



Customer Service Policy

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INTRODUCTION

These Service Rules are provided as information to the public and the Princeton Public Utilities Commission does not intend to create a contract by publishing these Service Rules. Princeton Public Utilities Commission may modify these service rules at any time with or without notice. While every effort has been made to ensure that these Service Rules are accurate and complete, a full discussion about your utility needs and usages should be made to ensure your complete satisfaction.

SECTION 100: ELECTRIC AND WATER SERVICE APPLICATION, DEPOSITS, AND BILLING POLICIES

101 APPLICATION - NEW CONSTRUCTION ELECTRIC SERVICE

To apply to Princeton Public Utilities Commission (PPU) for new electric construction, please stop in our office or visit our website at www.PrincetonUtilities.com to complete an Application for New Electric Service as well as an Application for Utility Service.

102 APPLICATION - NEW CONSTRUCTION WATER SERVICE

For new water construction installation, an application must first be completed and submitted at City Hall. Please stop in our office or visit our website at www.PrincetonUtilities.com to complete an Application for Utility Service. See *Water Service Rules* for more details.

103 APPLICATION - EXISTING SERVICES

To apply to Princeton Public Utilities for service(s) at an existing location each customer must complete an Application for Utility Service and pay any and all application processing fees (refer to the current Fee Schedule). All applicants must provide a Social Security Number to verify identification. ID verification will be conducted as part of compliance with the Red Flag Rules required by the Federal Trade Commission. This form, which must be signed by the customer, becomes a permanent part of the customer's record on file with PPU. Service will not be transferred until an application is completed and the service deposit (see Service Deposit) requirements met. Within five (5) days of notification from landlord of new renter, and service has not been applied for, the utilities become subject to disconnection. No utility account will be established for any individual or business for which there exists a prior unpaid account balance with PPU for prior utility service, until such time as that unpaid account is satisfactorily resolved.

104 SERVICE DEPOSIT

Service Deposit

At the time of application, a deposit may be required for service. Refusal or failure by a customer to satisfy the deposit requirements may result in the delay of service until such times as the deposit has been made. Deposits vary depending upon the property. Please refer to the Fee Schedule for current amounts.

Residential Deposit Wavier / Return of Deposit

The residential deposit may be waived if all applicants on the account consent to a credit check. If the credit check determines that all applicants have good credit, the deposit will be waived. If any applicant does not consent to a credit check or if the credit check returns a negative result, a deposit will be required.

Any existing customer that has a deposit with PPU and would like to have their deposit returned would

need to:

- All individuals on the account must complete a new application consenting to a credit check.
- Pay any and all processing fees

If all account holders pass the credit check and the account has not been either disconnected or had any late payments within the last two years, the deposit will be returned as a credit on their account. If any applicant has a negative return, the deposit will remain in the possession of PPU. The customer is not eligible for a refund of any processing fees should the customer not qualify for a deposit return.

Interest on Deposits

Interest shall be paid on all deposits at the rate set by the Minnesota Department of Commerce each year. PPU will pay the interest annually as a credit on the customer's account.

New or Additional Deposit

A new or additional deposit may be required in cases where the deposit has been refunded, excused, inadequate, or the customer's payment is received after the due date two (2) or more times per calendar year or when the service has been disconnected.

Bankruptcy

A new or additional deposit may be required if a bankruptcy has been filed. The deposit will be the sum of the two (2) highest bills within the past twelve (12) months. If a deposit is on the account already the balance/difference will be communicated to the account holder. If the account holder fails to pay the balance/difference or obtain payment terms, the balance will be added to the account balance.

105 SERVICE CONNECTIONS

Service disconnections and reconnections must occur during normal field staff hours.

106 ELECTRIC RATE - SCHEDULE CLASSIFICATION

Electric service is supplied to customers under various rate schedule classifications as determined by the type of service, the amount of electric power supplied, and the purpose for which the electric service is to be used. Copies of the Princeton Public Utilities Commission's rate schedules are available at the business office and on our website at www.PrincetonUtilities.com.

