
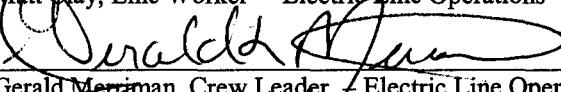



**ELECTRIC SERVICE STANDARDS**

The Electric Service Standards contained in the third edition have been reviewed and approved by the Electric Standards Committee members listed.

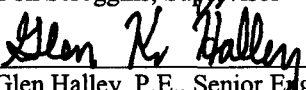
  
\_\_\_\_\_  
Matt Clay, Line Worker – Electric Line Operations  
Date 10/2/07

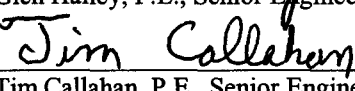
  
\_\_\_\_\_  
Gerald Merriman, Crew Leader – Electric Line Operations  
Date 10/2/07

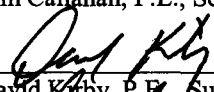
  
\_\_\_\_\_  
Randy Hobbs, Supervisor – Electric Line Operations  
Date 10/2/07

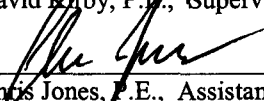
  
\_\_\_\_\_  
Mike Osborn, Material Supervisor – Electric Storeroom  
Date 10/2/07

  
\_\_\_\_\_  
Don Scroggins, Supervisor -- Technicians -- Electric T & D Engineering  
Date 10/1/07

  
\_\_\_\_\_  
Glen Halley, P.E., Senior Engineer – Customer Engineering  
Date 10/2/07

  
\_\_\_\_\_  
Tim Callahan, P.E., Senior Engineer – Customer Engineering  
Date 10/8/07

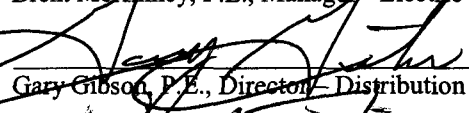
  
\_\_\_\_\_  
David Kirby, P.E., Supervisor – Electric T & D Engineering  
Date 10/1/07


  
\_\_\_\_\_  
Chris Jones, P.E., Assistant Manager – Electric T & D  
Date 10/9/07



APPROVED BY:

  
\_\_\_\_\_  
Brent McKinney, P.E., Manager - Electric Transmission & Distribution  
Date 12/4/07

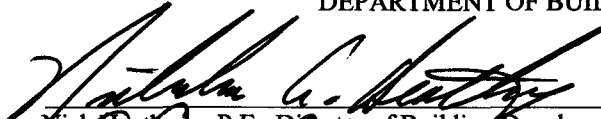
  
\_\_\_\_\_  
Gary Gibson, P.E., Director - Distribution  
Date 12/4/07

  
\_\_\_\_\_  
Wade Stinson, P.E., Associate General Manager – Operations  
Date 12/6/07

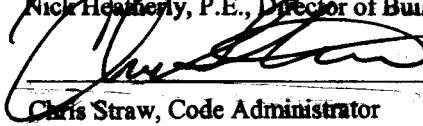
**ELECTRIC SERVICE STANDARDS**

The Electric Service Standards contained in the third edition have been reviewed and approved by the following officials:

**CITY OF SPRINGFIELD  
DEPARTMENT OF BUILDING DEVELOPMENT SERVICES**

  
\_\_\_\_\_  
Nick Heatherly, P.E., Director of Building Development Services

9/19/07  
Date

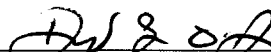
  
\_\_\_\_\_  
Chris Straw, Code Administrator

9/19/07  
Date

**GREENE COUNTY BUILDING REGULATIONS**


  
\_\_\_\_\_  
Timothy W. Smith, P.E., Administrator, Resource Management

9-19-07  
Date

  
\_\_\_\_\_  
David L. O'Dell, Chief Building Inspector


9-19-07  
Date

**CITY OF BATTLEFIELD**

  
\_\_\_\_\_  
Gary McEldree, Building Inspector

9/19/07  
Date

**CITY OF REPUBLIC**

  
\_\_\_\_\_  
Merlin Dawson, Building Inspector

9-19-07  
Date

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## INTRODUCTION

City Utilities of Springfield is dedicated to helping customers achieve optimum value from their electrical service. To accomplish this, City Utilities must effectively utilize its production and supply capabilities, while ensuring safe, reliable, and consistent electric service. Experience has shown that uniform standards for installation, wiring, and system design are the best way to accomplish these goals. The Electric Service Standards are not intended to be restrictive or burdensome, but to assist in expediting service connections and establishing appropriate customer classifications for service and billing. It is necessary for customer wiring and installations intended for connection to City Utilities' electric system to comply with the Electric Service Standards contained herein, the National Electrical Code, the National Electric Safety Code, City of Springfield Department of Building Development Services regulations, Greene County Building Regulations requirements, and any other codes or regulations in effect in the area served.

