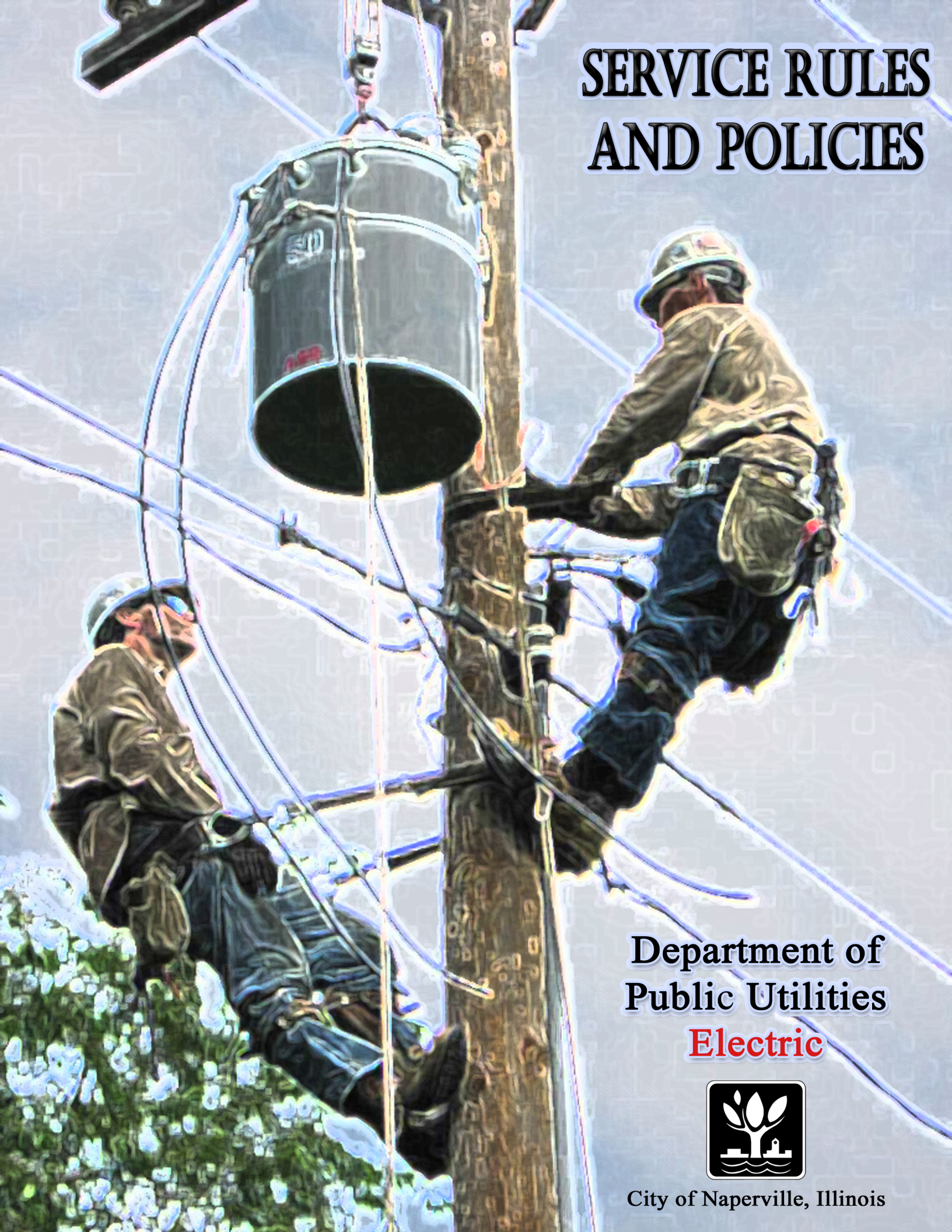

SERVICE RULES AND POLICIES

Department of Public Utilities
Electric

City of Naperville, Illinois

ARTICLE B. – SERVICE RULES AND POLICIES

As adopted by the City of Naperville Council as

Title 8: Public Utilities
Chapter 1: Electricity
Article B: Service Rules and Policies

On April 01, 2014

ARTICLE B. - SERVICE RULES AND POLICIES

SECTION:

8-1B-1: - SERVICE RULES AND POLICIES HANDBOOK:
8-1B-2: - NAPERVILLE SMART GRID CUSTOMER BILL OF RIGHTS:

8-1B-1: - SERVICE RULES AND POLICIES HANDBOOK:

The DPU-E Service Rules and Policies Handbook is hereby adopted by reference and approved, and shall supersede and replace all previous versions, as approved by Naperville City Council. City Council may amend the DPU-E service rules and policies from time to time, by ordinance. Copies of the DPU-E Service Rules and Policies Handbook shall be publically available on the City's website, at the City Clerk's office, and at the DPU-E offices.

8-1B-2: - NAPERVILLE SMART GRID CUSTOMER BILL OF RIGHTS:

The City of Naperville has outlined the core rights of utility customers as it relates to the Naperville Smart Grid Initiative (NSGI). The City developed these rights based on customer feedback and input, the goals of the overall NSGI, and current national and State guidelines and policies for smart grid projects.

Customers of the Naperville electric utility are entitled to responsible and transparent utility operations that include: the right to be informed; the right to privacy; the right to options; and the right to data security.

1. THE RIGHT TO BE INFORMED:
    - Customers will have convenient access to information that helps explain available billing rate structures and options, outage information, peak demand, and the impact of energy consumption habits on electric bills.
    - Information regarding the financial and operational aspects of the Naperville Smart Grid Initiative (NSGI) and related programs will be publicly available through multiple channels.
    - Customers will be informed and be able to view electricity consumption from a convenient user interface.
    - Customers will be informed of electric system enhancements that will support current and future tools (such as home area networks (HAN), electric vehicle charging, distributed generation, etc.) that empower them to actively control electricity consumption. The decision to install a device will be at the Customer's expense if they choose to participate in the optional energy control programs.

2. THE RIGHT TO PRIVACY:
   - Personal information will not be connected to usage data released to any third parties.
   - The purpose of any collection, use, retention, and sharing of energy consumption data shall be made public in a clear and transparent manner.
   - Customers will be informed of the available choices and consent options regarding the collection, use, and disclosure of energy consumption data.
   - Disclosure of energy usage data to any third party, such as in the case of a court order, is subject to federal, State and local laws.
   - Customer will retain control of ALL in home devices and appliances. Customers may voluntarily participate in a utility managed energy control programs and include devices that the utility can adjust as a part of a demand response program. This includes programmable thermostats, Jacuzzi/pool pumps and heaters and energy storage systems.
   - Customers who wish to file a privacy violation complaint have the right to petition the Public Utilities Advisory Board for a resolution. If the issue is not resolved to the customer's satisfaction, the customer may appeal the issue to the City Council.

3. THE RIGHT TO OPTIONS:
   - Customers can select a billing rate structure that meets their needs. This includes the traditional fixed-rate pricing and time-of-use pricing programs. Customers will have the ability to change programs.
   - The City will not alter an individual's customer-selected rate program unless the Customer is made aware of and consents to this change. The City will never ration electricity.
   - Customers can choose how they will receive information from the utility.
   - Customers may purchase and use compatible devices, technologies and appliances that augment the understanding of, visibility into, and control of electricity consumption at their discretion.

4. THE RIGHT TO DATA SECURITY:
   - All customers have the right to a functioning electric meter and customer web portal that will provide secure, confidential, and accurate electricity consumption data.
   - A utility cyber security plan, designed to protect the smart grid's critical computer infrastructure that may be a potential target of criminal threats, terrorism acts, industrial espionage and/or politically motivated sabotage, will guide and govern all security policies and practices that apply to user and energy information. A summary of this plan can be provided upon request.

ARTICLE B. – SERVICE RULES AND POLICIES

"SERVICE RULES AND POLICIES – PART 1, ELECTRICITY"

CITY OF NAPERVILLE
DEPARTMENT OF PUBLIC UTILITIES - ELECTRIC (DPU-E)

SERVICE RULES AND POLICIES – PART 1, ELECTRICITY

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FOREWORD

This publication has been prepared by the Naperville Department of Public Utilities – Electric (DPU-E) as a reference and guide to its regulations, practices, and general requirements for the connection of electric service facilities and utilization equipment. It is provided for the use of customers, contractors, consultants and other persons engaged in the planning or construction of buildings and the installation or replacement of equipment connected to and served by the DPU-E electrical system. The City Manager shall direct DPU-E to implement administrative policies and establish documents as may be required for the safe, reliable and efficient operation of the utility.

This booklet is not intended to be a comprehensive manual for all wiring details and other lawful requirements. It is, rather, prepared as a guide and supplement to the National Electric Code, the National Electrical Safety Code, DPU-E Standards, and ordinances passed by other authorities having jurisdiction.

The publication of these Service Rules and Policies in booklet form shall not be construed as relieving the customer, or his or her contractor, from the responsibility of properly installing wiring in accordance with the rules and regulations of any authority having jurisdiction. DPU-E shall not be deemed under any circumstances to have accepted any responsibility for the condition of the customer's wiring and equipment.

Continuing developments in the utility industry periodically bring about changes and improvements. In general, the result of these changes and improvements has been to provide better and more dependable electric service. Accordingly, DPU-E reserves the right to make changes and modifications to these Service Rules and Policies when, in its judgment, such changes are necessary and in the best interest of its customers and DPU-E.

The comfort and convenience of electric service is best obtained by providing a safe and adequate wiring installation. To insure sufficient electrical capacity to enjoy future appliances and equipment, electric wiring systems installed today should be adequately planned to meet the needs of tomorrow.

Questions relating to the design, layout, power quality, and availability of service should be directed to the Deputy Director – Engineering, Supply & Control.

Questions relating to the installation, connection, and maintenance of service should be directed to the Deputy Director – Electric Distribution & Support Services.

Note: This booklet is generally arranged and indexed alphabetically by subject.

DECLARATION OF LIMITATIONS

Where DPU-E determines it is in the best interest of public safety, the customer, or the efficient operation of the electric systems, DPU-E hereby reserves the right to make certain determinations that may be contrary to these Service Rules and Policies.