107 WATER RATE – SCHEDULE CLASSIFICATION

Water service is supplied to customers under various rate schedule classifications as determined by the type of service, the amount of water supplied, and the purpose for which the water service is to be used.

Copies of the Princeton Public Utilities Commission's rate schedules are available at the business office and on our website at www.PrincetonUtilities.com.

108 BILLING POLICY

PPU will read each utility meter on or near the same day every month and bill the customer for the service used during the period. If, for some reason, the meter cannot be read during a billing period, an estimate will be made for that billing period. Any adjustments to the estimate may be made during the following billing period. Bills are prepared by the billing department of PPU and mailed to the customer near the end of the month. PPU bills the Municipal Sewer Utility for the City of Princeton if applicable. Please contact Princeton City Hall for any questions relating to Municipal Sewer.

Minimum Electric Customer Charge: There is a minimum monthly charge billed to customers receiving electric service. The amount of this minimum monthly charge varies based on the type of service which the customer receives. The minimum monthly charge for each type of service is listed in the appropriate rate schedule.

Minimum Water Customer Charge: There is a minimum monthly charge billed to customers receiving water service. The amount of this minimum monthly charge varies as to the size of the water meter at the service location. The minimum monthly charge for each meter size is listed in the appropriate rate schedule.

In the event service has been disconnected for any reason PPU will continue to bill a minimum monthly Customer Charge for the Electric and Water Service.

Customer Requested Service Termination: It is the customer's responsibility to notify PPU of the date of final service. A forwarding address must be provided. On the date specified by the customer, a reading will be taken and a final bill will be calculated. If PPU is holding a service deposit, the deposit, plus interest, will be applied to the account. If the deposit exceeds the amount due, the balance will be returned to the customer. If the deposit is not sufficient to cover the amount due, the customer shall remain liable to PPU for the balance. PPU reserves the right to use reasonable legal means to collect amounts due.

109 PAYMENT POLICY AND OPTIONS

Payment is due on the date as noted on the bill. Payments may be mailed, hand delivered to our office or paid online on our website. There is a payment slot in the west office door for after hours. PPU accepts cash, checks, cashier's check, money orders, or credit and debit cards (additional fees may apply). Automatic Withdrawal (ACH) is also available.

Automatic Withdrawal (ACH): PPU offers all customers the option of having their account balance automatically withdrawn from their checking or savings account. Customers choosing this option must complete an Automatic Payment Form indicating which account they wish to have funds withdrawn from. They must also complete this application if they wish to change accounts. Funds will be withdrawn from their account on the due date. The customer will be mailed a monthly statement indicating the account balance that will be withdrawn. Automatic payment may be discontinued by notifying PPU in writing. Payments returned for non-sufficient funds will be subject to a service charge (see the current Fee Schedule). All conditions in the Returned Payments section will apply.

Budget Billing: PPU's budget billing allows a customer to pay a set amount each month based on their previous year's utility usage. A customer may request to be on budget billing after they have established a 12 month history with PPU. PPU will evaluate the customer's budget billing during the year and may adjust the customer's payment up or down based on the actual usage and seasonal variations that may affect the customer's bill. Accounts will be removed from the budget billing program if there are two (2) unpaid budget amounts within the budget year.

Over-Payment & Under-Payment: In the event a customer overpays their utility bill, the overpaid amount will be applied as a credit to the customer's account. If the credit will not be absorbed within two (2) months the customer may request that a refund check be issued. Partial payments, although accepted, will not prevent disconnection of utility service unless other payment arrangements are made with PPU.

Returned Payments: If a customer makes payment by a check or ACH which is subsequently returned (ex. non-sufficient funds (NSF) or account closed) that customer's account will be considered delinquent. The account will be assessed a service fee (see the current Fee Schedule). If PPU receives more than two (2) returned checks from a customer within a 12 month period, that customer may be required to make future payments in the form of cash, money order, certified check, or debit or credit card. If the NSF payment was received in the face of imminent disconnection, such disconnection may occur the following business day without additional notice.

110 NON PAYMENT & LATE PAYMENT PENALTY

DISCONNECTION & RECONNECTION FEES

Unpaid accounts shall be delinquent if not paid by the due date specified on the bill and shall be assessed a penalty in the amount of ten percent (10%) of the current outstanding balance.

