



# City of Seattle City Light Department

## DEPARTMENT POLICY & PROCEDURE

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Subject

Number

DPP 500 P III-407

Effective August 8, 1984

CUSTOMER SERVICE CHARGE

Supersedes January  
1, 1983

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Approved

Department  
City Light

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### 1.0 PURPOSE

To establish Department policy regarding a charge to customers for providing electrical appliance repair or emergency trouble service to their residence, institutional, commercial, or industrial establishments.

### 2.0 ORGANIZATION AFFECTED:

The City Light Department:

2.1 Customer Service Division

2.2 Distribution Division.

2.3 Finance Division.

2.4 Operations Division.

### 3.0 REFERENCES

3.1 City Council Resolution #25410.

- 3.2 City Light Department Rate Ordinance #110733 and as the same may be amended or superseded.
- 3.3 Seattle Municipal Code, Chapter 3.102, Office Hours, dealing with Legal Holidays.
- 3.4 Seattle Municipal Code, Chapter 21.56, Miscellaneous Provisions to City Light Rates.

#### **4.0 POLICY**

- 4.1 City Light Department shall levy a charge for service calls made to residential, commercial, and industrial establishments, in addition to charges for parts used in the course of providing repair service. Sales tax is applicable to these charges.
  - 4.1.1 Trouble call Service Charge: A service charge, described in Schedule 100 as an attachment to this Department Policy and Procedure, shall be levied for each call to a residential, institutional, commercial, or industrial establishment to check electrical trouble on a customer's premises, as well as fuse or circuit breaker problems in a customer's service entrance panel.
  - 4.1.2 Appliance Repair Service Charges: A service charge described in Schedule 101 as an attachment to this Department Policy and Procedure; such charges shall be levied for each call to repair a residential or commercial appliance serviced by City Light (see definitions 5.4 Residential Electrical Equipment Serviced and 5.5.; Commercial Electrical Equipment Serviced).
- 4.2 Parts shall be charged at competitive retail prices.
  - 4.2.1 All parts installed by City Light, except lamps, glass, and porcelain parts, are guaranteed for the period of time specified by the manufacturer.
  - 4.2.2 There is a 90-day warranty on the labor covered by the service charge.
- 4.3 The charges described in Schedule 101 attached to this Department Policy and Procedure will also be levied in the following special situations:

- 4.3.1 Repair of damage caused to appliance by fire or Accidents.
- 4.3.2 Repair services on appliance covered by factory warranty.
- 4.3.3 Jobs requiring drayage to and from the appliance repair shop.
- 4.4 The customer service charge shall be waived for:
  - 4.4.1 Electrical trouble that is external to the customer's premises, such as repairs to utility-owned equipment (for example, electric meter);
  - 4.4.2 Parts and/or Service work for qualifying low-income elderly, SSI recipients, and other low-income handicapped customers for the repair of an electric range, water heater, permanently installed electric heat, microwave ovens, heat pumps, swimming pool heaters, and electric clothes dryers. The customer must present their I.D. card and own the equipment being serviced.
  - 4.4.3 Trouble calls for qualifying low-income elderly, SSI recipients, and other low-income handicapped customers.
  - 4.4.4 Service on leased water heaters.
  - 4.4.5 Service calls for jobs caused by City Light Department deficiency.

## **5.0 DEFINITIONS**

- 5.1 Regular business hours are defined pursuant to Seattle Municipal Code, Chapter 3.102 and are 8:00 a.m. through 5:00 p.m., Monday through Friday, except days designated as legal holidays by RCW 1.16.050 and the City Council.
- 5.2 Qualifying low-income elderly customers are owners of electric ranges, water heaters, permanently connected electric heat, microwave ovens and electric clothes dryers, requiring service, who

meet the low annual income requirements established for the program, and who hold Identification Cards that are issued by the Department of Human Resources and which bear a City Light stamp.

