City of Seattle
Seattle City Light Department

DEPARTMENT POLICY & PROCEDURE

Subject	Number
	DPP 500 P III-405
	Effective
ACCOUNT SERVICE CHARGE	
	Supersedes
	January 11, 2012
Approved by Jorge Carrasco	

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1.0 Purpose

1.1 To establish Department policy and responsibility for application of Account Service Charge to customer accounts.

2.0 Organization Affected

2.1 City Light Department, Customer Care Division

2.2 City Light Department, Finance Business Unit

2.3 Seattle Public Utilities, Customer Response Unit (Call Center)

3.0 References

3.1 City of Seattle Ordinance 123479 or as the same may be amended or superseded.

3.2 Seattle Municipal Code (SMC) 21.49.100, Section K, or as the same may be amended or superseded.

4.0 Definitions

4.1 Contract. Any application or contract supplied by the Department and signed by the customer requesting electric service for Large and High Demand accounts. In the absence of a signed

application or contract, the furnishing of service by the Department and acceptance by the customer shall be deemed to constitute a contract between the Department and the customer.

4.2 Customer. Any person, firm, corporation, government agency, property owner, tenant or other entity that uses, has used, or has contracted for electric service from the Department.

4.3 Department. The City Light Department of the City of Seattle.

4.4 Premises. All the real property at a single geographic location utilized by the customer. This includes individual residential, commercial, industrial, and governmental occupancy units for which the Department has established separate account numbers. Such units may be identified by location, street address, floor, room number, apartment number, moorage space, trailer space, etc.

4.5 Service. Supply, sale, or rental of electric energy, equipment, and/or facilities by the Department.

4.6 Service Application. An application for electric service, either verbal or written.

4.7 Residential Service. A service which qualifies for rate Schedules RSB, RSC, RSS, RST, RSH, REC, RLC, RES, RLS, RET, RLT, REH, RLH, REB, and RLB.

4.7.1 Schedule RSB: Standard Residential Service: Burien
4.7.2 Schedule RSC: Standard Residential Service: City
4.7.3 Schedule RSS: Standard Residential Service: Suburban
4.7.4 Schedule RST: Standard Residential Service: Tukwila
4.7.5 Schedule RSH: Standard Residential Service: Shoreline
4.7.6 Schedule REC: Elderly/Disabled Residential Service: City
4.7.7 Schedule RLC: Low Income Residential Service: City
4.7.8 Schedule RES: Elderly/Disabled Residential Service: Suburban
4.7.9 Schedule RLS: Low Income Residential Service: Suburban
4.7.10 Schedule RET: Elderly/Disabled Residential Service: Tukwila
4.7.11 Schedule RLT: Low Income Residential Service: Tukwila
4.7.12 Schedule REH: Elderly/Disabled Residential Service: Shoreline
4.7.13 Schedule RLH: Low Income Residential Service: Shoreline
4.7.14 Schedule REB: Elderly/Disabled Residential Service: Burien
4.7.15 Schedule RLB: Low Income Residential Service: Burien

4.8 Small General Service. A service which qualifies for rate Schedules SMB, SMC, SMS, SMT SMH, or SMD. These Schedules are available to general service customers who are not demand metered, have in the previous calendar year more than half of the normal billings less than 50 kW of maximum demand. Classification of new customers will be based on the Department's estimate of maximum demand in the current year.

4.8.1 Schedule SMB: Small General Service: Burien
4.8.2 Schedule SMC: Small General Service: City
4.8.3 Schedule SMS: Small General Service: Suburban

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4.8.4 Schedule SMT: Small General Service: Tukwila
4.8.5 Schedule SMH: Small General Service: Shoreline
4.8.6 Schedule SMD: Small General Service: Network

4.9 Medium General Service. A service which qualifies for rate Schedules MDB, MDC, MDS, MDD, MDT, or MDH. These Schedules are available to general service customers who have in the previous calendar year half or more than half of their normal billings at 50 kW of maximum demand or greater, and have more than half of their normal billings at less than 1,000 kW of maximum demand. Classification of new customers will be based on the Department's estimate of maximum demand in the current year.

4.9.1 Schedule MDB: Medium General Service: Burien
4.9.2 Schedule MDC: Medium General Service: City
4.9.3 Schedule MDS: Medium General Service: Suburban
4.9.4 Schedule MDD: Medium General Service: Network
4.9.5 Schedule MDT: Medium General Service: Tukwila
4.9.6 Schedule MDH: Medium General Service: Shoreline

4.10 Large General Service. A service which qualifies for rate Schedules LGB, LGC, LGS, LGD, LGT, or LGH. These Schedules are available to general service customers who have in the previous calendar year half or more than half of their normal billings at 1,000 kW or greater, and more than half of their normal billings at less than 10,000 kW of maximum demand. Classification of new customers will be based on the Department's estimate of maximum demand in the current year.

4.10.1 Schedule LGB: Large General Service: Burien
4.10.2 Schedule LGC: Large General Service: City
4.10.3 Schedule LGS: Large General Service: Suburban
4.10.4 Schedule LGD: Large General Service: Network
4.10.5 Schedule LGT: Large General Service: Tukwila
4.10.6 Schedule LGH: Large General Service: Shoreline

4.11 High Demand General Service. A service which qualifies for rate Schedule HDC or HDT. These Schedules are available to general service customers who have in the previous calendar year half or more than half of their normal billings at 10,000 kW of maximum demand or greater. Classification of new customers will be based on the Department's estimate of maximum demand in the current year.

4.11.1 Schedule HDC: High Demand General Service: City
4.11.2 Schedule HDT: High Demand General Service: Tukwila

5.0 Policy

5.1 An Account Service Charge shall be charged for each service application resulting from establishment of a new account, a change of occupancy at existing premises, or a change of customer for an existing unmetered account, EXCEPT as follows:

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5.1.1 Name, address, or rate schedule change involving the same premises and account, or the addition of names to existing accounts.

5.1.2 Temporary service used for the purpose of new construction.

5.1.3 Meter(s) or other charges added to an existing account.

5.1.4 For customers billed on Residential Rate Assistance Schedules REC, RES, RET, REH, RLC, RLS, RLT, RLH- REB, and RLB, provided that their electric account was established within the previous 6 months.

5.1.5 Billing of vacancy current to property owners or authorized agents.

5.2 The account service charges are:

Residential	$23.00
Small General Service	$42.00
Medium General Service	$72.00
Large and High Demand General Service	$200.00

5.3 An Account Service Charge, when assessed, shall be included in the initial billing after the establishment of a new account or after the change of an existing account.

6.0 Responsibilities

6.1 The Customer Care Division and Seattle Public Utilities Customer Response Unit shall be responsible for assessing Account Service Charges in accordance with Section 4.0 on all commercial, governmental, and residential accounts when they are actively involved in the customer transaction.

6.2 The General Accounting Unit of the Finance Division shall be responsible for providing a monthly tabulation and reporting of amounts of Account Service Charges received from residential and nonresidential customers via the Operating Revenue Report (OPRV).

7.0 Procedure

N/A

8.0 Appendix

Distribution: Posted online at http://sclweb.light.ci.seattle.wa.us/dpp/

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9.0 Revision History

Version	Date	Changes Made	Author/Key Contact
2.0	6-21-13	Revised to update charges	Austin Coover
1.0	10-11-11	Updated to include all residential rate schedules and increase account service charges. Update Coordinated By: Jackie Kirn	Shirley Mah

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