Nothing in these Service Rules and Policies shall be construed to undermine reasonable engineering and operational principles and practices.

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SECTION 1: DEFINITIONS

1.1 Words and phrases

Advanced Metering Infrastructure (AMI):	The network system, servers, hardware, and software associated with smart utility metering. Generally used and commodity-agnostic term, with application to electric, water, and gas utilities.
AMI Communication Equipment:	Common term used for the network equipment portion of AMI, which, in network terms, between the Smart Electric Meters and the utility, and provides the portion of the wireless communication between the Smart Electric Meters and the utility's fiber optic data network backbone.
Auxiliary Generation Equipment:	Customer-owned Generation Equipment that is not connected to the DPU-E grid.
Building Permit Application:	The package of information and forms available at TED, which requires City approval prior to building improvement construction projects.
Character of Service:	The voltage, frequency, capacity and number of phases supplied or available.
Code Enforcement:	Section of the City's Development Services Team, responsible for enforcing the City of Naperville's Municipal Code.
Customer:	Any person using electrical energy supplied by the City of Naperville, Department of Public Utilities-Electric (DPU-E) by means of connection to its electric distribution system. Term used to describe the responsible party for a residential or commercial customer, including the resident, owner, subdivider, builder, and/or developer.
Customer-owned Generation Equipment:	Any equipment that generates Energy that is owned, operated, and maintained by the Customer.
Department of Public Utilities – Electric (DPU-E):	The City of Naperville, Department of Public Utilities – Electric (DPU-E). The City department responsible for the transmission and distribution of Energy to the Customer.

Demand Response (DR):	Optional electric utility programs for applicable customer selection and participation. Effective participation provides potential Energy and financial savings to both the Customer and DPU-E.
Department of Public Works (DPW):	The City of Naperville, Department of Public Works. The City department responsible for the city streets, city parking lots, storm sewers and detention basins, parkway trees, city buildings and city property.
Deputy Director – Electric Distribution & Support Services:	The person responsible for the construction, operation, and maintenance of the electric distribution system.
Deputy Director – Engineering, Supply & Control:	The person responsible for the design, layout, and engineering of the electric distribution and communication systems.
Director of Public Utilities:	The person who is the duly appointed head of DPU-E.
Electrical Contractor:	Any licensed person, firm or corporation engaged in the business of installing, maintaining, or altering, by contract or otherwise, electrical equipment for the use of electric energy supplied for light, heat, or power in any building or structure which is, or will be, connected with the DPU-E's electric distribution system.
Electrical Distribution System:	The wires, cables, poles, Meters, and apparatus forming a part of the system of or by which electric energy is transmitted, distributed, and metered by DPU-E.
Electrical Installation:	The installation of electric wiring or equipment in any premises for the use of electric energy distributed by DPU-E.
Energy:	Electricity used for lighting, heating, or power purposes.
ePortal Website:	Website which provides secure information to the Customer with respect to their energy consumption and associated utility billing. It provides utility tools such as rate and rate option selection, HAN device provisioning, DR program enrollment, and which

	provides information on these and other utility and City items.
Facilities:	The wires, cables, poles, Meters, and apparatus forming a part of the system of or by which electric energy is transmitted and distributed by DPU-E.
Finance Department:	That department of the City of Naperville which manages the finances of the City, including utility billing.
Home Area Network (HAN):	A communication network in the vicinity of the premises which communicates to the Smart Electric Meter.
HAN Device:	A device that is approved by DPU-E to be placed on the HAN via provisioning to the DPU-E Smart Electric Meter that has built-in HAN wireless technology.
Meter Socket and Trough:	The mounting device consisting of jaws, connectors, and enclosure for socket-type Meters. The mounting device may be either a single socket or a trough. The trough and assembled enclosure may be extendible to accommodate more than one mounting unit. This equipment is approved for installation by DPU-E and is owned and maintained by the Customer.
National Electric Code (NEC):	The latest revision of the National Electric Code of the National Fire Protection Association (NFPA 70) as approved by the American National Standards Institute and adopted by the City of Naperville.
National Electrical Safety Code (NESC):	The latest revision of the National Electrical Safety Code by the Institute of Electrical and Electronics, Inc. and approved by the American National Standards Institute.
Nominal Voltage:	A specific voltage value assigned to a circuit or system for the purpose of convenient designation.
Parallel Generation Equipment:	Customer-owned Generation Equipment that is connection to the DPU-E grid.
Permanent Service:	The installation of either overhead or underground service to an established electric Customer at the Service Point.

Person:	Any person, partnership, co-partnership, firm, company, limited liability company, corporation, association, joint stock company, trust, estate, political subdivision, state agency, or any other legal entity, or its legal representative, agent or assigns.
Power Factor:	The relationship (ratio) between the active power and the volt amperes in any particular alternating current circuit.
Premises:	A building, structure, or enclosure to which energy is transmitted from the electric distribution system by DPU-E.
Primary Voltage:	The voltage on the supply side of a transformer.
Secondary Voltage:	The voltage on the load side of a transformer.
Service:	The conductors for delivering electric energy from the electric distribution system to the Service Entrance Equipment of the Premises served.
Service Entrance Equipment:	The equipment used for metering and disconnection at the Service Location.
Service Location:	The physical location of the Service Entrance Equipment, including the free space for delivering Smart Electric Meter data to and from DPU-E. Service Point: Point of connection of DPU-E Service to the Customer's equipment, and the limit of DPU-E responsibility.
Smart Electric Meter (aka Electric Meter or Meter):	A standard DPU-E owned and operated device located at the Customer's Premises which measures the consumption or production of Energy and which provides for wireless two-way communications between DPU-E and the Customer, including: interval meter reads, power quality data, power outage information, and the status of service connection/disconnection procedures. The device may also serve as the gateway between DPU-E and a Customer's optional HAN – allowing necessary and appropriate data exchanges by transmitting information to, and receiving information from, a registered HAN Device.

Meter (*v.*):	A verb describing the activity of the measurement of Energy.
Non-wireless Metering Alternative (NWMA) Meter:	A non-standard DPU-E owned and operated device, located at the Customer's Premises, which measures the consumption of Energy by the Customer, and which requires manual interrogation of the device by DPU-E to provide consumption history in lieu of wireless communication to perform the same. HAN wireless functionality is not available in these meters.
Structure:	An object which is constructed or erected requiring permanent location on land.
Temporary Service:	The installation of a service of a temporary nature, usually for construction purposes, for a period of time not to exceed one (1) year from the date on which the temporary service is installed.
Transportation, Engineering, & Development Business Group (TED):	The organization in the City which incorporates all aspects of commercial, residential, and capital development projects. The Development Services Team is a group within TED responsible for the review and issuance of permits, inspections, and code compliance.
Utilization Equipment:	Any Customer owned equipment, apparatus, appliance or device located on a Customer's Premises or used by a Customer which requires Energy.

1.2 Words and phrases not specifically defined above shall be defined according to a standard dictionary, the National Electrical Code, the National Electrical Safety Code or the City of Naperville Building Code, as applicable.

SECTION 2: ACCEPTANCE OF SERVICE RULES

2.1 Any person making application for, connecting to, accepting, or using DPU-E electrical service by connecting an end user to DPU-E's electrical distribution or transmission facilities shall thereby agree to conform to and abide by all the City's ordinances, rules, and regulations for the operation of electrical system, including electric wiring, appliances, equipment standards, permits, and inspections.

SECTION 3: ACCESS TO ELECTRICAL UTILITY FACILITIES

3.1 Any properly authorized agent of the City shall have free access to the Customer's premises at all reasonable hours for the purpose of reading, examining, inspecting, repairing, replacing or removing DPU-E Meters or other equipment or property.

3.2 No Customer shall build a deck, porch, patio, addition, or plant trees/shrubs, etc. over, around, or otherwise block access to existing DPU-E facilities; the Customer shall maintain an 18" side clearance from the underground Service conductors from the DPU-E facilities to the Meter. See Section 21 for Meter clearance and access requirements.

3.2.A DPU-E may relocate DPU-E facilities to accommodate a Customer's need where:

(i) The Customer makes a written request for the relocation of DPU-E facilities and agrees to pay all costs associated with such relocation; *and*

(ii) DPU-E determines that it is technically feasible to relocate its facilities to accommodate the Customer's request.

3.2.B Any Customer blocking access to any DPU-E facilities shall be given written notice of such violation and shall be allowed sixty (60) days within which to provide for appropriate corrective action approved by DPU-E.

3.2.C Any violation of this Section not corrected within the specified time, may be corrected by DPU-E, and the Customer shall be billed for all costs associated with such corrective action. Violations that DPU-E is not able to correct shall be turned over to Code Enforcement.

3.3 To safely operate the electrical system, DPU-E herby reserves the right to remove any trees, bushes, fences or other obstructions located on a Customer's property which may block access to existing DPU-E facilities.

SECTION 4: APPLICATION FOR SERVICE

4.1 Application for a new, modified, or rehabilitated electric service connection shall be made to the TED on the appropriate forms within the *Building Permit Application* packet provided by that department.

4.2 All such applications shall contain a description of the Premises to be served, including the electrical load(s) and locations of any existing electrical facilities on the property. For residential applications for new electric service, the *Residential Load Calculator Worksheet* shall be completed. It is available at http://www.naperville.il.us/loadcalculator.aspx.

4.3 The Customer shall obtain all information concerning the character and location of a new modified or rehabilitated electrical service from DPU-E.

4.4 Application for the connection, or reconnection, of an existing service shall be made to the Finance Department on a form provided either by that department or the TED.

SECTION 5: BALANCING LOADS

5.1 All electric loads within a service shall be balanced.

5.2 Where three-phase services are provided, single-phase loads shall be evenly divided between each of the three phases.

5.3 Where single-phase services are provided, the load shall be evenly divided between the energized conductors.

SECTION 6: BOARD, BUILDING REVIEW

6.1 Any person denied a building permit as a result of DPU-E's interpretations of these Service Rules may appeal to the City of Naperville Building Review Board.

6.2 Application for such an appeal shall be made at the TED's Development Services desk at the City of Naperville Municipal Center.

