

LES Service Regulations Proposed Updates May 2024

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Overview

- LES Service Regulations are the **guiding principles** that define and direct how LES provides electrical and customer service to the community.
- They are reviewed annually by multiple divisions, and we continue to focus on keeping the verbiage customer-friendly.

Review Process Milestones

- ✓ Reviewed internally by subject matter experts (SMEs)
- ✓ SMEs and Executive review proposed changes
- May – Board Meeting Presentation
- May – Online Open House (*Redline documents posted on website for public review.*)
- June – Board Action (*Service Regulations do not require City Council approval.*)

Service Regulations Updates/Additions

	Topic	Change	Type of Change
1.	Facilities Investment Cost (C.3.2)	<p>Reduces the threshold by which electric service may be installed without an Aid-to-Construction.</p> <p>“Speculative or Transitory” electric service subject to a service agreement defined as less than 2.5 MW and meeting four of the following six criteria:</p> <ol style="list-style-type: none"> 1. High energy density 2. High load factor 3. Ability to quickly relocate business operations in response to economic signals 4. Highly sensitive to volatile commodity or asset prices 5. Need for more than customary or routine alterations to the LES electric service facilities to maintain safety and reliability 6. Highly variable load growth or reduction 	Policy

Service Regulations Updates/Additions

	Topic	Change	Type of Change
2.	Unauthorized Generation (B.1.5.) Customer-Owned Generation (C.1)	Explicitly indicates that battery storage capable of exporting energy to the grid is subject to LES interconnection requirements like net-metering and emergency generation.	Policy

Service Regulations Updates/Additions

	Topic	Change	Type of Change
1.	Introduction	Update number of customer metered accounts to more than 150,000	Verbiage Clarification
2.	Definitions (A.2.)	Further clarify that Aid-to-Construction is required to 1) fairly apportion costs and reduce potential financial risks to Customers and, 2) recover costs for service requests that would not otherwise be performed by LES.	Verbiage Clarification
3.	General Billing Information (B.4.1)	Adds “situations where available” for provide for establishing ACH payment in customer portal.	Verbiage Clarification
4.	General Information (B.6.1)	For service fee waiver resulting from a transfer to landlord with Landor Options, acknowledge records maintained in the customer portal.	Verbiage Clarification
5.	Disconnection of Electric Service (B.7.1)	Clarified that there are no exemptions for service disconnection based on an individual’s protected status.	Verbiage Clarification

Questions?