SERVICE CONTRACTS

RULE AND REGULATION 5

A. TYPES OF SERVICE CONTRACTS

For all Utility Services provided, the City may require a written agreement for new or existing Customers. Contracts may apply to standard, custom, or special Service offerings. The following is an illustrative list of special Services that may be the subject(s) of a contract. Additional Services may require contracts not listed here, at the discretion of the Director of Utilities.

- **1.** Line Extensions
- **2.** Temporary Service
- **3.** Special Facilities
- **4.** Utility Service to special districts and institutions
- **5.** Work performed for other agencies at their expense
- 6. Special Metering and/or Billing Services
- **7.** Special Energy Services
- **8.** Long-term Service agreements greater than 3 years
- **9.** Loans and leases to finance efficiency improvements at a Customer's site
- 10. Loans and leases to improve power quality or reliability at a Customers' site
- 11. Standby Service
- **12.** Purchase, lease, installation, connection or maintenance of on-site or distributed generation
- **13.** All Fiber Optic Services
- **14.** Reserve Electric Capacity

B. CONTRACT APPLICATION PROCEDURES

- 1. Customers shall complete and execute applicable form(s) or letter(s), as necessary.
- 2. Depending on the type of Service contract and at the request of CPAU, Customers shall request consideration for a special contractual agreement in writing to the Director of Utilities and/or the Director of Public Works specifying their objectives, including the desired terms and conditions of the contract.
- **3.** Customers shall pay all applicable fees and deposits in accordance with the terms of the contract.
- **4.** Customers shall comply with the City's insurance requirements.

(END)

CITY OF PALO ALTO UTILITIES RULES AND REGULAT

Issued by the City Council