SECTION 7: BOARD, UTILITY ADVISORY

7.1 The Public Utility Advisory Board (PUAB) serves in an advisory capacity to the City Council, City Manager and the Public Utilities Director in matters relating to rates, budgets and capital improvements for electric, water and wastewater systems. The Board also reviews plans for facilities expansion and system improvements. Members include one Councilmember, and five residents of Naperville. The six-member Board gathers as needed during their three-year terms.

SECTION 8: CHARACTER OF SERVICE

8.1 Normal Service

8.1.A All service supplied by the DPU-E shall be alternating current at a nominal voltage and a frequency of approximately 60 Hz. Three phase service shall have phasing where the phase vectors rotate counterclockwise with respect to the origin.

DPU-E system design for normal operation include Total Harmonic Distortion (THD) limited at 5% for the fundamental frequency and voltage of the application at the Points of Common Coupling (PCC) as defined by DPU-E. Individual voltage distortion at a PCC shall not be greater than 3%.

8.1.B DPU-E hereby disclaims any liability for and does not guarantee to maintain the accuracy of the nominal values under all conditions.

8.1.C Nominal values will, however, for practical purposes, normally be found to be within reasonable limits.

8.1.D DPU-E may utilize real-time grid efficiency technology to reduce system losses and optimize its electrical network. An example of this technology is Conservation Voltage Optimization (CVR), where electrical substation and distribution transformer voltages are adjusted based on Smart Electric Meters' voltages. In all instances, this technology will be deployed in accordance with the Naperville Customer Bill of Rights, Cyber Security Policy, and will be within the guidelines of nominal voltage values.

8.2 Standard Classes of Service

8.2.A All Customers shall contact DPU-E before designing electrical service. Not all voltage characteristics are available in all service areas.

8.2.B DPU-E will provide the following secondary service where the specified voltages are available either from existing facilities or from facilities planned for the requested location:

(i) Nominal Class of Service

Phases	**Wires**	**Voltage**	**Use**
1	3	120/240	Lighting and Appliances
1	3	120/208	Lighting and Appliances
3	4	120/208	Light and Power
3	4	277/480	Light and Power

There are areas within DPU-E's service area where nonstandard secondary networks exist.

(ii) New services will not be supplied from nonstandard secondary networks.

8.2.C Primary voltages are also available for services to large Customers with loads in excess of 750 kWD. Customers shall consult with DPU-E for the availability and conditions of such services. Primary services shall not be delivered at a voltage level above 100 kV.

8.3 Service Limitations

8.3.A DPU-E shall not provide more than one standard class of service to any single structure.

8.3.B Three phase service shall not be provided for loads less than 60 kWD.

8.3.C DPU-E shall provide 120/208 volt or 277/480 volt three-phase service to any Customer with demand load between 60 kWD and 750 kWD. For Customers with demand loads in excess of 750 kWD, only 277/480 volt three-phase service shall be provided.

8.3.D Customers are hereby advised that since the class of service supplied depends on the location and character of the load, all Customers shall obtain the specific characteristics of available service(s) before proceeding with the design, purchase and installation of any equipment and wiring facilities.

8.3.E Information concerning the specific characteristics of available service(s) may be obtained from DPU-E.

8.3.F Any exceptions to these limitations shall be pre-approved by the Deputy Director – Engineering, Supply & Control.

SECTION 9: CUSTOMER-OWNED GENERATION

9.1 Auxiliary Generation

9.1.A All Customer-owned generation equipment, including traditional combustion, photovoltaic (PV), wind, or any alternate means of electrical energy generation must meet the appropriate national electrical standards (NEC, NESC, etc.), local codes (building, fire, etc.), and all applicable permits must be obtained by the Customer.

9.1.B Where the Customer provides for an auxiliary power supply, an adequately-sized, “double-throw disconnecting device” must be provided to open all ungrounded conductors from the normal supply before connection is made to the emergency supply in accordance with the requirements of the latest edition of the NEC. This disconnect, external to the building structure, shall be installed per the latest DPU-E standards, and shall be appropriately labeled as to its function.

9.2 Parallel Generation

9.2.A All auxiliary generation equipment that will be interconnected with the DPU-E grid will require a separate written agreement between the Customer and DPU-E. The equipment must meet all standards for auxiliary equipment, as well as any applicable DPU-E standards. Information concerning the operation of parallel generation is available from the DPU-E Administrative Offices.

9.2.B When DPU-E determines that the Customer has parallel generation equipment that requires a separate and dedicated distribution feeder, the engineering, installation, coordination, and protection of the said feeder will be performed at the Customer’s expense.

SECTION 10: COMMERCIAL AND INDUSTRIAL SERVICE

10.1 The Customer shall consult with DPU-E before selecting any service location.

10.2 In accordance with all Municipal Codes, DPU-E shall install facilities adequate to supply and meter a normal load equal to the maximum sixty (60) minute demand of the Customer. Such facilities shall be installed only at a single point of delivery.

10.3 A standard underground commercial or industrial installation shall consist of a padmount transformer or a utility point of service connection, which shall be located between five (5') feet and fifty (50') feet from the service entrance and be accessible by truck.

10.4 If the metering cabinet, Meter and main service disconnect are free standing, they must be located no more than fifteen (15') feet from the transformer. Variations must have written authorization from DPU-E.

10.5 The Customer or property owner shall be solely responsible for the ownership, installation, and maintenance of a concrete transformer pad and vault, which shall be constructed and maintained in accordance with DPU-E's specifications. No structures, fences, or trees/shrubs shall be placed within ten (10') feet of the front and five (5') feet from the sides with a vertical clearance of thirty (30') feet from the top of final grade at the transformer location. Transformers cannot be enclosed.

10.6 The Customer or property owner shall install concrete filled, eight inch (8"), steel protection posts to protect the service transformer and the metering installation where DPU-E determines that it is required for safety. Upon the Customer's written request, DPU-E may approve other forms of protection.

10.7 For overhead service, the Customer or property owner shall install, maintain, and replace as necessary the overhead meter socket, entrance conduit, entrance wire, weatherhead, point of attachment, and applicable equipment in accordance with DPU-E and NEC standards.

10.8 For underground service, the Customer or property owner shall be solely responsible for the ownership, installation, maintenance, locating, and replacement of all underground service conductors that provide an electrical connection from the utility power supply to the Customer's electrical equipment in accordance with the applicable standards.

10.9 DPU-E will install, maintain, and replace as necessary, all permanent commercial overhead services from the DPU-E line pole to the Customer's point of attachment at the drip loop of the service.

10.10 DPU-E shall approve the size and number of service conductors proposed to be connected to any DPU-E facility for the purpose of the availability of secondary connections.

10.11 DPU-E shall make the final connection between the Customer's service conductors and the transformer terminals or utility point of service after TED inspection and approval. Customer to provide adequate length of service conductors as determined by DPU-E.

10.12 The Customer or property owner shall be solely responsible for the ownership, installation, maintenance, and replacement of Service Entrance Equipment in accordance with DPU-E specifications.

10.12.A All Electric Meters shall be located on the outside wall of the structure served. Variations must have written authorization from DPU-E.

10.12.B Every Electric Meter shall be installed so that the center of the Meter is between thirty-six (36") and sixty (60") inches above the final grade, except as otherwise designated.

10.12.C Every Electric Meter shall be located so that there will be no obstructions for meter reading, meter testing, or other maintenance. Under no circumstances shall metering equipment be placed within a locked area.

SECTION 11: COMMERCIAL AND INDUSTRIAL INSTALLATIONS – GENERAL DESIGN GUIDELINES

11.1 DPU-E shall provide only one point of electrical service for each structural unit.

11.2 DPU shall not provide more than one standard class of service to any single structure.

11.3 DPU-E shall approve all service entrance equipment before installation. Such approval should be granted before the Customer places an order for the purchase and/or manufacture of any equipment.

11.4 All new electrical metering and equipment installations shall be located on the outside wall of the structure served, in one location within fifty (50') feet of the transformer.

11.5 Where individual, commercial, metered services are provided, the Customer shall install a main mechanical load-breaking device (disconnect or circuit breaker), which may be operated by DPU-E as needed or required.

11.6 Where up to and equal to 1200 amps are provided:

11.6.A Such main mechanical load breaking devices shall be physically located outside of the structure served and adjacent to the instrument cabinet and meter socket. Electrically, it shall be located on the load side of the meter socket, except where there are multiple banked meters that share a single main disconnect.

11.7 Where more than 1200 amps are provided:

11.7.A Such a main mechanical load-breaking device and associated instrument cabinet may be installed inside of the structure served.

11.7.B Meter sockets must be installed on the outside wall of the structure served, within fifty (50') feet of the instrumentation cabinet. Variations must have written authorization from DPU-E.

SECTION 12: CONSTRUCTION PROCEDURES

12.1 The Customer shall provide DPU-E with a construction schedule so the underground electric system can be installed in an orderly and timely manner. This shall be provided at the associated pre-construction meeting.

12.2 Lots and easements shall be brought to within four (4") inches of final grade and all other underground utilities located beneath the electric facilities shall be installed prior to the installation of the underground electric system.

12.3 The Customer shall provide DPU-E with a clear, unobstructed access across the property as required for the installation of the electric distribution facilities.

12.4 Prior to the actual installation of electrical facilities, the developer or customer to provide:

12.4.A Final grade (± 4") (where utility facilities will be installed);

12.4.B The signed Agreement for the Construction and Installation of the Underground Electric System

12.4.C Staking for all lots located in the subdivision or development;

12.4.D Lot numbers on stakes;

12.4.E Easements;

12.4.F Payment of the Facility Installation Charge;

12.4.G Payment of the Infrastructure Availability Charge (when applicable);~~.~~

12.4.H Catalog cuts for approval of metering equipment (when applicable).

Attention: Failure to complete any of the above items may result in construction delays.

12.5 The Customer shall be solely responsible for the cost of moving or rebuilding any facilities as a result of error or changes.

12.6 The Customer shall coordinate the installation of streets/parking lots so that DPU-E can install crossing conduits before the roadbase/curbing is constructed.

