

UTILITY SERVICE AND FACILITIES ON CUSTOMER PREMISES

RULE AND REGULATION 18

A. GENERAL

Rule and Regulation 18 outlines the general requirements governing Utility Services and Facilities on Customer Premises in the City of Palo Alto. In addition, for information and Rules specific to each type of Utility Service, please refer to the following Special Utility Regulations:

- Rule and Regulation 20 – Special Electric Utility Regulations
- Rule and Regulation 21 – Special Water Utility Regulations
- Rule and Regulation 22 – Special Gas Utility Regulations
- Rule and Regulation 23 – Special Wastewater Utility Regulations
- Rule and Regulation 24 – Special Refuse and Recycling Utility Regulations
- Rule and Regulation 25 – Special Storm and Surface Water Drainage Utility Regulations
- Rule and Regulation 26 – Special Fiber Optics Utility Regulation

B. SERVICE CONNECTION REQUIREMENTS

CPAU will connect Utility Service Lines of suitable capacity to CPAU infrastructure at a Point of Service designated by CPAU, provided that:

1. The property to be connected or upgraded fronts on a public street, highway, alley, lane, or right-of-way along which CPAU has or will install the appropriate infrastructure; or the property has a contiguous Easement or right-of-way along which CPAU has or will install Utility infrastructure.
2. CPAU has approved, as applicable, the Customer's Utility Service Application and plans, Meter locations, Electric switchboard design and location, Water backflow prevention device and Sewer backwater valve type and location, and any other plan deemed necessary by CPAU to complete the connection and/or upgrade.
3. The Applicant has complied with CPAU and Building Department permit and inspection requirements for the project and completed all installations of required Service equipment and/or facilities in accordance with CPAU-approved plans submitted by the Applicant, the Special Utility Regulations listed in section A above, and any applicable Utility standards.
4. The Applicant has paid in full all required connection Charges and fees.



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5. The City's Building Inspector has approved the installation authorizing Service to be activated and has issued Meter release tags.

C. OWNERSHIP AND RESPONSIBILITY FOR SERVICE LINES, FACILITIES, AND EQUIPMENT

1. General

- a. Unless otherwise noted in other City of Palo Alto Utilities Rules and Regulations or CPAU Standards, all materials, facilities, and equipment installed or used by CPAU, its agents, and employees on Customer Premises will at all times be and remain the sole property of CPAU. Customers must provide CPAU ~~may with immediate and unhindered access to Customer Premises for any purpose connected with providing Utility Service, including, but not limited to~~ access, repair, replacement, modification or removal of such Utility facilities, equipment or material, at any time. CPAU will attempt to notify and coordinate material and equipment modifications with Customers when possible and in non-emergency situations.
- b. Customers must exercise reasonable care to prevent CPAU equipment on Customer Premises from being damaged or destroyed and must refrain from interfering with same. Customers must immediately notify CPAU upon the discovery of any defect in CPAU equipment.
- c. No rent or other Charge whatsoever is permitted to be charged by the Customer against CPAU for placing, maintaining or accessing any Meters, equipment, substations or other facilities on the Customer's Premises that are required to install, maintain, upgrade or otherwise provide Utility Service.

D. INSTALLATION OF SERVICE CONNECTION:

1. Only authorized employees or agents of CPAU are allowed to connect Customers' Electric, Gas, or Fiber Optic Service to, or disconnect those Services from, CPAU's infrastructure.
2. If the City allows Customers to connect or disconnect the Customer's Water or Wastewater Service from the City's distribution/collection system, then the work



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shall be observed by and the installation must be approved by a CPAU Water, Gas, and Wastewater Utilities Inspector.

E. RELOCATION OR MODIFICATION OF SERVICE CONNECTIONS

1. The Customer is responsible for all costs associated with relocation or modification of Utility facilities or equipment initiated at the Customer's request, or to provide Utility Service to new load. Under the City's Low Carbon Fuel Standard Program, a credit may be available towards costs for Utility equipment modifications required by the installation of Electric Vehicle Supply Equipment at single family or multi-family residential sites, as described in Rate Schedule E-15.

1.2. CPAU may, at its discretion, relocate or modify Utility Service Lines or Points of Service for the purpose of meeting quality control standards, updating outdated equipment, or otherwise improving the functionality of Utility Services.

(END)