When an account becomes past due, PPU will send either a reminder notice to the billing address or to the email address on file, as recorded in PPU's billing records. If the account remains unpaid, PPU will then send a Disconnect Notice 30 days prior to a disconnection due to non-payment. This notice will state that the bill is past due and services may be disconnected.

Princeton Public Utilities may issue door hangers at other times as a reminder to anyone who has a delinquent account. A charge will be billed to a customer's account each time a door hanger is issued. Effective July 1, 2025, PPU will no longer issue door hangers prior to disconnection.

PPU only reconnects services during Monday through Friday 7:30 a.m. to 3:30 p.m. No reconnection of service will take place after business hours, no reconnections will take place on weekends, or holidays. If disconnection/reconnection has to be made with a bucket truck at the transformer an additional fee of will be added. When service has been disconnected for non-payment, the account must also be brought current before reconnection will occur. Personal checks will not be accepted as a form of payment once disconnection of services has been made. Service limiters may be used when deemed necessary.

Only utility personnel are permitted to connect or disconnect Utility Services. In the case of scheduled service disconnects for any reason, PPU will make a reasonable attempt to notify the customer of the reason, time, and duration of the outage.

REQUEST TO TRANSFER SERVICE

A customer may request a transfer to a new service address within PPU's service territory. A new Application for Utility Service must be completed. The utility service deposit will be transferred once the remaining balance from the prior service address has been paid in full.

RULES REGARDING LANDLORD AND TENANT

PPU considers its customer to be both the landlord and the person(s) who successfully completes the Application for Utility Service. Services will normally continue until the customer requests that it be discontinued or until such time the customer does not adhere to the PPU Customer Service Policy. Upon request or discontinuance of services, the meter reading is recorded and if no arrangements have been made the service becomes subject to disconnection.

In cases when a landlord desires PPU service to be continued to the property after their tenant moves out, it is the landlord's responsibility to make arrangements for such continuance of service while the property is not occupied. It is not the responsibility of PPU to assure the final read or move out date given by the tenant customer coincides with the date determined by the landlord.

PPU cannot disconnect an account that attempts to forcibly evict a tenant for any reason.

COLLECTION OF DELINQUENT ACCOUNTS

All charges for Utility Services are due on the due date. PPU shall endeavor to collect delinquent accounts promptly. Where satisfactory arrangements for payment have not been made, utility services become subject to disconnection. When all administrative efforts at collecting a delinquent account have been exhausted, alternative collection methods will also be used, including collection agencies, MN Revenue Recapture Program, assessment of property by the City of Princeton, and/or legal action.

Certification for Past Due Accounts: The City has adopted ordinance #640 by which the City, in cooperation with the Princeton Public Utility Commission, may certify past due electric, water and sewer bills to the appropriate County Auditor for collection with the subsequent year's taxes due against the parcel for which said past due billing is owed. A copy of Ordinance #640 may be obtained from City of Princeton or PPU.

FORECLOSURE POLICY

The providing of utilities to properties during mortgage or lien foreclosure is one of several difficulties local governments are having as a result of the increase in foreclosures. PPU addressed this issue with City Attorney and set the following procedure. Foreclosure typically takes 8-9 months.

During the first three months or until Sheriffs sale, the owner (PPU's customer) is in title and possession and is responsible for the utility bills. During the redemption period, the owner (PPU's customer) is in possession with right to take title back from the lender or lien holder, and is responsible for the utility bills.

Princeton Public Utilities foreclosure procedure:

1--If our customer notifies us they are vacating the property during any time described above, we may shut off service, weather permitting, or in the case of cold weather if the property has been winterized. The electric and water service remains connected to property. We will continue to bill our minimum monthly Customer Charges to them, holding their deposit, until the end of the redemption period or until we are notified by a party or agent thereof in control of the property to transfer utilities to them.

2--If our customer requests that we transfer to the Lender anytime during this period, we must have application and deposit, if applicable, from the party or agent thereof in control of the property-

DATA PRIVACY

PPU follows Minnesota Data Privacy Laws and cannot share individual customer data without a Third Party Notice on file.