12.6.A The Customer shall provide DPU-E with thirty (30) days written notice to make the necessary street crossing installation(s).

12.6.B Where the Customer fails to coordinate such installations with DPU-E, they shall be ultimately responsible for any extra expenses incurred by DPU-E as a result of boring, tunneling, street repairs, etc.

12.7 When rock or ledge is encountered less than thirty-six (36") inches below grade, the Customer shall be solely responsible for any added costs to install the underground electric facilities.

12.8 When, in the sole judgment of DPU-E, difficult installation conditions exist, such as rock, ledge, frost, etc., DPU-E shall not be bound by any construction schedule which may have been stated, written or otherwise implied.

12.9 The Customer shall be solely responsible for the removal of any and all trench or construction spoils caused by DPU-E or its contractor, resulting from the installation of on-site electric facilities.

12.10 Prior to the start of construction, the Customer shall arrange with DPU-E and any communications access provider for a site inspection to determine the suitability of the site. Such determination shall be made in the sole discretion of the DPU-E.

12.11 The Customer shall be solely responsible for any extra costs incurred by DPU-E to remobilize DPU-E's construction crews if such work is stopped because DPU-E determines that a portion of the site is not suitable for construction of DPU-E facilities.

12.12 DPU-E shall schedule its work after all fees are received, necessary easements granted, service equipment is approved, and the project site is ready as determined by DPU-E.

SECTION 13: CONTRACT OUTDOOR LIGHTING

13.1 Contract outdoor lighting shall be available to any Customer using DPU-E electric service for unmetered outdoor lighting, provided that the Customer has signed a written agreement with the City. This service is only available in areas currently served by overhead electric distribution, and is not for the purpose of lighting the public right-of-way.

13.2 A complete description of the contract terms and rates is included in §8-1C-4-7 of the City of Naperville Municipal Code. The Customer is to contact the City's Finance Department in order to initiate a request for contract outdoor lighting.

SECTION 14: CUSTOMER EQUIPMENT

14.1 As determined by DPU-E, the Customer shall select and install only motors, apparatus, and devices which are suitable for operation with the character of the service available and supplied by DPU-E.

14.2 DPU-E hereby reserves the right with Customer consent to gain access to, inspect and test any Customer-owned equipment which is connected to DPU-E's system.

14.3 DPU-E shall be the sole authority to determine whether any Customer-owned equipment connected to the DPU-E's system causes or may have a deleterious effect on the quality of service provided by DPU-E to its Customers.

14.4 DPU-E hereby reserves the right and authority to require the Customer to install, at the Customer's sole expense, any such wiring and equipment which DPU-E determines is required to prevent any deleterious effects on the quality of service provided by DPU-E to its Customers.

14.5 In the event that DPU-E determined Customer-owned equipment needs repair, it shall be the responsibility of the Customer to repair the deficiency or disconnect the equipment from DPU-E within 60 days of notification. Should the necessary repairs not be completed within the specified amount of time, Code Enforcement will be contact and fines may apply. If the equipment poses a safety hazard, DPU-E reserves the right to disconnect service.

SECTION 15: DAMAGE TO DEPARTMENT-OWNED FACILITIES

Any person working in an area containing DPU-E's equipment or electric facilities shall be solely responsible to take whatever precautions are necessary to avoid damaging such facilities.

Any person causing damage to DPU-E's equipment or facilities shall be solely responsible to reimburse DPU-E for any costs incurred to repair such damage.

SECTION 16: EASEMENTS

16.1 Property owners shall dedicate by plat or grant by written agreement, public utility easements to the City for DPU-E's use for the construction, maintenance, and replacement of its facilities as required.

16.2 All required easements shall be dedicated or granted without cost to the City. This shall include any additional or relocated easements which may be required by DPU-E due to circumstances or conditions unforeseen prior to the beginning of construction.

16.3 Standard easements shall customarily follow property lines.

16.3.A If such customary easement location is not possible due to field conditions, such as hills, slopes, obstructions, etc., required easements shall be located in the nearest flat clear area which will insure the safety of the individuals and equipment while installing, operating or maintaining DPU-E facilities.

16.4 Easements at least five (5') feet wide along all side lot lines and ten (10') feet wide along all rear lot lines shall be required for each lot in a proposed residential subdivision.

16.5 Easements at least ten (10') feet wide along all side, front, and rear property lines and along routes of electric facilities shall be required for all non-residential developments. Blanket easements are preferred.

16.6 Special circumstances dictate the need for additional easements in certain cases.

16.7 Easements shall be shown and recorded on the subdivision plat.

SECTION 17: ELECTRICAL UTILITY FACILITY INSTALLATION

17.1 Except for transmission, sub-transmission, and certain main distribution feeders, all permanent electrical facilities shall be installed underground except in those areas where existing facilities are overhead.

17.2 All new facilities shall be installed so that they are capable of being looped.

17.3 DPU-E hereby reserves the right to install temporary or emergency facilities in the most economical manner using reasonable engineering principles and practices.

SECTION 18: EQUIPMENT FURNISHED AND MAINTAINED BY DPU-E

18.1 DPU-E, or its approved contractor shall construct and install all new onsite electric distribution systems requested by the Customer or required by the provisions of the Municipal Code to serve the premises in new or existing subdivisions or developments.

18.2 All such distribution systems shall be constructed in conformity with the requirements of the National Electric Safety Code, as adopted by reference in Title 7 of the Naperville Municipal Code, DPU-E's Service Rules and Policies, and DPU-E Standards in effect or as amended.

18.3 The owner, subdivider, builder, developer, and Customer shall be jointly and severally responsible for the payment of the Facilities Installation Charge (FIC), which includes the estimated cost and expense for the construction and installation for all such on-site electric distribution systems.

18.4 All estimated costs and expenses for the construction and installation of all such onsite electric distribution systems (FIC) shall be due and payable before any construction work is scheduled by DPU-E. (§8-1C-3-2.2.3)

18.5 Where DPU-E owned facilities need to be relocated or upgraded due to any development, re-development, rehabilitation, addition, site modification, increase in load, or Customer request, all required work shall be performed by DPU-E, the costs therefore shall be fully reimbursed at the sole expense of the requesting party.

18.6 Where a request for the construction and installations of new onsite electric distribution systems involves exceptionally high costs for equipment, special equipment, or facilities which may require a long period of time to manufacture or construct, DPU-E, at its sole discretion, may require the Customer to pay for the required equipment before DPU-E orders such items.

SECTION 19: INFRASTRUCTURE AVAILABILITY CHARGE

19.1 For any building permits issued after December 19, 2013, an Infrastructure Availability Charge (I.A.C.) shall not be imposed.

19.2 Section 8-1C-6 of the Naperville Municipal Code includes a complete description of the Infrastructure Availability Charge (I.A.C.), as it was calculated and collected prior to December 20, 2013.

SECTION 20: INTERRUPTION AND TERMINATION OF SERVICE

20.1 Insofar as practical, planned interruptions of service in the normal course of business will be prearranged with the Customer.

20.2 DPU-E hereby reserves the right to curtail or temporarily interrupt a Customer's service where DPU-E determines that repairs, replacement, or modification of DPU-E's facilities are required either on or off the Customer's premises.

20.3 DPU-E hereby reserves the right to interrupt a Customer's service in the case of emergencies or whenever such interruption is required to comply with an order from any jurisdictional authority.

20.4 DPU-E hereby reserves the right to terminate electrical service or disconnect the Customer from the electrical system where DPU-E or any jurisdictional authority determines that the Customer-owned equipment is unsafe or is causing an unsafe condition.

20.5 DPU-E may terminate any Customer's service for nonpayment of electric utility bills.

20.6 DPU-E may terminate any Customer's service if DPU-E determines the Customer has illegally diverted any source of energy or has permitted, approved of, or benefited from such a diversion. Violations shall be turned over by DPU-E to Code Enforcement for further investigation.

20.7 DPU-E may terminate any Customer's service if DPU-E determines that the Customer's equipment is causing or may cause damage to DPU-E's equipment or facilities, or that the Customer's continued connection to DPU-E's system may cause power quality problems for any other DPU-E Customer.

20.8 The City shall not be liable for any loss or damage to property resulting directly or indirectly from any interruption or termination of electric service for any reason.

SECTION 21: JULIE

21.1 In accordance with State statute, DPU-E is connected to the JULIE. Illinois One Call System.

21.2 All requests for locating underground facilities should be directed to "JULIE." at 1-800-892-0123 (or dial 811 from any phone within the State of Illinois) prior to the beginning of any excavation.

SECTION 22: METERING

22.1 General

22.1.A All electricity furnished by DPU-E systems shall be metered unless the Customer has entered into a written agreement with the City to otherwise account for the Customer's use of energy.

22.1.B DPU-E shall furnish, own, and maintain all metering equipment or other equivalent control means through which electric service is supplied.

22.1.C The Electric Meters shall be within 1% accuracy for any installation.

22.2 Meter Locations

22.2.A DPU-E shall determine and designate all meter locations for new, modified, or rehabilitated installations.

22.2.B All Meters shall be located outdoors with appropriate environmental ratings. Variations must have written authorization from DPU-E.

22.2.C Meters shall be located to facilitate the setting, changing, testing, reading of the Meters, and wireless communications to DPU-E for Smart Electric Meters. They shall not be covered, enclosed, or located within other equipment.

22.2.D All metering equipment shall be located in an area openly accessible to DPU-E, and shall be banked in one (1) location.

22.2.E All meter sockets are to be labeled with the complete address of the location served with one (1") inch permanent outdoor-rated labeling. No marker labeling will be accepted.

22.2.F The Customer shall be solely responsible at all times to maintain a suitable approach to the meter location, with no obstructions within four (4') feet of the front and two (2') feet of the sides of the Meter.

22.2.G The Customer shall install concrete-filled, eight (8") inch, steel protection posts (bollards) to protect the metering installation where Meters are located outdoors in paved areas or when DPU-E determines that said Meters may be susceptible to damage and/or obstruction outside of paved areas.

