



City of Seattle City Light Department

DEPARTMENT POLICY & PROCEDURE

Subject

RESOLVING CUSTOMER ELECTRICAL SERVICE PROBLEMS

Number

DPP 500 P III-413

Effective

May 29, 1987

Supersedes

May 28, 1981

Approved

Original signed and approved by Randall Hardy

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1.0 PURPOSE

1.1 To define the procedure for resolving customer electrical service problems.

2.0 ORGANIZATION AFFECTED

2.1 Customer Service Division.

2.2 Transmission and Distribution Division.

2.3 Operations Division.

3.0 REFERENCES:

3.1 Seattle Municipal Code, Section 21.49, Electric Rates and Provisions – Seattle City Light, or as the same may be amended or superseded.

3.2 Requirements for Electric Service Connection Manual, City Light Department, June 26, 1986, or as the same may be amended or superseded.

4.0 POLICY

- 4.1 Customer electrical service problems shall be resolved expeditiously in order to minimize hazards to the customer, the general public, and Department employees.

5.0 DEFINITIONS

- 5.1 Customer. Any person, firm, corporation or other legal entity who uses, has used, or has contacted for electrical service from the Department.
- 5.2 Field Representative. Any employee of the Customer Service Division with any of the following job titles: Electric Service Representative, Senior Electric Service Representative, Supervising Electric Service Representative, and Electric Service Engineer.
- 5.3 Customer Electrical Service Problem. Any condition which is not in compliance with the Department's Requirements For Electric Service Connection Manual or Seattle Municipal Code, Section 21.49, Electric Rates and Provisions, and which the customer is responsible to correct, or any condition in which there is direct danger to life or property.

6.0 RESPONSIBILITIES

- 6.1 Customer Service Division, Consumer Advisory Services District Supervisors, and the Manager of Technical Advisory Services, shall be responsible for implementing this policy.
- 6.2 The Manager, Consumer Advisory Services, shall be responsible for reviewing and revising the present DPP in November of each year.

7.0 PROCEDURES

- 7.1 While on duty, any employee, except one from the Transmission and Distribution Division or Operations Division, who discovers a hazardous or faulty service must notify the appropriate Customer Service District Supervisor (south of Mercer St, Unit 412 (612-3374); north of Mercer Street, Unit 411 (625-3343); Large General Service customers, Unit 413 (625-3104). Transmission and Distribution Division and Operations Division employees must follow accepted procedures for their respective divisions.
- 7.2 If there is direct danger to life or property, the field representative

with the concurrence of the Consumer Advisory Service District Supervisor, shall request that the Transmission and Distribution Division disconnect service immediately. The field representative must take steps to inform the customer as soon as possible of what must be followed by written confirmation of required corrections.

- 7.3 If there is no immediate danger, the assigned field representative must verbally report the problem to the property owner as soon as possible. If verbal contact is not possible, a note describing the problem shall be left at the site. If corrections are not completed within ten (10) working days after notification, the District Office Supervisor must send a letter describing the problem and what corrections are required, giving the customer, and/or property owner, thirty (30) working days to comply (Appendix 8.2).
- 7.4 If after thirty (30) working days from the mailing date of the first letter, there is no response or action to correct the problem, a second letter describing the problem must be sent by the Manager, Consumer Advisory Services, to the customer and/or property owner. The second letter must advise the customer that service will be subject to disconnection if corrections are not completed by a specific date, usually fifteen (15) working days in the future (Appendix 8.3).
 - 7.4.1 This letter must be hand delivered, if possible, and an affidavit must be sworn by the field representative that the letter was delivered and to whom (Appendix 8.4).
 - 7.4.2 When the letter is being sent to a property owner who does not reside at the property in questions, a copy of the letter must also be delivered to occupants at the property to be disconnected.
 - 7.4.3 When it is not possible to hand-deliver the letter, it must be sent "Certified Mail" and future action must wait until a certified mail receipt is received.
- 7.5 Five (5) working days prior to the scheduled disconnection date, the assigned field representative shall prepare an outline (hand written is acceptable) indicating the steps taken to obtain compliance and the results of customer contact to resolve the problem. A copy of the outline and all pertinent documentation shall be forwarded to the Manager, Consumer Advisory Services for his/her approval of the disconnection and final approval by the Director, Customer Service Division (Appendix 8.5).

- 7.6 When approval has been given for disconnection, a second copy of The disconnection letter will be delivered to the customer and/or property owner with a handwritten note on it giving a one-day notice of actual disconnection. The notice must be delivered directly to the customer if possible. If not , the notice is to be securely posted where the customer will see it. An affidavit must be sworn by the field representative that the letter was delivered and to whom.
- 7.7 The District Office must, in all cases, retain a record describing the problem and what action has been taken.
- 7.8 The field representative will follow progress of the job until completion. If the owner is progressing in good faith, the field representative may make reasonable extensions of the deadline and delay sending written notices of corrections.

8.0 APPENDIX

- 8.1 Distribution: All Department Policy and Procedure Manual Holders.
- 8.2 Sample: 30-day Letter
- 8.3 Sample: Disconnect Letter
- 8.3 Sample: Affidavit
- 8.4 Sample: Cover for Outline