

# Wheat Belt Public Power District Board of Directors Policy



Policy: **C-15**

Title: **Failure of Customer Equipment**

Page **1** of **1**

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**RESPONSIBLE DEPARTMENT:** Customer Engagement

**ACCOUNTABLE:** Finance & Administrative Services Manager

Wheat Belt Public Power District will maintain all District owned equipment and property. Should a failure of Wheat Belt equipment cause excessive usage of energy to appear on a customer's meter, or damage to a customer's equipment, Wheat Belt, in consultation with our insurance company, will consider proper and appropriate compensation to the customer for their equipment damage or excessive billing.

Should an equipment failure occur on the customer's equipment, Wheat Belt will not take responsibility for, or make any adjustment/compensation to the customer, unless the customer can prove that the failure was caused by some improper action, or power quality problem attributable to Wheat Belt. Lightning and other "Acts of God" need to be covered by the customer's own insurance.

If a situation should arise where a previous specific construction practice, an unclear transfer of ownership, or any other unusual and singular activity has occurred to make the actual ownership of certain equipment or line questionable, the Board of Directors of Wheat Belt Public Power District may address these situations on a case by case basis to determine whether or not Wheat Belt is liable for any share of incurred energy or equipment losses.

The District will service all line trouble or outages up to and including all equipment from the transformer to the meter circuit breaker. This does not include any yard lights or their control units. Should a residential customer report an outage and Wheat Belt linemen find the cause of the outage to be on the residential customer's side of the meter breakers, after a one time grace when the customer will be shown where the meter circuit breaker is located, and how to check whether it is open or closed, there may be a \$50 service fee charged to the customer. This service fee will apply to all linemen service calls created by customer equipment. Should an outage be determined to be the fault of the customer on all non residential accounts, the actual cost to the District to respond to the outage may be charged to the customer, after a one time grace period.

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President

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Date