This document is offered to assist customers, architects, engineers, contractors, electricians, and inspectors in planning electric service installations. The customer is responsible for ensuring safety and adequacy of the service wiring and equipment. City Utilities does not inspect the customer's wiring for compliance with requirements of electrical codes or regulations established by inspection authorities. Inspection authority is the responsibility of the City of Springfield Department of Building Development Services, Greene County Building Regulations or other municipal inspection authorities. No set of rules or instructions will cover all conditions. City Utilities welcomes and encourages all inquiries concerning unusual or special customer needs.

City Utilities should be contacted about each installation as early as possible to provide time for design, scheduling, and proper coordination.

New electrical installation, addition and alteration inquiries should be made before the design or purchase of equipment to determine electrical current and voltage requirements, location of point of delivery, and any required extensions of the electric distribution system.

The customer is responsible for installing the service entrance equipment and meter socket at a place designated by City Utilities. This will help the customer avoid unnecessary costs for service relocations and delays in providing service.

Compliance with the National Electrical Code and state, county, or city ordinances or statutes, provide the customer with only the minimum wiring installation guidelines to ensure the safety of the electric service. The National Electric Code states, "This Code contains provisions considered necessary for safety. Compliance therewith and proper maintenance will result in an installation essentially free from hazard by not necessarily efficient, convenient, or adequate for good service or future expansion of electrical use." (Article 90.1(b)) Future electric service expansion plans should be discussed with City Utilities and other governing authorities. Installation of wiring capacity greater than minimum code requirements is strongly recommended. Adequate wiring not only places all the comforts of electric service at the customer's disposal, but also protects the building investment by avoiding a wiring system inadequate for future needs.

## ELECTRIC SERVICE AREA & SYSTEM STATISTICS

As of April 2007

### TERRITORY

Service Area	320 sq. miles
City of Springfield Area	70 sq. miles

### CUSTOMERS

103,706

### FISCAL 2006 SALES AND REVENUE

Sales	3,813,932 MWH
Average Residential Revenue per KWH	\$0.0664
Average Commercial Revenue per KWH	\$0.0551
Average Industrial Revenue per KWH	\$0.0482
Operating Revenue	\$214,260,305
Average Annual Residential Use	11,227 KWh

### RESIDENTIAL RATE COMPARISON

As of **October 2006**

<i>COMPANY</i>	<i>SUMMER</i> <i>1,000 KWH</i>	<i>WINTER</i> <i>700 KWH</i>	<i>WINTER</i> <i>1,400 KWH</i>
City Utilities of Springfield – City	\$ 74.75	\$ 50.63	\$ 88.76
City Utilities of Springfield – Rural	\$ 78.49	\$ 53.16	\$ 93.20
Empire District Electric Co.	\$ 90.18	\$ 63.68	\$101.71
Webster Electric Coop.	\$ 72.50	\$ 52.93	\$ 98.60
Southwest Electric Coop.	\$ 69.05	\$ 52.85	\$ 90.65
Ozark Electric Coop.	\$ 80.90	\$ 62.30	\$105.70
White River Valley Electric Coop.	\$ 95.08	\$ 74.08	\$123.08