22.2.H DPU-E may determine that the installation of special equipment may be required at new or remodeled commercial structures in order to facilitate Smart Electric Meter communications. In all such cases, the Customer shall reimburse DPU-E for costs incurred to purchase or install said equipment.

22.3 Grounding

22.3.A The requirements of the latest adopted edition of the NEC shall determine all practices with respect to the grounding of Electric Meters.

22.3.B The Customer's service entrance installation shall have an identified full-sized grounded conductor in accordance with the NEC.

22.4 Meter and Equipment Seals

22.4.A DPU-E shall seal all Meters and points of access to unmetered wiring on the Customer's premises.

22.4.B The Customer shall call **City of Naperville Dispatch at 630-420-6187** if it becomes necessary to gain access to any sealed equipment.

22.4.C No person shall break any seal, close any by-pass switch, connect, disconnect, or tamper with any of DPU-E's metering equipment other than authorized DPU-E personnel.

22.4.D Any person(s) determined to have violated this rule shall be prosecuted to the full extent of the law, and shall also be liable for the cost of all energy supplied which has not been billed due to unauthorized use, alteration, or tampering with metering equipment. The person(s) will also be charged for all of the City employee labor hours required for the investigation and resolution to the said violation.

22.4.E The Customer shall be liable for the costs of any such unauthorized use of energy.

22.5 Meter Installations

22.5.A General

(i) Single-phase Electric Meters up to 240 volts, 200 amperes (up to 320 amperes residential) shall be installed with trough-type meter sockets.

(ii) All devices designed to interrupt service or protect against tampering or vandalism shall be installed on the load side of the Electric Meter(s). See *Section 11.6.A.*

(iii) Where Electric Meter damage, vandalism, or tampering occurs or is anticipated, outdoor Electric Meters shall be protected by a suitable cover with hasp and staple for the installation of a DPU-E padlock. DPU-E will determine if such a situation exists, and the Customer is responsible for the installation of such equipment.

(iv) Where DPU-E determines that a protective box is required to protect against possible vandalism or meter tampering, such a protective box shall be installed and maintained by the customer and the padlock shall be provided by DPU-E.

22.5.B Meter Sockets

DPU-E shall specify the appropriate ring-less meter sockets (meter trough assembly) for each installation, which shall be furnished and installed by the Customer.

It is the sole responsibility of the Customer to maintain the meter socket and meter trough assembly in such a way as to sustain a safe environment as per the NEC guidelines and DPU-E Standards. In the event that DPU-E determines that immediate maintenance is warranted, the Customer will be contacted by DPU-E and the must, through their electrician, perform any necessary corrective action within sixty (60) days of notice.

DPU-E does not endorse or denounce specific manufacturers of meter socket and meter trough assemblies. However, DPU-E reserves the right to pre-approve specific equipment for applications that it feels occur in large non-unique quantities and also reserves the right to approve or decline requests for the same from equipment manufacturers.

22.5.C Manual Bypass Meter Sockets

The Customer shall install, at its sole cost, a DPU-E approved manual bypass meter sockets with the ability to break load at full rating for each of the following installations:

(i) All commercial installations (lever bypass); and

(ii) All residential installations rated over 200 amperes (lever bypass); and

(iii) All multi-unit residential installations (horn bypass); and

Protective load disconnect (breakers), which are imbedded in certain meter sockets, may also be used. See the appropriate DPU-E Standards for more information.

22.5.D Cover Plates

After meter sockets are installed, the interior of the socket must be protected if exposed to the weather or if the terminals are energized.

(i) The contractor shall supply and install suitable temporary covers, approved by DPU-E, before the socket is energized.

(ii) DPU-E will furnish and install covers for unused meter loops at the time Meters are installed at banked (grouped) locations.

22.5.E Multiple Meter Installations

(i) DPU-E shall review and approve any multiple Meter service before the owner or developer orders or installs any equipment.

(ii) Multiple meter bank assemblies shall be designed so that the center of the top Meter is no more than seventy-two (72") inches above the floor or the ground and the center of the bottom Meter(s) is not less than thirty (30") inches above final grade.

22.6 Instrument Transformer Meter Installations

22.6.A The installation of all transformer-rated meters over 200 amperes and/or greater than 480 volts, shall include facilities for mounting current transformers and potential transformers, as required.

(i) The installation of all transformer-rated Meters over 480 volts shall include facilities for mounting potential transformers.

(ii) The installation of all commercial transformer-rated Meters over 200 amperes and residential transformer-rated meters over 320 amperes shall include facilities for mounting current transformers.

22.6.B DPU-E shall furnish, own, and maintain all instrument transformers required to provide electric service.

(i) The Customer shall provide and install a one (1") inch continuous rigid conduit from each meter socket to its respective instrument transformer cabinet. The maximum distance (length of conductors) from the meter socket to its respective instrument transformer shall be fifty (50') feet.

(ii) This continuous rigid conduit shall be installed in addition to the meter socket, instrument cabinet, test switches, and all other equipment required for the installation of the transformer-rated Meter, except the instrument transformers and metering conductors, which shall be supplied and installed by DPU-E.

(iii) The one (1") inch continuous rigid conduit shall be wired by DPU-E.

(iv) Such Meter sockets will be located on an outside building wall, between fifty-four (54") and sixty-six (66") inches above final grade, and in such a position that there will be no obstructions to meter reading, testing, or other maintenance.

22.6.C DPU-E shall review and approve details of the Customer's service entrance and equipment for installations requiring instrument transformers before the Customer orders or installs any such equipment.

22.6.D See the appropriate DPU-E standard(s) with regards to detailed information on the installation of this equipment.

SECTION 23: ELECTRIC MOTOR INSTALLATIONS

23.1 Before the Customer installs any single-phase motor greater than seven (7) horsepower or any three (3) phase motor greater than fifteen (15) horsepower, the Customer shall have such an installation approved by DPU-E.

23.2 The Customer shall install any required equipment to protect a motor installation from high-voltage, low-voltage, "single" phasing, or reverse phasing conditions.

SECTION 24: PLANS AND DRAWINGS

24.1 The Customer shall provide to DPU-E complete and accurate drawings and layouts for subdivisions, planned unit developments, and any other projects requiring the installation or replacement of DPU-E electrical facilities.*

24.2 The Customer shall provide DPU-E with complete architectural drawings for any commercial project for which the City is reviewing a Building Permit Application.

24.2.A Such drawings shall include:

(i) The requested service voltage; and

(ii) The building connected load (in kW) broken down by load type; and

(iii) The electrical switchgear and metering lineup; and

(iv) The one-line diagram, depicting the service to the electric panels; and

(v) The specifications for the HVAC equipment, etc.; and

(vi) The proposed location for DPU-E pad-mounted transformer on the Customer's property (if applicable).

* These plans and drawings are part of the required submittal to obtain City development and building permits, and are delivered to DPU-E by TED for formal review and comment.

At the request of the Customer, DPU-E will perform a preliminary review of electrical facilities for commercial installations.

SECTION 25: POWER FACTOR/POWER QUALITY

25.1 DPU-E electrical service standards for supplying its Customers require the Customer to maintain a power factor of ninety-five (95%) percent to one hundred (100%) percent. Any Customer who has a separate binding agreement (contract) with the City, which includes verbiage on a power factor requirement, shall have the number within their contract take precedence over this requirement, but the contracted number shall be within the range for all DPU-E Customers as stated above.

25.2 Any Customer having low power factor characteristics may be required to install, furnish, and maintain the appropriate corrective equipment which will result in an overall power factor within DPU-E's standard range as measured at the Meter.

25.3 Any Customer introducing disturbances related to the quality of power (i.e. harmonics or adverse spikes/dips), which affect the utility's equipment and/or the utility's quality of power to other Customers may be required to install, furnish, and maintain the appropriate corrective equipment.

SECTION 26: PROTECTION OF CUSTOMER-OWNED EQUIPMENT

26.1 DPU-E shall not guarantee the supply of electric service against any irregularities or interruptions in service, and DPU-E hereby disclaims any liability for any damages, or lost business incurred by any such irregularity or interruption.

26.2 The Customer may install circuit protection and power quality improvement devices (i.e. line conditioners and uninterruptable power supplies) on the load side of the Meter to protect against possible equipment damage at the Customer's sole cost, expense, and liability for the purchase, installation, use, or misuse of any such devices.

SECTION 27: RATES

27.1 Electrical rates have been established for various Customer classes.

27.2 A full description of each of the electrical service rates is included in §8-1C-4 of the Naperville Municipal Code, as amended from time to time.

SECTION 28: RESIDENTIAL SERVICE

28.1 Defined

28.1.A For the purpose of installing and maintaining electrical utility facilities, residential services shall be defined to include those facilities which provide a connection from DPU-E's utility power supply to any single-family detached dwelling units, duplex units, and single-family attached dwelling units which are situated on subdivided lots, the side lot lines of which terminate at the public right-of-way.

28.1.B Other multiple occupancy buildings shall be defined as commercial services for the sole purpose of the Customer installing and maintaining the service conductors.

28.2 Standard Service Size

28.2.A DPU-E shall provide only one electric service connection to each residential dwelling unit. DPU-E does not provide service to accessory structures (i.e. shed, garages).

28.2.B DPU-E will provide each residential dwelling unit with electric service rated at 120/240 volts, single phase, 200 amperes, in accordance with all service rules and standards for new construction. Installations with greater than 200 amperes are also allowed, but additional requirements will have to be met.

28.2.C The Customer is responsible for all costs incurred if their non-standard (greater-than 200 ampere) service requires that the infrastructure serving the surrounding facilities be upgraded in order to meet their proposed upgrade.

28.3 Overhead Electrical Service

28.3.A Overhead service shall be available only in those existing areas of the City where electrical utilities are currently located on utility poles.

28.3.B The Customer shall provide, install, maintain, and replace as necessary, the riser conduit, weatherhead, meter socket and all other materials and installations required for a complete installation of an overhead residential service.

(i) Riser conductor tails shall extend a minimum of three (3') feet out of the weatherhead.

28.3.C The center of any Meter for overhead service shall be located between thirty-six (36") inches and sixty (60") inches above final grade.

