

### CHARGE SERVICES

Unless otherwise specified, regular working hours for the purposes of charge services are defined as 08:00 to 17:00 from Monday to Friday inclusive, excepting statutory holidays.

HIGH-PRIORITY CALLS will be attended to prior to any ROUTINE CALL.

1. Meter Read Charge During Regular Working Hours

This charge is intended to recover the cost of a reading a meter during regular working hours (by either a meter reader or T&D serviceman) at the request of a customer. It is applicable to tenancy change meter reads and to off cycle meter reads at the customer's request. It is not applicable to regularly scheduled meter reads, nor off cycle reads that are not at the request of the customer, nor to off cycle meter reads required as a result of SaskPower's inability to obtain a regular reading

\$15 (plus GST)

New accounts will be exempt from the off cycle read charge for the first 6 months, as will be any accounts requiring more frequent reads than is normal in order to obtain adequate and reliable information for accurate billing, as determined by SaskPower. Oilfield and irrigation accounts are not eligible for this service.

Note - Landlords party to a "Landlord Agreement" with SaskPower are exempt from the tenancy change meter read fee when their services are put into billing as a result of the "Landlord Agreement". Industrial customers, which are billed through MV-90, are also exempt from the tenancy change meter read fee.

2. One Trip Service Call by a T&D Serviceman

This charge is intended to recover the cost of one trip by a T&D serviceman to a customer's premise. It is applicable to: a no power call resulting from the customer failing to check the pole breaker or main or sub breakers after having been asked to do so; a repeat call caused by equipment problems that a customer has previously been advised to correct (some allowance must be made so that the period is reasonable); a call outside of regular working hours for service normally provided only during regular working hours including the connection of a new service after hours; an after hours tenancy change meter read; a collection call where a customer was notified of a disconnect for non payment of their account and a serviceman is subsequently dispatched to disconnect the service and payment is made to the serviceman on site resulting in no disconnection of the service; regular hours tenancy changes which require a serviceman to physically reconnect the service or install a meter (except Landlords party to a "Landlord Agreement"). To allow for the dispatching and traveling of District staff, any customer calls received after 16:30 on a regular working day will be billed as a call outside of regular working hours:

- |                                       |                  |
|---------------------------------------|------------------|
| i) During regular working hours:      | \$40 (plus GST)  |
| ii) Outside of regular working hours: | \$165 (plus GST) |

3. Two Trip Service Call by a T&D Serviceman

This charge is intended to recover the cost of two trips by a T&D serviceman to a customer's premise. It is applicable to: a reconnection of service after disconnection for non payment of arrears; reconnection of a customer's service that has been previously disconnected as a result of a defect notice issued by the Inspections Branch; applicants requesting a connection of service who are on SaskPower's Bad Debt file as a result of a disconnect for non payment and

“skip” at a previous address; a customer who moves into a premise and does not apply for service resulting in a disconnection of that premise due to the non application of service and a subsequent reconnection of the service. These services will normally only be carried out during the times indicated in subsection i) and ii) below:

- i) During regular working hours (Monday to Friday inclusive, 08:00 to 17:00, excepting statutory holidays): \$80 (plus GST)
  - ii) Outside of regular working hours (Monday to Friday inclusive, 17:00 to 19:00 and Saturday 08:30 to 16:17, excepting statutory holidays): \$205 (plus GST)
  - iii) Outside of the working hours specified in (i) and (ii) above, and only in cases that may cause serious inconvenience or hardship and cannot be held over to the hours outlined in (i) and (ii) above: \$205 (plus GST)
4. Reconnection of Seasonally Disconnected Accounts not Operating Under a Seasonal Rate, i.e. rate codes E19, E41, E42, & E37:
- i) Residential, General Service & Farm service - \$155 (plus GST) for the first service and \$75 (plus GST) for each subsequent service that is reconnected for the same customer at the same location during the same trip.
  - ii) Street Lighting Service - \$145 (plus GST) for the first point of delivery and \$65 (plus GST) for each subsequent point of delivery that is reconnected for the same customer at the same location during the same trip.

The seasonal reconnect charge is intended for customers whose accounts are disconnected and reconnected on a seasonal basis such as winter/summer or spring/fall, etc.

The processing of seasonal reconnect requests must include a physical disconnection, and reconnected accounts must remain in service for a minimum period of three months. The reconnection fee will be waived where a legal change of ownership of the facilities has occurred since disconnection.

5. Customer Requested Meter Dispute Test as Performed by Measurement Canada:

\$80 (plus GST)

If the meter is found to be outside of acceptable limits, as defined by Measurement Canada, the charge will be refunded.

6. NSF Cheque Charge, i.e. the processing of a cheque returned for "non-sufficient funds":

\$25 (no GST or PST is added)

7. The Preparation and Provision of Billing Records or Statements that Normally Require a Search of Micro fiche or Other Records

\$45.00 per prepared statement (plus GST and PST)

The provision of a screen image print of CSIS screen(s) or a single print from Bills on CD, will continue to be provided at no charge, as will records provided by the Program Design

Department in conjunction with current or future energy management programs. Also, billing history provided to Social Services will be exempt from this charge.

8. The Provision of Information in Alternate Billing Formats or Records, i.e. computer disk format, etc..  
This service includes one time requests for specific billing records requiring separate programming requirements.

Actual Costs (plus GST and PST).



<u>Latest Update Date</u>	<u>Section(s)</u>	<u>Page(s)</u>
1. July 1, 2005	SP 2.1	SP 2.1 – 2.4
2. September 12, 2005	SP 2.1	SP 2.2