- 5.3 Warranty Parts Serviced by a Dealer. Parts furnished by a dealer in compliance with the factory warranty of the appliance.
- 5.4 Residential Electrical Equipment Serviced by City Light. Electric ranges and ovens, including microwave ovens; water heaters, swimming pool heaters, permanently installed electric space heaters, electric heat pumps, and electric clothes dryers. Fuses and circuit breakers will be replaced for the above.
- 5.5 Commercial Electrical Equipment Serviced by City Light. Electric Ranges and ovens, microwave ovens, grills, fryers, broilers, hot plates, hot food tables, roll warmers, steamers, steam kettles, water heaters, boosters, rinse sink heaters, and dishwasher heaters. Fuses and circuit breakers will be replaced for the above.
- 5.6 SSI Recipients. Recipients of Supplemental Security Income who have identification cards issued by the City of Seattle Department of Human Resources.
- 5.7 Other Low-Income Handicapped. Low-income handicapped customers who have identification cards issued by the City of Seattle Department of Human Resources.

## **6.0 RESPONSIBILITIES**

- 6.1 City Light personnel who receive the request for service and employees who provide direct service are responsible for informing the customer of the applicable charges involved prior to performing the service.
- 6.2 Customer Service Division.
  - 6.2.1 Customer Telephone Assistance Service shall receive and prioritize customers' telephoned requests for service on electric appliances and related equipment, and obtain accurate billing information.
  - 6.2.2 Electric Appliance Service shall be responsible for:
    - 6.2.2.1 Ordering the controlling a stock of appliance repair parts, tools, and special work equipment.

- 6.2.2.2 Dispatching appliance electricians to customers' premises.
- 6.2.2.3 Servicing and repairing customers' electric appliance and related equipment.
- 6.2.2.4 Annually reviewing and revising the present policy in consultation with Finance Division.

6.2.3 Account Services shall be responsible for:

- 6.2.3.1 Processing appliance service invoices for customer accounts.
- 6.2.3.2 Processing rebates and adjustments to customer accounts.
- 6.2.3.3 Processing trouble calls invoices for customer billings.

6.2.4 Credit and Collections shall be responsible for:

- 6.2.4.1 Reviewing and approving, if appropriate, the credit of the customer for all service invoices exceeding the credit limits set by the Credit Supervisor, if advised by the service employee that such action would be in the best interests of the City Light Department.
- 6.2.4.2 Verifying the name of persons responsible for payment of light accounts.

6.3 The service employee is responsible for:

- 6.3.1 Extending a reasonable effort to obtain a signature on the work invoice at the time when the initial service call is made and to indicate the reason for omission of the signature, if not obtained. A copy of the invoice will be left with the customer.
- 6.3.2 Completing all applicable information on the service invoice, including the appropriate service and labor charges.

- 6.4 The Operations Division shall be responsible for responding to trouble calls during regular business hours.
- 6.5 The Distribution Division shall be responsible for responding to trouble calls after regular business hours.
- 6.6 Finance Division.
  - 6.6.1 Accounts Payable Unit shall be responsible for payment of approved invoices on purchased parts and supplies.
  - 6.6.2 Cost Accounting Unit shall be responsible for:
    - 6.6.2.1 Receiving credits on warranty materials.
    - 6.6.2.2 Accumulating costs on appliance service work order system.
  - 6.6.3 The Rates and Consumer Research Section shall be responsible for annually reviewing and revising the schedules in consultation with Customer Service Division.

## **7.0 PROCEDURE**

N/A

## **8.0 APPENDIX**

- 8.1 Distribution: All Department Policy and Procedure Manuals
- 8.2 Schedule 100 Trouble Call Service Charge.  
Schedule 101 Appliance Repair Service Charge.
- 8.3 Sample forms:
  - 8.3.1 Service Invoice, 369-L
  - 8.3.2 Appliance Service Request (23-L)
  - 8.3.3 Appliance Parts Order (53-L)

























paid at the rate