28.3.D The Electric Meter shall be located at the side of the structure on the outermost wall closest to the side lot line, which is nearest to the point of connection with DPU-E's system and no more than five (5') feet from the rear corner of the structure.

28.3.E The Customer shall provide a straight, clear, unobstructed path for installation of the electric service from the point of service connection to the meter location.

28.3.F The Meter shall be placed so that there will be no obstruction to, and completely open accesses for meter reading, meter testing, meter wireless communications, or other maintenance. See *Section 22.2.F*.

28.4 Underground Electrical Service

28.4.A In a service area where electrical facilities are padmounted, any new electrical service connections shall be installed underground in accordance with these Service Rules and Policies.

28.4.B The Customer may request underground installation in a service area which is predominantly served by overhead electrical service.

(i) The Customer shall reimburse DPU-E for any costs incurred in providing such a request for underground service.

28.4.C The Customer shall provide, install, maintain, and replace as necessary, a complete trough metering installation, approved by DPU-E.

28.4.D The Electric Meter shall be located to maintain completely open access at all times for meter reading, meter testing, or other maintenance. See Section 22.2.F.

28.4.E The center of any such Electric Meter shall be located between thirty-six (36”) inches and sixty (60”) inches above final grade.

28.4.F The Electric Meter trough shall be located at the side of the structure on the outermost wall closest to the side lot line, which is nearest to the point of connection with DPU-E’s system and no more than five (5”) feet from the rear corner of the structure.

(i) The Customer shall provide a clear, unobstructed path from the point of service connection to the meter location for the installation of the electric service.

28.4.G All lots and easements shall be brought to within four (4”) inches of final grade prior to the installation of underground electric services.

28.4.F All other underground utilities located beneath DPU-E’s electric facilities shall be installed prior to the installation of the underground service.

28.5 Alterations or Additions to Existing Dwelling Units

28.5.A Where DPU-E determines it is necessary to relocate an existing Electric Meter due to meter failure, remodeling, alteration, or addition to an existing dwelling unit, the new Meter shall be located in conformity to these Service Rules and Policies.

SECTION 29: SPECIAL EQUIPMENT

29.1 Where the Customer's electrical load includes equipment or devices which create a high demand on the operation of DPU-E facilities for a relatively short period of time, DPU-E may determine that the installation of special equipment may be required to provide satisfactory service.

29.1.A In all such cases, the Customer shall reimburse DPU-E for costs incurred to purchase such special equipment or facilities.

SECTION 30: STREET LIGHTING

30.1 The DPW designs, maintains, and upgrades the street lighting systems on all City streets; portions thereof are performed through an electrical contractor.

30.2 DPU-E provides assistance in providing this City service as requested.

30.2.A The DPW shall own, install, maintain, and replace as necessary, all service conductors which provide and electrical connection from the utility power supply to the electrical load for the street lights.

30.2.B DPU-E shall make the final connections between the street light service conductors and the pedestal terminals or the utility point of service. The appropriate connectors, if required, shall be supplied by DPW.

SECTION 31: TEMPORARY SERVICE

31.1 DPU-E will provide temporary service to any Customer where such service may be provided from DPU-E's existing lines or facilities.

31.1.A Where a Customer applies for routine temporary service, the Customer shall supply and maintain suitable equipment for a service entrance and all required service conductors sized in accordance with all applicable codes and these Service Rules and Policies.

31.2 The Customer shall pay a connection fee for temporary service in addition to the monthly charges for energy used at the applicable service rate.

31.3 At the sole discretion of DPU-E, temporary service required for conditions other than those specified in *Section 31.1*, above, may be provided. The Customer shall reimburse DPU-E for all costs associated with installing and removing such "non-routine" facilities. Such instances include temporary service for emergency purposes when the Customer is responsible for the repair to the meter socket.

31.4 Temporary service is intended for limited use only and should not exceed a period of one year.

31.5 Permanent service entrance equipment shall be installed as soon as practicable.

SECTION 32: TREE TRIMMING

32.1 DPU-E hereby reserves the right to trim or remove any tree which creates a line-clearance hazard as defined by the NESC, or if it's deemed to, in any way, provide a non-safe working condition for DPU-E or any other utility, or if it's deemed to in any way provide a potential safety hazard to the general public.

32.2 Properly authorized agents of the City shall at all reasonable hours have free access to Customer's property for the purpose of trimming or removing trees.

SECTION 33: WIRING CERTIFICATION

33.1 Except as hereinafter provided, it shall be unlawful, and a violation of these Service Rules and Policies, for any person to perform work or service on electrical facilities served by DPU-E before obtaining a Certificate of Registration issued by the Naperville City Clerk.

33.2 Upon the prior written authorization of the Electrical Inspection Division of the TED, bonafide homeowners are permitted to alter, modify or install wiring devices or appliances in the homes where they reside, subject to permit approval.

33.3 DPU-E shall not connect any new or rehabilitated service to the DPU-E electric system except upon receipt of TED's certification that the new wiring conforms in all respect to the Naperville Municipal Code, including these Service Rules and Policies, and any other applicable standards.

33.4 Where a building permit is required, TED shall make an inspection of all new, modified, or rehabilitated electric wiring before preparing such a certification.

33.5 DPU-E hereby reserves the right to make further inspection of any service entrance equipment and grounding facilities before making any connection to its electrical system.

33.6 Any such inspection by DPU-E shall not be deemed an approval of the adequacy or any wiring or certification that such wiring conforms to the rules, regulations and ordinances of the authorities having jurisdiction.

ARTICLE B. – SERVICE RULES AND POLICIES

"SERVICE RULES AND POLICIES – PART 2, COMMUNICATIONS"

CITY OF NAPERVILLE
DEPARTMENT OF PUBLIC UTILITIES - ELECTRIC (DPU-E)

SERVICE RULES AND POLICIES – PART 2, COMMUNICATIONS

ADMINISTRATIVE OFFICE

Naperville Department of Public Utilities

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Director of Public Utilities - Electric

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ELECTRIC SERVICE CENTER

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Supply & Control
(630) 420-6185

Deputy Director – Electric
Distribution & Support
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Electrical Supply and Control Manager
(630) 305-5222

FOREWORD

This publication has been prepared by the Naperville Department of Public Utilities - Electric (DPU-E) as a reference and guide to its regulations, practices, and general requirements for the connection of communication service facilities and utilization equipment. It is provided for the use of customers, contractors, consultants and other persons engaged in the planning or construction of buildings and the installation or replacement of equipment connected to and served by the DPU-E communication distribution system. The City Manager shall direct DPU-E to implement administrative policies and establish documents as may be required for the safe, reliable and efficient operation of the utility.

This booklet is not intended to be a comprehensive manual for all wiring details and other lawful requirements. It is, rather, prepared as a guide and supplement to the National Electrical Code, the National Electrical Safety Code, DPU-E Standards, and ordinances passed by other authorities having jurisdiction.

The publication of these Service Rules and Policies in booklet form shall not be construed as relieving the customer, or his or her contractor, from the responsibility of properly installing wiring in accordance with the rules and regulations of any authority having jurisdiction. DPU-E shall not be deemed under any circumstances to have accepted any responsibility for the condition of the customer's wiring and equipment.

Continuing developments in the utility industry periodically bring about changes and improvements. Accordingly, DPU-E reserves the right to make changes and modifications to these Service Rules and Policies when, in its judgment, such changes are necessary and in the best interest of its customers and DPU-E.

Questions relating to the design, layout, quality, and availability of service should be directed to the Deputy Director – Engineering, Supply & Control.

Questions relating to the installation of service should be directed to the Deputy Director – Electric Distribution & Support Services.

Questions relating to the connection, maintenance, and repair of service should be directed to the Electrical Supply and Control Manager.

Note: This booklet is generally arranged and indexed alphabetically by subject.

DECLARATION OF LIMITATIONS

Where DPU-E determines it is in the best interest of Public Safety, the Customer, or the efficient operation of the Communication Distribution Systems, DPU-E hereby reserves the right to make certain determinations that may be contrary to these Service Rules and Policies.

Nothing in these Service Rules and Policies shall be construed to undermine reasonable engineering and operational principles and practices.

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SECTION 1: DEFINITIONS

4.5 Words and phrases

Building Permit Application:	The package of information and forms from the Department of Transportation, Engineering, & Development (TED), which requires City approval prior to building improvement construction projects
Bulkhead:	The Fiber Optic patch panel connection point to the Customer.
Character of Service:	The number of strands, type of fiber, type of signal, as well as type and rate of speed, supplied or available.
Code Enforcement:	Section of the City's Development Services Team, responsible for enforcing the City of Naperville's Municipal Code.
Communications:	The transmission of data from computer to another, or from one device to another.
Communication Distribution System:	The wires, cables, poles, handholes, raceway, cabinets, ductbank, conduit, and apparatus forming a part of the system of or by which the Communication signal is transmitted and/or distributed by DPU-E.
Communication Installation:	The installation of Communication conduit, raceway, wiring or equipment in any premises for the use of Communication transmission and distribution by DPU-E.
Contractor:	Any licensed Person, firm or corporation engaged in the business of installing, maintaining, or altering, by contract or otherwise, Communication equipment which is, or will be, connected with DPU-E's Communication Distribution System.
Core Network:	DPU-E's established Fiber Optic Network between Electrical Substations.