SECTION 200: ELECTRIC METERS AND OTHER EQUIPMENT

201 METERS

The customer must make the meters accessible to PPU in order to maintain meters and obtain meter readings, and must grant the PPU the right and easement to construct and maintain the necessary service lines to the customer's facility. Failure to provide access to the meter or service line may result in disconnection of service. Tampering with a meter is in violation of the law and is hazardous due to possible fire or electrocution.

202 METER TESTING

A customer may, upon written request and payment of the meter testing fee, have their meter tested by PPU's contractor. If the test shows an error in PPU's favor exceeding five (5) percent of the consumption, the meter shall be deemed inaccurate. The meter testing fee shall be refunded and a new meter shall be installed and the bill adjusted accordingly. The adjustment shall not extend back more than one service period from the date of the written request. If the meter is found to be accurate, the deposit of the customer shall be forfeited.

203 SECURITY LIGHTING

PPU offers security lights on existing poles. In the event a request is made for an area not having a pole, the expense of the pole, labor, and wire would be paid by the requesting party.

204 RIGHT OF ACCESS

Free and clear access to PPU equipment shall be maintained at all times for emergency and normal maintenance service and meter reading. The access area shall be kept safe and free from any and all hazards, including pets/animals. Free and clear access must also be provided for underground electric service and feeder cables. All reasonable efforts will be made by PPU to minimize the impact on the customer's property resulting from digging and backfilling of cable trenches.

205 LINE MAINTENANCE (TREE TRIMMING)

PPU removes trees and limbs that endanger the distribution and transmission power lines in its service area. The overhead service line (service drop) that runs from the pole across the owner's property is owned by the property owner. The property owner is responsible for keeping tree limbs away from the service line. Property owners should call a qualified tree trimmer to prune and remove the tree limbs from this service line.

For safety reasons, especially if the owner will be doing the trimming themselves, call PPU to arrange to have the service line disconnected during normal field staff hours while the trimming is done. This allows PPU to temporarily lower the service line to your house to safely trim the trees. PPU will reinstall the line and reconnect the electricity. It is best to call 3-4 days prior to conducting the work. If PPU is called for repairs or after hour's restoration, time and material will be charged with a minimum fee (see Fee

Schedule).

PPU does not remove stumps.

206 PROTECTION OF EQUIPMENT

The customer shall protect the equipment of PPU on his or her premises and shall not interfere with or alter, nor permit interference or alteration of PPU's material or other property except by authorized representative of PPU.

207 CHANGE IN LOAD

All line equipment supplied and installed by PPU for the use of its customers, has a definite limit to its capacity. Therefore, it is the responsibility of the customer to notify PPU before any major change is made in connected load, either in location or purpose, or addition of such equipment. This applies to installation of large motors, welders, electric heating, air conditioning, and other items requiring heavy power use. Failure to give notice of such changes or additions shall render the customer liable for damage to meters, transformers, wires, or other apparatus of PPU caused by the additional installation.

SECTION 300: NEW ELECTRIC SERVICE

An Application for New Electric Service should be made prior to start of construction. There will be an Electric New Service Connection Fee to customers for new services and upgrades to permanent services within the PPU's service area (see current Fee Schedule).

301 ELECTRIC CONSTRUCTION RATES AND CHARGES

In the interest of establishing uniform construction rates and charges, the following schedule shall be in effect. Any future changes necessary will be in effect once ratified by the Princeton Public Utilities Commission.

302 PROPERTY DEVELOPMENT LOT FEE

A lot fee will be assessed for all newly developed property.

303 SERVICE CONSTRUCTION CHARGES:

Installation

The customer is responsible for installation of the overhead or underground service line from the utility pole or transformer into the premise. This electric line, referred to service line or service drop, is owned by the property owner and it is the responsibility of the property owner to maintain. This includes the overhead lines or underground cable, weatherhead and insulators, service entrance cables, meter box (socket), and main service panel in the premise. PPU owns the electric meter. Charges are listed in the current Fee Schedule. Costs are subject to change without notice. A surcharge may also be applied to reflect the fluctuations in material costs.

