



SERVICE ASSURED[®] ELECTRIC SERVICE REPAIR PROGRAM

Frequently Asked Questions



Q1: What is Service Assured[®] Electric for underground or overhead electric services?

A1: Many houses in Rochester have underground wires connecting from RPU equipment near the street to the meter socket on your house. These wires and connections make up your underground electric service. Some houses in Rochester have overhead wires that attach to your house electric equipment at a conduit near the roof. These wires and connections make up your overhead electric service. If any damage occurs to either type of service, the homeowner is responsible for repairs. Service Assured[®] Electric Repair Program (Service Assured[®] Electric) is a program that is created and managed by Rochester Public Utilities (RPU). It is a low-cost repair program that provides coverage in the event of failure or damage to the underground or overhead electric lines serving your house. Without this coverage, these repairs can be costly for you the homeowner.

Q2: How do I know whether I'm responsible for repairing my underground electric service?

A2: If the underground electric service was installed or updated after January 1, 1981, then the home owner owns the underground electric service wires. Without Service Assured[®] Electric, repair costs are entirely the responsibility of the home owner. Call RPU Customer Care at 507-280-1500 for more information.

Q3: Does Service Assured[®] Electric cover outdoor overhead service lines connecting to my home?

A3: Yes. RPU is expanding this program to offer benefits to more customers. Outdoor overhead services are owned by RPU up to the connections at the house roof. Repairs to damaged overhead service wires up to the mast weather head are RPU's responsibility to repair at no cost to the homeowner. Wires contained in the conduit mast running down to the meter socket are owned by the customer and are now covered by Service Assured[®] Electric.

Q4: What does Service Assured[®] Electric cover if my house has an underground service?

A4: With Service Assured[®] Electric, all repairs to the exterior underground electric lines between the Transformer or the Secondary Pedestal up to and including the Electric Meter Socket are covered up to \$3,000 per repair event per 12 months, plus up to \$750 one-time if Your existing non-bypass meter socket is upgraded to an approved bypass meter socket. Without Service Assured[®], you are responsible for all service repairs and all associated costs.

Q5: What does Service Assured[®] Electric cover if my house has an overhead service?

A5: With Service Assured[®] Electric, all repairs to the exterior overhead electric lines between the pole and the house electrical connections plus the wires and conduit from above the meter socket up to and including the Electric Meter Socket are covered up to \$3,000 per repair event per 12 months, plus up to \$750 one-time if Your existing non-bypass meter socket is upgraded to an approved bypass meter socket. Without Service Assured[®], you are responsible for all service repairs and all associated costs.

Q6: Does Service Assured[®] Electric cover wiring inside my home?

A6: No. The customer retains responsibility for failures of all electrical wiring inside the home and wiring between the meter socket and the main electrical panel inside the home. Wires that leave the electrical panel to serve indoor wiring or to serve outdoor buildings or appliances such as garages, sheds, pools, etc. are not covered by Service Assured[®] Electric.

Q7: If repairs require excavating in my yard, does Service Assured® Electric cover restoration?

A7: RPU is responsible for the grass and pavement restoration work from the street up to your property line. This includes the street, curb, boulevard, public sidewalk, and the driveway approach apron. You are responsible for all restoration work on your property, including landscaping from your property line to your home. RPU's responsibility for restoration work on your property is limited to backfilling the trench, raking, and reseeding of grass. Repairs to private driveways and private sidewalks are not covered. RPU is not responsible for incidental or consequential damage resulting from damages to the underground electric service. Check with your homeowner's insurance for this type of coverage. Without Service Assured® Electric, you are responsible for all service line repairs and all associated costs.

Q8: If repairs are required to my roof, shingles, or siding, does Service Assured® Electric cover these repairs?

A8: No. RPU is responsible to make repairs the wires coming from the pole to the conduit above your meter socket. RPU calls this the weatherhead. Service Assured® Electric covers repairs to outdoor electric service conduits, wires, and meter socket only. Other damage to the house siding or roofing materials is not covered.

Q9: How does damage occur to my underground electric service?

A9: Gophers dig and chew on underground wires. Damages can occur to the wire insulation during or after installation. Natural events such as frost heaving and power surges due to lightning can cause damage to underground electric services.

Q10: How does damage occur to my overhead electric service?

A10: Damages can occur to the wire insulation during or after installation. Natural events such as wind, abrasion by tree limbs, and power surges due to lightning can cause damage to overhead electric services.

Q11: I have homeowner's insurance. Do I need Service Assured® Electric?

A11: Yes! Service Assured® Electric will cover much of the cost to repair your exterior underground or overhead electric service, up to the coverage limit. Most standard homeowner's insurance policies do not. Extra insurance policy adders that cover service lines for water, electric, sewer, gas, and other utilities have a higher annual fee and are often subject to hefty deductibles before claims can be paid. (We recommend that you check with your insurance agent.)

Q12: How much does Service Assured® Electric cost?