Customer:	Any Person connected to or using the Communication Distribution System supplied by the City of Naperville, Department of Public Utilities-Electric (DPU-E). Term used to describe the responsible party for a residential or commercial customer, including the resident, owner, subdivider, builder, and/or developer.
Customer Equipment:	Any Customer owned equipment, apparatus, or device located on a Customer's Premises or used by a Customer that utilizes the Communication Distribution System.
Dark Fiber:	Fiber Optic cable or Fiber Optic strands supplied by DPU-E but not connected to any equipment.
Dedicated Network:	Network specifically built to provide a Communication path between several buildings of a company, university, or a medical center.
Demarcation Point:	The physical point at which the DPU-E Communication distribution system ends and the private network of the Customer begins.
Department of Public Utilities – Electric (DPU-E)**:**	The City of Naperville, Department of Public Utilities-Electric (DPU-E). The city department responsible for the transmission and distribution of Energy and Communications to the Customer.
Deputy Director – Electric Distribution & Support Services:	The person responsible for the construction, operation, and maintenance of the electric distribution system.
Deputy Director – Engineering, Supply & Control:	The person responsible for the design, layout, and engineering of the electric distribution and communication systems.
Electrical Supply & Control Manager:	The Person responsible for the connection, operation and repair of the Communication and electrical substation systems.
Electrical Substations:	DPU-E locations that provide distribution points of Electrical power and Communication signals.
Facilities:	The wires, cables, poles, ductbank, handholes, raceway, cabinets, and apparatus forming a part of the system of

	or by which the Communication's signal is transmitted and distributed by DPU-E.
FCC:	Federal Communications Commission.
Fiber Optic:	Optical fiber comprised of a light-carrying core surrounded by cladding that traps the light in the core. Used for optical transmission.
Fiber Optic Network:	Interconnection of the Fiber Optic cables that create a medium for high bandwidth Communications.
Finance Department:	That department of the City of Naperville which manages the finances of the City, including utility billing.
ICC:	Illinois Commerce Commission.
Information Technology (IT) Department:	The department of the City of Naperville which maintains and manages end user software and hardware for the various departments throughout the City of Naperville.
Light Fiber:	Fiber Optic cable or Fiber Optic strands supplied to a Customer by DPU-E that are connected to City of Naperville equipment.
National Electrical Code (NEC):	The latest revision of the National Electrical Code of the National Fire Protection Association (NFPA 70) as approved by the American National Standards Institute and adopted by the City of Naperville.
National Electrical Safety Code (NESC):	The latest revision of the National Electrical Safety Code by the Institute of Electrical and Electronics, Inc. and approved by the American National Standards Institute.
Permanent Service:	The installation of either overhead or underground Permanent Service to an established Communication Customer.
Person:	Any person, partnership, co-partnership, firm, company, limited liability company, corporation, association, joint stock company, trust, estate, political subdivision, state agency, or any other legal entity, or its legal representative, agent or assigns.

Point to Point:	A Dedicated Network connection between two locations.
Premises:	A building, Structure, or enclosure to which signal is transmitted or distributed by the DPU-E's Communication distribution system.
Service:	The fibers or conductors for delivering the Communication signal from the Communication distribution system to the Service Entrance Equipment of the Premises served.
Service Entrance:	That point at which the Customer's Service connects to DPU-E's Facilities.
Service Location:	The point of attachment of the overhead Service or point of entry of the underground Service cables to the Customer's building.
Service Point:	Point of connection of DPU-E to the Customer's equipment, and the limit of utility responsibility.
Structure:	An object which is constructed or erected requiring permanent location on land or on Customer Premises.
Transportation, Engineering, & Development Business Group (TED):	The organization in the City which incorporates all aspects of commercial, residential, and capital development projects. The Development Services Team is a group within TED responsible for the review and issuance of permits, inspections, and code compliance.
Telecommunications:	The exchange of information over significant distances by electronic means. Refers to all types of data transmission from voice to video.
Temporary Service:	The installation of a Service of a temporary nature, usually for construction purposes, for a period of time not to exceed one (1) year from the date on which the temporary Service is installed.

4.6 Words and phrases not specifically defined above shall be defined according to a standard dictionary, the Telecommunication Industry Association, the Electronic Industries Association, the National Electrical Code, the National Electrical Safety Code or the City of Naperville Building Code, as applicable.

SECTION 2: ACCEPTANCE OF SERVICE RULES

2.1 Any Person making application for, connecting to, accepting, or using DPU-E Communication Service by connecting an end user to DPU-E's Communication Facilities shall thereby agree to conform to and abide by all the City's ordinances, rules, and regulations for the operation of Communication and electrical systems, including, conduit, raceway, electrical wiring, equipment standards, permits and inspections.

SECTION 3: ACCESS TO ELECTRICAL UTILITY FACILITIES

3.1 Any properly authorized agent of the City shall have free access to the Customer's Premises at all reasonable hours for the purpose of, examining, inspecting, maintaining, repairing, or removing DPU-E Equipment or property.

3.2 No Customer shall build an addition over, around, or otherwise block access to existing DPU-E Facilities.

3.2.A DPU-E may relocate DPU-E Facilities to accommodate a Customer's need where:

(i) The Customer makes a written request for the relocation of DPU-E Facilities and agrees to pay all costs associated with such relocation; *and*

(ii) DPU-E determines that it is technically feasible to relocate its Facilities to accommodate the Customer's request.

3.2.B Any Customer blocking access to any DPU-E Facilities shall be given written notice of such violation and shall be allowed sixty (60) days within which to provide for appropriate corrective action approved by DPU-E.

3.2.C Any violation of this Section not corrected within the specified time, may be corrected by DPU-E, and the Customer shall be billed for all costs associated with such corrective action. Violations not correctable by DPU-E shall be turned over to Code Enforcement.

3.3 To safely operate the Communication system, DPU-E herby reserves the right to remove any trees, bushes, fences or other obstructions located on a Customer's property which may block access to existing DPU-E Facilities.

SECTION 4: APPLICATION FOR AND TYPES OF SERVICE

4.1 While DPU-E's Fiber Optic Network is primarily for utility and municipal specific functions, the system is capable of providing additional Services. DPU-E in coordination with Naperville's IT department can provide potential governmental Customers, commercial Customers, school districts, park districts, libraries, and colleges with the following capabilities:

4.1.A Dark fiber installation for Customer owned networks;

4.1.B Dark fiber installation for Customer owned Point to Point links;

4.1.C Ethernet connectivity through Naperville's Metropolitan Area Network;

4.1.D High speed – data connectivity.

4.2 Potential Customers interested in utilizing or connecting to the DPU-E network can contact the Deputy Director – Engineering, Supply & Control to obtain additional information.

4.3 DPU-E is not bound or obligated to serve any Person or potential Customer making application for Service.

4.4 The potential Customer shall provide DPU-E a description of the Premises to be served, including the type of Service requested.

4.5 The potential Customer shall consult with DPU-E before selecting any Service Location.

SECTION 5: COMMUNICATION INSTALLATION CHARGE

5.1 In connection with any application for a new Communication Service connection or for any modification or rehabilitation of an existing connection, the Deputy Director – Engineering, Supply & Control shall require an applicant to furnish the plans of the building to be served together with any other information required to calculate the amount of the applicable Communication Installation Charge (CIC) for any such Service connection.

5.2 The Customer shall also be responsible to pay a monthly fee for the maintenance, restoration, and operation of the system.

SECTION 6: COMMUNICATION UTILITY FACILITY INSTALLATION

6.1 All permanent Communication Facilities shall be installed underground except in those areas where existing Facilities are overhead.

6.2 The property owner, subdivider, builder, developer may request underground installation in a Service area which is predominantly served by overhead electrical Service.

6.3 All new Facilities shall be installed so that they are capable of being looped.

6.4 The property owner, subdivider, builder, developer shall reimburse DPU-E for any costs incurred in providing such a request for underground Service.

6.5 DPU-E hereby reserves the right to install temporary or emergency Facilities in the most economical manner using reasonable engineering principles and practices.

SECTION 7: CONSTRUCTION PROCEDURES

7.1 The Customer shall provide DPU-E with a construction schedule so the Communication Distribution System can be installed in an orderly and timely manner. This shall be provided at the associated pre-construction meeting.

7.2 Lots and easements shall be brought to within four (4") inches of final grade and all other underground utilities located beneath the Communication Facilities shall be installed prior to the installation of the Communication system.

7.3 The Customer shall provide DPU-E with a clear, unobstructed access across the property as required for the installation of the Communication Facilities.

7.4 Prior to the actual construction, the Customer shall provide:

7.4.A Final grade (±4") (where utility Facilities will be installed);

7.4.B The signed Agreement for the Construction and Installation of the Communication System;

7.4.C Staking for the proposed DPU-E Communication path within the development;

7.4.D Easements;

7.4.E Payment of the Communication Installation Charge;

7.4.F Payment for the connection to the DPU-E Communication distribution system.

Attention: ***Failure to complete any of the above items may result in construction delays.***

7.5 The Customer shall be solely responsible for the cost of moving or rebuilding any Facilities as a result of error or changes.

7.6 The Customer shall provide street crossing conduits per DPU-E specifications before the roadbase is constructed.

7.7 Where the Customer fails to coordinate such installations with DPU-E, the Customer shall be responsible for any extra expenses incurred by DPU-E as a result of boring, tunneling, street repairs, etc.

7.8 When rock or ledge is encountered less than thirty-six (36”) inches below grade, the Customer shall be solely responsible for any added costs to install the underground Communication Facilities.

7.9 When, in the sole judgment of DPU-E, difficult installation conditions exist, such as rock, ledge, frost, etc., DPU-E shall not be bound by any construction schedule which may have been stated, written or otherwise implied.

7.10 The Customer shall be solely responsible for any extra costs incurred by DPU-E to remobilize DPU-E’s construction crews if such work is halted because DPU-E determines that a portion of the site is not suitable for construction of DPU-E Facilities.

7.11 Prior to the start of construction, the Customer shall arrange with DPU-E and any other Communications access provider for a site inspection to determine the suitability of the site. Such determination shall be made in the sole discretion of the DPU-E.

7.12 The Customer shall be solely responsible for any extra costs incurred by DPU-E to remobilize DPU-E’s construction crews if such work is stopped because DPU-E determines that a portion of the site is not suitable for construction of DPU-E Facilities.

7.13 DPU-E shall schedule its work after all fees are received, necessary easements granted, backboard is installed, conduit is installed, Service equipment is approved, and the project site is ready as determined by DPU-E.

SECTION 8: CUSTOMER EQUIPMENT

8.1 As determined by DPU-E, the Customer shall select and install only the type of equipment which is suitable for operation with the character of the Service available and supplied by DPU-E.

8.2 DPU-E hereby reserves the right and authority to gain access to, inspect and test any Customer-owned equipment which is connected to DPU-E’s system.