Extraordinary Service

Requests for service such as service entrance relocation or temporary disconnects to facilitate repair type work (siding/residing, painting, remodeling, etc.) shall be charged at time and material with a minimum fee (see Fee Schedule).

Additional fees may be charged for non-recoverable costs from transformer installation and line extension. (Installation of Transformer Ground Sleeves)

Buried Service

Requests for buried secondary service will be honored when possible. If the route is inaccessible to utility equipment, the customer must provide a trench 36" deep for burial of the line and conduit. If the customer chooses to have the line and conduit "knifed" or "pushed," it will be at their expense.

Service Line Repair

The property owner owns the electric service line from the utility pole or transformer into the premise.

This electric line, referred to service line or service drop is owned by the property owner and it is the responsibility of the property owner to maintain. PPU has a Service Line Protection policy in force and will begin charging a monthly fee for the protection (see Appendix A).

Winter Construction Charges

Winter construction charge policy is effective from November 1 to April 1.

Should the utility customer choose to hire trenching or digging from an outside vendor, utility personnel will be available to provide assistance if required. If an outside vendor is hired by PPU additional frost charges will be applied to the Secondary Construction Charges.

A fee may be charged if PPU has to set ground thawing equipment to allow in-ground work.

Residential Electric Meter Socket Requirement

Meter sockets are not provided by PPU. Meter sockets with a lever operated bypass are required for all residential and commercial customers, both single unit and multi-unit.

In our customer-owners best interest, the bypass meter socket will reduce the possibility of interruption to the electric service when doing routine maintenance on residential electric meters. The bypass meter socket will reduce power interruptions to the customer-owners personal computers, security systems, and other electronic equipment.

SPECIFICATIONS:

Meter socket must be equipped with fully rated 200 amp lever bypass which will also provide clamping pressure on meter blades.

Meter socket must be equipped with a track resistant poly-carbonated insulating safety shield.

Meter socket terminals must be rated for conductors from #6 to 350MCM CU/AL.

Meter socket must be UL approved.

Meter socket must be ringless in style.

Currently the 200 amp four and five terminal Landis & Gyr (HQ) and Milbank (Heavy Duty) bypasses are approved.

If a meter socket is found to be in an unsafe condition PPU will notify the customer and may disconnect the electric service until the socket is replaced.

SECTION 400: POWER INTERRUPTION

PPU is committed to doing everything possible to assure an adequate supply of electrical power for its customers now and in the future, but because of many factors, including equipment failure, accidents,

storm damage, and temporary shortages of power supply for other sources, it cannot guarantee continuous, uninterrupted service to any customer. Therefore, the customer is responsible to provide protection for their own equipment if damage to such equipment can result from an inadvertent loss of supply of power from PPU. Because of these factors, PPU disclaims all liability for all damages, consequential or otherwise, for any failure to deliver electrical power hereunder except for its own voluntary act or neglect to exercise reasonable care and diligence in performance of its duties.

APPENDIX A: SERVICE LINE PROTECTION

Service Line Protection

Water Service and Electric Service Repair

Coverages, Terms and Conditions

Princeton Public Utilities Commission (PPU) will provide service line protection for water service and electric service repair coverage to the customer (you) under the following terms

AVAILABILITY

WATER: Coverage is available to PPU residential water customers living in single family homes, duplexes, four-plexes and townhouses where each has its own water service line.

ELECTRIC: Coverage is available to PPU residential electric customers living in single family homes, duplexes, four-plexes and townhouses where each has its own electric service.

[Excludes, mobile home parks, apartments, and condominiums. Coverage may not be applicable to all single-family homes and single-owner duplexes. In rare instances of atypical service configurations, coverage is not available. Pre-existing conditions (e.g. leaks, improper installation, etc.) render you ineligible for coverage. You may repair the condition, at your cost, and then become eligible.

