

Chapter PSC 113

SERVICE RULES FOR ELECTRIC UTILITIES

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PSC 113.01 Application of rules. (1) All public utilities, whether privately or municipally owned or operated, in respect to the supply of electric energy and provision of electric service in this state, shall comply with and conform to rules and regulations set forth in this order except insofar as exception may be made by order of the commission as hereinafter mentioned.

(2) Nothing in the aforesaid findings of fact [not printed in this chapter] or order herein shall preclude special and individual consideration being given to exceptional or unusual situations and upon due investigation of the facts and circumstances therein involved, the adoption of requirements as to individual utilities or services which shall be lesser, greater, other, or different than those provided in said rules and regulations.

PART I

MISCELLANEOUS SERVICE REQUIREMENTS

PSC 113.015 General requirement. Every utility shall furnish reasonably adequate service and facilities at the rates filed with the commission and subject to these rules and the rules of the utility¹ applicable thereto and not otherwise. The energy shall be generated, transmitted, converted, and distributed by the utility, and utilized, whether by the utility or the customer, in such manner as to obviate so far as reasonably practicable undesirable effects upon the operation of standard services or equipment of the utility, its customers, or other utilities or agencies.

PSC 113.02 Refusal or discontinuance of service. (1) Service may be disconnected if a customer's current bill for service as defined in the utility's rules is not paid within a reasonable period set forth in said rules. The utility may at its option continue service beyond the period specified in its rules if it has a deposit or guarantee on the account sufficient to cover delinquent bills. If the utility has no such sufficient deposit or guarantee, service may not be discontinued or refused for nonpayment of charges which are delinquent for a period longer than that permitted under its disconnect rules unless specific agreement is made between the utility and customer providing for a specified extension of credit and for disconnection upon default.

(2) Service may be denied to any customer for failure to comply with applicable requirements of these rules, or of the utility's rules, or of municipal ordinances, or with section 167.16, Wis. Stats.; or if the customer proposes to use a device that is not so designed that interference with communication and signal services is reasonably minimized.

(3) A utility is not required to furnish service under conditions requiring operation in parallel with generating equipment connected to the customer's system if such operation is hazardous or may interfere with its own operations or service to other customers or with service furnished by others. The utility may specify requirements as to connection and operation as a condition of rendering service under such circumstances.

(4) The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

(a) Delinquency in payment for service by a previous occupant of the premises to be served.

(b) Failure to pay for merchandise purchased from the utility.

(c) Failure to pay for a different type or class of public utility service.

(d) Failure to pay the bill of another customer as guarantor thereof.

(e) Failure to pay a charge billed pursuant to section PSC 113.17 (4) because of an inaccurate meter.

(f) Failure to pay an estimated bill unless the customer upon request refuses to permit the reading of the meter during reasonable hours.

(g) Failure to pay a bill to correct previous underbilling due to misapplication of rates.

¹As used in these rules the terms "rules of the utility" or "utility's rules" mean the rules of the utility on file with the commission.

(h) Violation of the utility's rules pertaining to operation of non-standard equipment which interferes with the service to others, or other services such as communication services, unless the customer has first been notified and been afforded reasonable opportunity to comply with said rules; provided, however, that where a dangerous condition exists on customer's premises, service may be discontinued without notice.

PSC 113.03 Inspection of structures and equipment. Each pole, post, tower, structure, conductor, or guy used for the support or attachment of electrical conductors or lamps owned or used by a utility shall be inspected with reasonable frequency and all major equipment shall be inspected periodically by the utility to determine its fitness for service and the necessity for replacement or repair.

PSC 113.04 Servicing utilization control equipment. (1) Utilities shall service and maintain any equipment they use on customers' premises and shall adjust thermostats, clocks, relays, or time switches, if such devices must be so adjusted to provide service in accordance with the rate provisions.

(2) The time switches used by the utility for controlling equipment such as water heaters, street lights, etc., shall be of such quality that the timing mechanism may be adjusted so as to be accurate within 10 minutes per month. Time switches used by the utility for controlling street lighting or display lighting shall be inspected or operation observed at least once a month and if in error, adjusted, and also adjusted upon complaint if found in error or when service interruptions cause them to be in error by one-half hour or more. Time switches used by the utility for controlling off-peak appliances shall be inspected or operation observed when the utility reads the meter and when the meter is tested and adjusted if in error, and also adjusted upon complaint if found in error or whenever service interruptions result in error of 2 hours or more or in supplying service to off-peak appliances during peak periods.