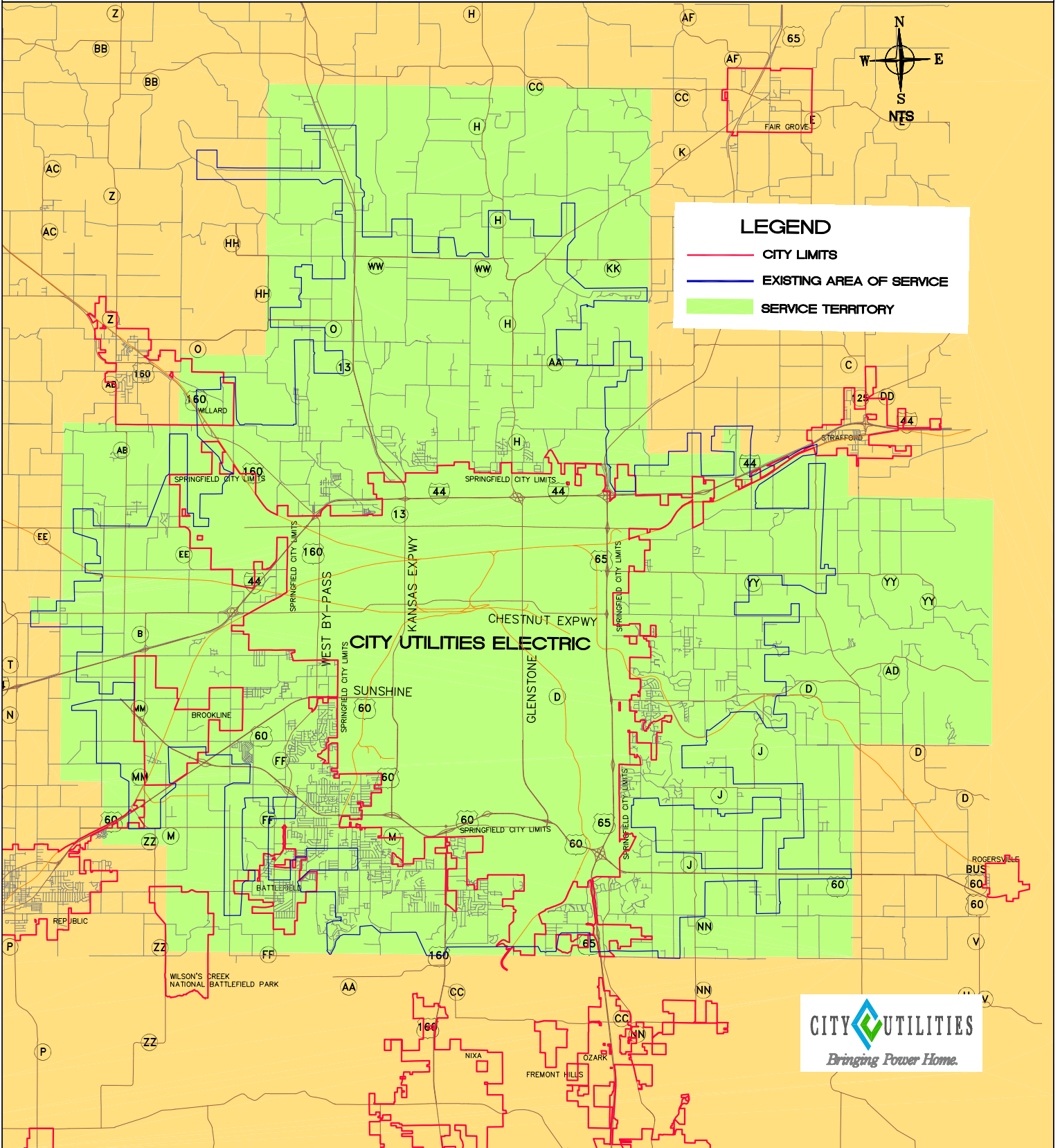
### SYSTEM INFORMATION

Net Generating Capacity	824 MW
Coal	450 MW
Gas/Oil	371 MW
Purchased Capacity	161 MW
Net System Peaks	801 MW
Annual Load Factor	60.0 %*

\*Off system sales included

Substations	42
Transmission	9
Distribution	33
Distribution Transformers in Service	24,366
Distribution Transformer Capacity	1,391,626 kVA
Substation Transformers in Service	98
Substation Transformer capacity	1,377,000 kVA
Transmission Lines	208 Miles
Overhead	207 Miles
Underground	1 Miles
Distribution Lines	1955 Miles
Overhead Distribution	1437 Miles
Underground Distribution	518 Miles

# CITY UTILITIES ELECTRIC SERVICE AREA



**CITY UTILITIES  
OPERATING DEPARTMENTS AND TELEPHONE NUMBERS**

***EMERGENCIES:***

Phone answered 24 hours to report any electric service trouble, including power outages, dim lights or hazardous conditions involving the City Utilities Electric System.

**Call 863-9000 followed by:**

- (1) For electric emergencies, outages or questions concerning electric service.
- (2) For questions concerning natural gas or water service.
- (3) For customer bill or credit information, to transfer a service or request connect or disconnect.
- (4) For business or commercial billing service.
- (5) For developer assistance.
- (6) For transit information.

***GENERAL OFFICES:***

**Commercial Accounts** 301 E. Central 831-8315

Provides customer service and support for existing commercial and industrial customers.

**Residential Customer Service** 301 E. Central 831-8300

Collects customer bills and assists customers with billing and general information inquiries.

**Pricing** 301 E. Central 831-8615

For questions concerning rates.

**Customer Advocate** 301 E. Central 831-8980

For questions or suggestions regarding City Utilities.

**Customer Engineering and Developer Services** 2655 S. Blackman Road 831-8888

Provides customer service support to developers, builders, and new customers.

Designs distribution line extensions and system modifications to accommodate new customers.

**Energy Management** 301 E. Central 831-8348

For questions concerning energy use and efficiency.

***ELECTRIC TRANSMISSION AND DISTRIBUTION:***

**Electric T & D Engineering** 828 N. Prince Lane 831-8566

Designs electric system improvements, large industrial services, line cover-up, and system modifications.

**Electric Line Operations** 828 N. Prince Lane 831-8473

Constructs, maintains and repairs the electric transmission and distribution system. Schedules, installs, connects, and disconnects, customer electric service. Assists builders and electricians with decisions regarding service location, size and configuration.

**Power Quality** 825 N. Belcrest 831-8576

Designs, calibrates, maintains, and installs electric metering systems. Evaluates electric services for compliance with industry power quality guidelines and makes recommendations for solutions to new power quality problems, including voltage complaints.

**Forestry** 825 N. Belcrest 831-8576

Trims and removes trees to maintain effective clearances from electric system. Staff foresters can provide guidance for planting new trees near utility lines.