COVERAGE

WATER: PPU will call a contractor/plumber if needed. PPU will make all repairs or replacements from the corporation stop to the house. PPU will cover plumbing costs from the house to the meter up to a maximum amount (see Fee Schedule). The work will be done in a timely matter based on the contractor's schedule. Gopher State One Call will be called for locating utilities and a 48 hours allowance is the law. A temporary water service line may be necessary. (See Customer Responsibilities) PPU will perform landscaping restoration work up to your property line (this includes the street, public sidewalk, curb, boulevard, and the driveway approach). You are responsible for all restoration work including landscaping from your property line to your home. PPU's restoration work on your property is limited to backfilling the trench. Driveways and private sidewalks are not covered. PPU is not responsible for incidental or consequential damage resulting from a service line break. Check with your homeowner's insurance for this type of coverage. The service line protection does not cover thawing frozen water lines.

ELECTRIC: PPU will call a contractor if needed. PPU will make all repairs or replacements between the transformer or secondary pedestal to the electric meter socket as identified. The work will be done in a timely matter based on the contractor's schedule. PPU will cover electrician costs from the attachment point on the house up to and including the meter socket up to a maximum amount (see Fee Schedule). Gopher State One Call will be called for locating utilities and a 48 hours allowance is the law. During the cold weather period a temporary electric line may be placed on the ground to serve your residence until weather conditions allow for digging. In all events, the customer retains responsibility for failures of the conductors between the meter socket and the main panel inside the home (problems associated with the meter socket are not covered). PPU will perform landscaping restoration work up to your property line (this includes the street, public sidewalk, curb, boulevard, and the driveway approach). You are responsible for all restoration work including landscaping from your property line to your home. PPU's restoration work on your property is

limited to backfilling the trench. Driveways and private sidewalks are not covered. PPU is not responsible for incidental or consequential damage resulting from a service line break. Check with your homeowner's insurance for this type of coverage. It does not cover the cost to go from overhead to underground electric or upgrading service size.

MONTHLY FEE

A monthly fee is included on your bill and will be collected with your other utility charges, due and payable upon presentation.

TERMS

This service is effective January 1, 2018 and covers all repair costs of service line failures. It does not cover thawing frozen water lines. It does not cover homeowner, landlord, or renter negligence or malicious intent to damage the service.

PPU'S RIGHT OF INSPECTION

PPU reserves the right to inspect your service line should you inform PPU that a problem or damage has occurred.

CUSTOMER RESPONSIBILITIES

YOU MUST CALL PPU FOR ANY CLAIMS OF REPAIRS or REPLACEMENTS. PPU WILL CALL A CONTRACTOR, IF NEEDED.

You shall cooperate with PPU and provide all information requested. If a claim is submitted and your account is past due, your balance must be paid in full before the claim can be processed.

If a temporary water connection is made for you from your neighbor during winter months it is important to keep the water in your home running at a continuous pencil size stream of cold water to prevent freeze up. You will be responsible for any repair due to freeze up to your service and your neighbor's service.

DISCLAIMERS

This program does NOT cover service replacements within the street right-of-way done in conjunction with street repair or replacement projects. PPU reserves the right to make changes to this coverage at any time.

FIGURE 2 Underground/Overhead Electric Service

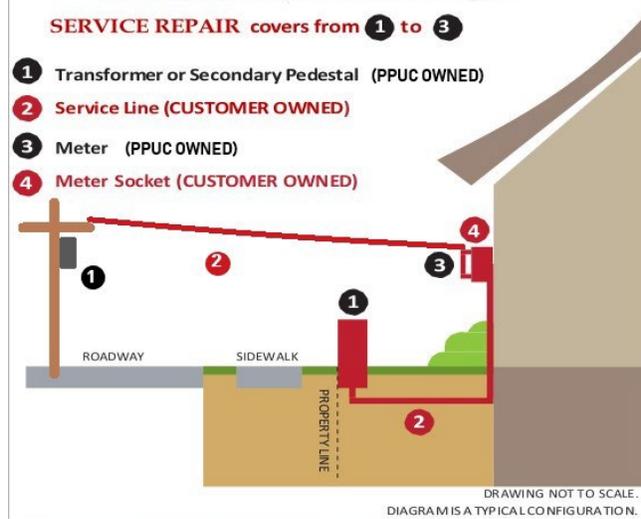


FIGURE 1 Water Service

