

DPP 500 P III-407

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TROUBLE CALL SERVICE CHARGE

12/10/93

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1.0 POLICY

..... \$33.00 each call

1.1A service charge shall be levied for each call to a residential unit, institutional, commercial, and industrial establishment to check electrical trouble on a customer's premises, replace fuses, or reset circuit breakers in a customer's service entrance panel. Such charge shall apply to all-calls where electrical system diagnosis is made or service is rendered, except those instances in which:

1.1.1Such charge is expressly waived or referral is made pursuant to DPP 500 P III-407.

1.1.2The customer is not at home or the problem has already been resolved when the Appliance Electrician, Meter Electrician or distribution service crew arrives.

1.2If a Meter Electrician or distribution service crews responds to a call requiring appliance repair service, no trouble call service charge shall be made and the call shall be referred to Appliance Repair Service for action and application of the appliance repair service charge.

1.3Regular business hours shall be defined pursuant to Ordinances 79957, 92946, and 105912, 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 for the City.

2.0TROUBLE CALL SERVICE CHARGES APPLY ACCORDING TO THE FOLLOWING:

Calls resolved during regular business hours
..... \$15.00 each call

Calls resolved during all other hours