A12: A fee will appear as a separate line item on your monthly RPU bill and will be collected with your other utility charges. If you do not opt out of your automatic enrollment in Service Assured® Water Service Repair Coverage, the total monthly cost for both is \$3.00. If you opt out of your automatic enrollment in Service Assured® Water Service Repair Coverage, the total monthly cost for Service Assured® Electric is \$1.99. Pricing is subject to change; see RPU's Rate Schedule for current costs. There is no deductible with this Coverage.

Q13: How do I call for electrical repairs?

A13: CALL RPU AT 507-280-9191 to alert us of your electric outage or damage. RPU will come to your home and troubleshoot the problem. There is no RPU Service Call fee for this diagnosing service visit. If the problem is to RPU equipment, we will make repairs for no charge. If the problem or damage is to your outdoor electric service wires, conduits, or meter socket, RPU will hire a licensed electrical contractor on your behalf and coordinate the repairs. RPU and electrical contractors must have safe and clear access to, and safe working conditions at and around the work area. The electrical contractor will verify whether the repairs can be completed within the coverage limit of \$3,000. If the contractor's estimate exceeds the \$3,000 coverage limit, You will be informed of the portion of the repair costs that will be Your responsibility to pay. Upon completion of the repairs, RPU will verify and pay the electrical contractor's invoice up to the coverage limit of this Service Agreement. If the electrical contractor's repair cost exceeds the \$3,000 coverage limit, You will be invoiced by the electrical contractor of the difference. Repairs will not be started or paid on accounts that have unpaid overdue balances.

Q14: Can I initiate a Service Assured® Electric repair if my account is past due?

A14: No. Repair work will not be initiated until full payment is received for the account.

Q15: What if the repairs cost more than the coverage limit of \$3,000?

A15: Repairs that cost more than \$3,000 must be paid by you. RPU will only pay repair costs up to \$3,000. If your existing meter socket is an old style, it may be eligible for an additional \$750 of coverage if it is upgraded to a new approved bypass meter socket at the same time as the rest of the repairs.

Q16: What happens if I move to a new residence in RPU’s service area?

A16: Your Service Assured® Electric coverage does not transfer to your new home. However, if your new home meets eligibility requirements, you’ll be automatically enrolled in the program.

Q17: Who is eligible for Service Assured® Electric?

A17: Coverage is available to RPU residential electric customers living in single-family homes and single-owner duplexes. Some exclusions where coverage is not available include:

- Mobile homes, apartments, condominiums, and townhomes are not eligible for Service Assured® Electric due to common property that is owned by the mobile home park association or homeowners association.
- Pre-existing conditions (e.g. damages, improper installation, atypical service configurations, etc.) render you ineligible for Service Assured® Electric until the condition(s) are repaired, at your cost.

RPU reserves the right to verify eligibility of all Service Assured® Electric applications.

Q18: What if RPU owns my underground service wires built before January 1, 1981? Does Service Assured® cover anything else that I’m responsible for?

A18: Yes. Even though RPU presently owns the service wires, you own the meter socket. Damages can occur inside the meter socket due to loose connections, broken components, corrosion, or other damage. Without Service Assured®, you’d be responsible for those repairs or replacement of the meter socket. Whenever a service built before January 1, 1981 is altered or upgraded, ownership is transferred to the homeowner. Service Assured® then covers all of the outdoor service wires, conduit, and meter socket.

Q19: What if I have additional questions or concerns?

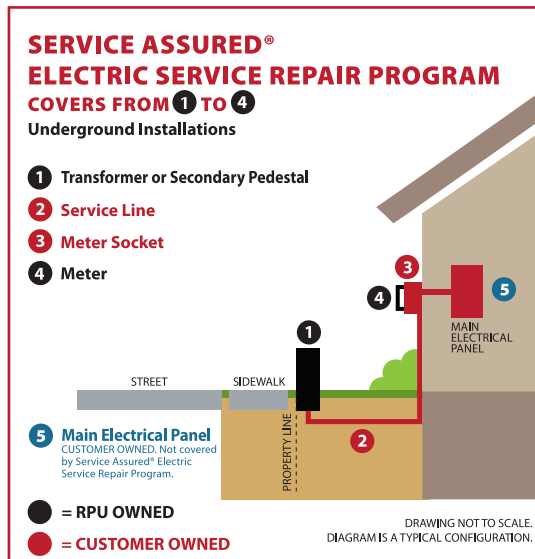
A19: For more detailed information, read our Service Assured® Electric Underground & Overhead Service Repair Coverage Terms & Conditions available on our website at www.rpu.org; or call RPU Customer Care at 507-280-1500.

With Coverage, RPU will make all repairs as follows:

- On underground services from the **Transformer or Secondary Pedestal 1** up to and including the **Meter Socket 4**.
- On overhead services from the **Service Pole 1** up to and including the **Meter Socket 6**.

If You opt out of the program, You are responsible for these repairs. In all events, the customer retains responsibility for failures of the wires between the meter socket and the main electrical panel inside the home and all indoor service equipment and wiring.

UNDERGROUND ELECTRIC SERVICE:



OVERHEAD ELECTRIC SERVICE:

