

CUSTOMER APPLIANCE LABOR REPAIR CHARGE

ADOPTION DATE: September 26, 1996

Revised: October 1, 2005

EFFECTIVE DATE: October 1, 1996

RESPONSIBLE FOR ADMINISTERING POLICY:

Manager, Board of Commissioners

BACKGROUND AND PURPOSE

The purpose of this policy is to replace a labor charge policy dated 1-10-89 and to define the minimum charge for all non-warranted appliance service work and to insure that this policy is fairly and properly administered.

LIMITATIONS

The Utility is subject to various state and federal regulations and has no discretion to provide utility service in a manner which would violate these regulations.

EMPLOYEE NOTICE

Employees will receive notice of this policy in the following manners:

1. Copies of the policy will be displayed in a conspicuous place on the bulletin board.
2. Each employee will have the policy explained to them and receive a personal copy of the policy.

POLICY STATEMENT

Labor: The minimum charge for all non-warranted appliance service work will be \$40.00 (this includes vehicle, serviceman, and the first 1/2 hour's work). Each additional quarter (1/4) hour or portion thereof will be \$8.75. This equates to \$57.50 for the first hour and \$35.00 each additional hour thereafter. After hours, weekend and holiday work will be \$50.00 for the first one half (1/2) hour. Each additional quarter hour or portion thereof will be \$13.15. This equates to \$76.30 for the first hour and \$52.60 each additional hour thereafter. The customer will be charged actual time worked while on premise. Applicable taxes will apply. The District will charge for all parts not provide by the manufacturer pursuant to warranty.

Warranty Replacement Claims: The District will provide free labor for the twelve (12) months after installation. Beginning the thirteenth (13) month, the standard labor rate will be charged for replacing any warranted part or appliance.

OMISSIONS

In the absence of specific rules or policies, the disposition of this policy shall be made by the Board of Commissioners in accordance with its usual and customary practices.

STANDARD REVISED OPERATIONAL POLICY NO. JCCUD-96-4