(3) Control devices other than time switches used by the utility to control loads shall be checked periodically.

PSC 113.05 Relocation of poles. (1) When a utility is required by governmental authority or requested by customers to move poles, as, for example, from streets to alleys, the utility is not required to furnish new service entrance conductors, cable, conduit, or service equipment unless it makes a practice of supplying this equipment. It shall, however, run a service drop to the nearest point on each building served from the new location and remove the old service drop without expense to the customer.

(2) If the utility moves its poles of its own volition the utility shall supply new service entrance conductors, cable, conduit, interior wiring connection, and service equipment, and remove the old; or shall attach its system to the existing service entrance conductors without expense to the customer.

PSC 113.055 Protection of utility facilities. A public utility upon receipt of written notice as required by section 66.047 (2), Wis. Stats., from the property owner or from a contractor of work which may affect its utilities used for serving the public:

(1) Shall investigate and decide what action, if any, must reasonably be taken to protect or alter utility facilities, in order to protect service to the public and to avoid unnecessary damage, such as identifying in a suitable manner the location of any underground utility facilities which may be affected by the work.

(2) The utility shall take such action as is reasonably and legally necessary to protect, remove, alter, or reconstruct its facilities, and shall perform such work with reasonable dispatch taking into account the conditions to be met, provided that nothing in this rule shall be deemed to affect any right which the utility may have to require advance payment or adequate assurance of payment of the reasonable cost thereof to the utility by the property owner or contractor.

(3) The utility may, in order to protect its interests, require that the owner or contractor perform certain work upon that part of the service piping or wiring on or being removed from the property upon which the excavating, building, or wrecking operations are being performed.

(4) This rule is not intended to affect the responsibility of the contractor or owner, or the liability or legal rights of any party.

History: Cr. Register, June, 1962, No. 78, eff. 7-1-62.

PSC 113.06 Standard utilization equipment. (1) All utilities shall have available a tabulation showing the character and type of electric service supplied.

(2) Street lamp bulbs used or furnished by the utility shall initially be such that the customer receives the proper illumination in lumens specified in the rate. If the street lighting rate is based on wattage, or if the utility furnishes lamps to customers free or at reduced cost, the lamp bulbs shall be of such efficiency in lumens per watt when used on the utility's circuits that customers may obtain their lighting service under the most favorable conditions practicable under the rate schedule.

PSC 113.07 Tamper-resistant equipment. Where electrical energy has been diverted or the utility's equipment for measuring the service has been interfered with, the utility may require the customer to install entrance and service equipment to prevent current diversion or interference with the metering equipment.

Note: Care should be taken in determining the existence of diversion and amount of energy diverted. In case check-meters are used, the possibility of grounds between meters, normal meter inaccuracies, and incorrect connections of meters should not be overlooked. The requirements of the Wisconsin state electrical code for entrances should effectively prevent such diversion. Attention is directed to sections 939.32, 943.20 and 98.25, Wis. Stats.

PSC 113.08 Power-factor correction of gaseous tube lighting. (1) When fluorescent, neon, zeon, or other hot or cold cathode types of gaseous tube lighting having similar power-factor characteristics are installed and are used for illumination or decorative purposes, the customer shall furnish, install, and maintain at his own expense corrective apparatus designed to maintain at not less than 90% lagging, the power factor of each unit of such equipment or group of such equipment controlled as a unit by a single switch or its equivalent which controls only such unit.

(2) When fluorescent, neon, zeon, or other hot or cold cathode types of gaseous tube lighting having similar power-factor characteristics are installed and are used for advertising purposes, the customer shall furnish, install, and maintain at his own expense equipment designed to correct the power factor of the unit to at least 85% lagging; except that no correction will be required for any complete sign supplied from a single auxiliary transformer rated at 225 volt-amperes or less.

(3) The determination of power factor shall be made by the wattmeter-voltmeter-ammeter method or by any other method which will give results of comparable accuracy.

(4) To be considered advertising the tubing must contain a message showing either a configuration of letters, numerals, characters, or distinctive trademarks.

(5) The utility may refuse or discontinue service to any such installation made after September 1, 1941, until the customer has complied with the provisions of this rule.

PSC 113.09 Change in type of service. (1) If a change in type of service, such as from 25 to 60 cycle or from direct to alternating current, or a change in voltage to a customer's substation, is effected at the insistence of the utility and not solely by reason of increase in the customer's load or change in the character thereof, the utility shall share equitably in the cost of changing the equipment of the