

# Wheat Belt Public Power District Board of Directors Policy



Policy: **C-15**

Title: **Failure of Customer Equipment**

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Original Issue: **03-20-1998**

Last Review: **07-27-2026**

Last Revised: **07-27-2026**

**RESPONSIBLE DEPARTMENT:** Customer Relations

**ACCOUNTABLE:** Manager of Public Relations

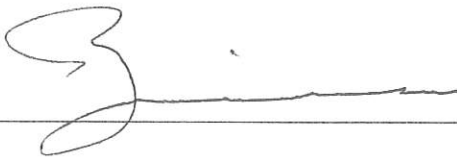
Wheat Belt Public Power District will maintain all District owned equipment and property. Should a failure of Wheat Belt equipment cause excessive usage of energy to appear on a customer's meter, or damage to a customer's equipment, Wheat Belt, in consultation with our insurance company, will consider 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 customer report an outage and Wheat Belt linemen find the cause of the outage to be on the customer's side of the meter breakers, the customer may be charged for Wheat Belt's labor costs based on current employee wage rates and associated expenses, along with equipment charges calculated using the current FEMA equipment rate schedule.

  
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President

  
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Date

7-27-26