8.3 DPU-E shall be the sole authority to determine whether any Customer-owned equipment connected to the DPU-E’s system causes or may have a deleterious effect on the quality of Service provided by DPU-E to its Customers.

8.4 DPU-E hereby reserves the right and authority to require the Customer to install, at Customer’s sole expense, any such wiring and equipment which DPU-E determines is required to prevent any deleterious effects on the quality of Service provided by DPU-E to its Customers.

SECTION 9: DAMAGE TO DEPARTMENT OWNED FACILITIES

9.1 Any Person working in an area containing DPU-E's equipment or Communication Facilities shall be solely responsible to take whatever precautions are necessary to avoid damaging such Facilities.

9.2 Any Person causing damage to DPU-E's equipment or Facilities shall be solely responsible to reimburse DPU-E for any costs incurred to repair such damage.

SECTION 10: EASEMENTS

10.1 Property owners shall dedicate by plat or grant by written agreement, public utility easements to the City for DPU-E's use for the construction, maintenance, and replacement of its Facilities as required.

10.2 All required easements shall be dedicated or granted without cost to the City. This shall include any additional or relocated easements which may be required by DPU-E due to circumstances or conditions unforeseen prior to the beginning of construction.

10.3 Standard easements shall customarily follow property lines. If such customary easement location is not possible due to field conditions, such as hills, slopes, obstructions, etc., required easements shall be located in the nearest flat clear area which will insure the safety of the individuals and equipment while installing, operating, or maintaining DPU-E Facilities.

10.4 Easements at least five (5') feet wide along all side lot lines and ten (10') feet wide along all rear lot lines shall be required for each lot in a proposed residential subdivision.

10.5 Easements at least ten (10') feet wide along all side, front, rear property lines, and along routes of electric facilities shall be required for all non-residential developments. Blanket easements are preferred.

10.6 Special circumstances dictate the need for additional easements in certain cases.

10.7 Easements shall be shown and recorded on the subdivision plat.

SECTION 11: EQUIPMENT FURNISHED AND MAINTAINED BY DPU-E

11.1 DPU-E, or its approved Contractor shall construct and install all new onsite Communication systems upon a signed contract with the Customer.

11.2 All such Communication Distribution Systems shall be constructed in conformity with the requirements of the National Electrical Safety Code, National Electrical Code, the Naperville Municipal Code, DPU-E's Service Rules and Policies, as well as DPU-E Standards.

11.3 The Customer shall be jointly and severally responsible for the payment of the Communications Installation Charge (CIC), which includes the estimated cost and expense for the construction and installation for all such on-site Communication Distribution Systems.

11.4 All estimated costs and expenses for the construction and installation of all such onsite Communication Distribution Systems' CIC shall be due and payable before any construction work is scheduled by DPU-E.

11.5 Where DPU-E owned Facilities need to be relocated or upgraded due to any development, re-development, rehabilitation, addition, site modification, or Customer request, all required work shall be performed by DPU-E, the estimated costs therefore shall be fully reimbursed at the sole expense of the requesting party.

11.6 Where a request for the construction and installations of new onsite Communication Distribution Systems involves exceptionally high costs for equipment, special equipment, or Facilities which may require a long period of time to manufacture or construct, DPU-E, at their sole discretion may require the Customer to pay for the required equipment before DPU-E orders such items.

SECTION 12: FIBER OPTIC COMMUNICATION SERVICE

12.1 A standard Fiber Optic Installation shall consist of a wall mounted Fiber Optic termination cabinet installed into the Customer's Telecommunication room. The cabinet shall be considered the Demarcation Point for the DPU-E Communication network. The Customer shall only be allowed to connect to the designated external bulkheads of the cabinet.

12.2 The Customer or property owner shall provide a dry, clean, and ventilated space for the fiber cabinet at all times.

12.3 The Customer shall provide a location for the fiber cabinet as close to the point of entrance as possible.

12.4 The Customer or property owner shall provide a four (4') foot by four (4') foot, ¾" thick fire rated plywood backboard fastened securely to the wall for the fiber cabinet and fiber cable to be installed upon.

12.5 The Customer or property owner shall provide at all times a clear three (3') foot area around the fiber cabinet for installation, inspection, testing, maintenance, and repair.

12.6 The Customer must provide a clear, unobstructed underground or aerial path from an exterior wall to DPU-E Facilities.

12.7 The Customer or property owner shall provide and maintain a dedicated four (4") inch steel or PVC conduit stub from the exterior wall of the building to the property line for underground installations.

12.8 The Customer or property owner shall allow DPU-E to install a handhole within the property line to intercept the Customer's conduit.

12.9 The Customer shall install a dedicated four (4") inch preferred, two (2") inch minimum conduit following NEC guidelines from the location where the cable enters the building to the termination location.

12.10 The Customer shall ensure that all conduit shall have a minimum of three foot sweeping bend radiuses and have no more than two 90 degree angles per segment before installing a pull box.

12.11 The Customer shall provide a #6 AWG insulated solid copper wire, with one end bonded to an NEC approved ground source and the other end attached to a terminal block on the backboard for DPU-E cable termination.

12.12 The Customer or property owner shall be solely responsible for the ownership, installation, maintenance, and replacement of the entrance conduit, weatherhead point of attachment, cored holes, pull boxes, raceway, backboard, and all other materials installed to support DPU-E cables and equipment in accordance with NEC standards.

12.13 The Customer or property owner shall be solely responsible for fire-stopping and sealing all pathways through floors and walls and the liability associated with establishing and maintaining all fire-stops and seals. These pathways include raceways (conduits, channels, ducts, wire ways, trays) and sleeves, slots, shafts, and all penetrations through fire walls or floors, or a combination of these.

12.14 The Customer or property owner shall install concrete filled, eight (8") inch, steel protection posts to protect the handholes where DPU-E determines that it is required for safety. Upon the Customer's written request, DPU-E may approve other forms of protection.

12.15 DPU-E will install, maintain, and replace as necessary, the Fiber Optic Service from the DPU-E line pole to the Customer's point of attachment at the drip loop of the Service.

12.16 DPU-E shall approve the size and number of patch cords, cables, wires, conduit, and equipment connecting to any DPU-E facility.

12.17 Except as otherwise provided, all connecting equipment shall be located as close as possible to the DPU-E point of demarcation.

SECTION 13: INTERRUPTION AND TERMINATION OF SERVICE

13.1 Insofar as practical, planned interruptions of Service in the normal course of business will be prearranged with the Customer.

13.2 DPU-E hereby reserves the right to curtail or temporarily interrupt a Customer's Service where DPU-E determines that repairs, replacement, or modification of DPU-E's Facilities are required either on or off the Customer's Premises.

13.3 DPU-E hereby reserves the right to interrupt the supply of Service in the case of emergencies or whenever such interruption is required to comply with an order from any jurisdictional authority.

13.4 DPU-E hereby reserves the right to terminate Communication Service or disconnect the Customer from the Communication system where DPU-E or any jurisdictional authority determines that the Customer-owned equipment is unsafe or is causing an unsafe condition.

13.5 DPU-E may terminate any Customer's Service for nonpayment of Communication utility bills.

13.6 DPU-E may terminate any Customer's Service if DPU-E determines the Customer has illegally diverted any of the signal or has permitted, approved of, or benefited from such a diversion.

13.7 DPU-E may terminate any Customer's Service if DPU-E determines that the Customer's equipment is causing or may cause damage to DPU-E's equipment or Facilities, or that the Customer's continued connection to DPU-E's system may cause Communications problems for any other DPU-E Customer.

13.8 The City shall not be liable for any loss or damage to property resulting directly or indirectly from any interruption or termination of Communication Service for any reason.

SECTION 14: JULIE

14.1 In accordance with State statute, DPU-E is connected to the JULIE Illinois One Call System.

14.2 All requests for locating underground Facilities shall be directed to "JULIE" by phone at 1-800-892-0123 or 811 prior to the beginning of any excavation.

SECTION 15: PLANS AND DRAWINGS

15.1 The Customer shall provide to DPU-E complete and accurate drawings and layouts for planned developments, and any other projects requiring the installation or replacement of DPU-E Communication Facilities.

15.2 The Customer shall provide DPU-E with complete architectural drawings for any commercial project for which the City is reviewing a permit application. Such drawings shall include:

15.2.A The requested Service;

15.2.B The proposed room for fiber cable termination;

15.2.C The proposed backboard location for the fiber cabinet;

15.2.D The proposed conduit path and stub out location;

15.2.E The specifications for the Customer equipment that will attach to DPU-E's Communication system;

15.2.F The ground wire attached to a terminal block on the backboard.

15.3 At the request of the Customer DPU-E will perform a preliminary review of Communication Facilities.

SECTION 16: PROTECTION OF CUSTOMER-OWNED EQUIPMENT

16.1 DPU-E shall not guarantee the supply of Communication Service against any irregularities or interruptions in Service, and DPU-E hereby disclaims any liability for any damages, or lost business incurred by any such irregularity or interruption.

16.2 The Customer may install protection devices to protect against possible equipment damage. The Customer shall be responsible for the cost, expense, and liability for the purchase, installation, use, or misuse of any such devices.

SECTION 17: SPECIAL EQUIPMENT

17.1 DPU-E may determine that the installation of special equipment may be required to provide satisfactory Service.

17.2 In all such cases, the Customer shall reimburse DPU-E for costs incurred to purchase special equipment or Facilities.

SECTION 18: TREE TRIMMING

18.1 DPU-E hereby reserves the right to trim or remove any tree which creates a cable clearance hazard as defined by the NESC.

18.2 Properly authorized agents of the City shall at all reasonable hours have free access to Customer's property for the purpose of trimming or removing trees.

SECTION 19: WIRING CERTIFICATION

19.1 DPU-E shall not connect any Service to the DPU-E Communication system that does not conform in all respect to the Naperville Municipal Code and these Service Rules and Policies.

19.2 DPU-E hereby reserves the right to make further inspection of any Service Entrance equipment and grounding Facilities before making any connection to its Communication system.

19.3 Any such inspection by DPU-E shall not be deemed an approval of the adequacy or any wiring or certification that such wiring conforms to the rules, regulations and ordinances of the authorities having jurisdiction.

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