTIAL USE

Utility service to any structure used primarily for residential purposes and which is not an integral part of a commercial venture.

For assignment purposes, residential use is further defined as follows:

Single-Family Use: Any living unit that is individually metered and is primarily used for living purposes, providing that the structure is not obviously designed for multi-family use, such as "quads," apartment complexes, motels, etc., served through a master meter. The residential rate schedule does not, however, apply to rooming or boarding houses where five or more rooms are used as sleeping or living quarters for persons not members of the customer's immediate family.

Any multi-family use facility can qualify for the residential rate schedule if each living unit therein is individually metered. According to ORS 456.763, "each individual dwelling unit in a multi-family residential building constructed after October 4, 1977, shall have installed a separate, individual electrical meter for each such dwelling unit except where a building inspector determines that the installation of a single, central electrical meter for all the dwelling units in such building would facilitate an overall reduction in electrical consumption by such units." Common-use facilities associated with such individually metered multi-family occupancies shall be metered under the general service rate schedule. Boarding, lodging, rooming houses or group care facilities shall be considered residential services if not more than five (5) private sleeping rooms exist for use by other than members of the customer's family. A boarding, lodging, or rooming house means a residential building that advertises as a boarding, lodging, or rooming house, or is a licensed place of business with rooms available for rent or lease – all for periods of a minimum of 30 days or more.

Multi-Family Use: (General Service Rate) Any two or more separate living units, duplexes, triplexes, fourplexes, apartment houses, motels, etc., served through a master meter as an integral part of a commercial venture.

Business Combined with Residence: If 50 percent or more of the electric service or capacity provided for a dwelling is used regularly for the conduct of business, or for any nonresidential purpose, the electricity consumed in the portion so used will be separately metered and billed under the appropriate schedule. If separate metering is not provided by the customer, the entire premises may be classified as nonresidential and billed accordingly.

**SERVICE DROP**

The overhead service conductors from the last pole or other aerial support, including the splices, if any, which connect to the service entrance conductors at the building or other structure.

**SHORT-TERM**

A lease, rental, use, or occupancy agreement lasting two years or less. "Transient" has the same meaning and both terms shall apply to temporary service policies for all utility services.

**SHUT-OFF VALVE**

A valve to be used by the customer to shut water off on the customer's side of the meter, to conform with the State Plumbing Code.

**TEMPORARY SERVICE**

A utility service of a short-term or transient nature which may or may not be a support or structure designed for permanence, including but not restricted to, residential and commercial construction activities, fairs and the like, roadside-type stands, certain mobile homes not in a commercial mobile home park, billboard signs, irrigation pumps, and any service that does not meet the requirements for permanent service line or main extension.

**WATER SERVICE**

The availability of water at the point of delivery for use by the customer, whether or not water is actually used.