

**Information &
Requirements**
for
**Electric Supply
below 600 volts**



2016 Edition

www.eversource.com

This publication supersedes similar publications as issued by Eversource Connecticut.

INTRODUCTION

This booklet is published for the benefit of our customers, architects, engineers, municipal inspectors, employees and contractors to provide a convenient reference. ***Design or construction should not be undertaken until complete information is obtained from us.*** Such information and assistance is available from our Field Engineering Design Group, Account Executives, Meters and Service, or Electric Service Support Center . Eversource should be contacted a minimum of 15 days before starting work.

We supply electricity subject to our Information and Requirements listed in this booklet and Terms and Conditions, policies and procedures, rate schedules, and industry standards; all of which are made a part of these requirements. These requirements are not included in this booklet but are available upon request.

Legal restrictions, changes in the art, judgment and safety require this booklet to be revised from time to time, and we reserve the right to make such revisions.

We endeavor to supply electricity adequately and reliably. We do not guarantee a continuous supply and do not assume liability for direct or consequential loss or damage to persons or property due to the supply delivered, or as a result of any interruption or variation in the supply. Momentary interruptions can occur due to the normal operation of our system's protective devices.

Failure to comply with our requirements, applicable codes, or orders of an enforcement authority can result in our refusal to energize the service or in the disconnection of an existing service.

Eversource Energy would like to acknowledge the Electrical Contractors Associations, State of Connecticut and Town Officials (especially Electrical Inspectors) for their efforts and cooperation with Eversource to provide the customers in the State of Connecticut with safe and reliable power. We wish to thank you for your assistance and look forward to working with all of you in the future to ensure the safety of our customers and operations.

Significant changes to the 2016 Information and Requirements Booklet.

1. Maximum single phase service: Section 4.A.3.c, page 20. Under some circumstances, a 400 amp main disconnect is required ahead of multiple sub-main switches whose total rated capacity exceeds 400 amps (excluding the owners loop if it is rated at 60 amps).
2. Owners meters on service upgrades: Section 8.A.1, page 34. If all requirements of the Cut and Reconnect policy are met jumpers ***are allowed*** on residential service upgrades only. This includes the owners meter on multi family services.
3. Grounding to the meter socket: Section 8.A.9, page 34. The meter socket shall not be used as a junction box, raceway or as a grounding point.
4. Meter Locations: Section 8.C.1.c, page 35. For a service in a Designated Flood Plain area refer to Sec. 11, Figure 33, (page 92).
5. Grounding: Section 8.E.1, page 38.
The grounding electrode conductor connection shall be made at an accessible location in the service equipment and not in the meter socket. The grounding electrode conductor shall not be run through the meter socket.
 - a. ***An exception to this will be allowed on a Cold Sequenced self-contained service only. For this type of service the grounding electrode conductor will be allowed to travel through the meter socket along with the feeder conductors.***
6. Sequence of Meter and Service Equipment: Section 8.J.3.c, page 45.

Fire pump services only.

All fire pump services shall be hot sequenced and transformer rated. The CT's and VT's are to be installed in an approved Instrument Transformer enclosure.

PREPARED BY THE

2016 REVISION COMMITTEE

David Benedetto	Meter Engineering New Britain, CT
Don Holmes	Field Engineering Design Hartford, CT
Steven Sager	Meter Engineering New Britain, CT
Howard Winslow	Standards Berlin, CT
Jack Nims	Special Projects Berlin, CT
David Santa Maria	Meter Engineering New Britain, CT
Paul Labowski	Field Engineering Design Springfield, MA
Rita Lemery	Electric Service Support Center Berlin, CT

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TO CONTACT US

Call our Customer Service Department

1-800-286-2000 *or* Hartford 860-947-2000
24 hours a day 7 days a week

Ask for the “Field Engineering Designer”
in the appropriate Eversource office

or

Registered contractors can go to the
Eversource website www.eversource.com
to access our Field Engineering Designer Directory

Call our Eversource Electric Service Support Center

1-888-544-4826, Fax:1-877-285-4448
Monday through Friday 7:00 AM to 4:30 PM

Email:

CTNewService@eversource.com

To submit an Eversource Service Request

Go to the Eversource web site at www.eversource.com *or*
Call the Electric Service Support Center at 1-888-544-4826

Eversource Distributed Generation

For regulations and information, go to the Eversource web site
[https://www.eversource.com/Content/ct-e/residential/programs-
services/interconnections-net-metering](https://www.eversource.com/Content/ct-e/residential/programs-services/interconnections-net-metering)

Request a copy of guidelines by phone (1-866-324-2437), *or*
Email: (distributed_resources@eversource.com).

Call Before You Dig

Dial 811 or call toll-free 1-800-922-4455



CONNECTICUT

AREA WORK CENTER LOCATIONS

Cheshire Office

705 West Johnson Ave.
Cheshire, CT 06410

Simsbury Office

34 Hopmeadow St.
Weatogue, CT 06089

East Hampton Office

22 E. High St.
East Hampton, CT 06424

Stamford Office

626 Glenbrook Rd.
Stamford, CT 06906

Hartford Office

410 Sheldon St.
Hartford, CT 06106

Tolland Office

48 Tolland Stage Rd
Tolland, CT 06084

Madison Office

135 New Rd.
Madison, CT 06443

Torrington Office

174 Franklin St.
Torrington, CT 06790

Newtown Office

20 Barnabas Rd.
Newtown, CT 06470

Waterbury Office

250 Freight St.
Waterbury, CT 06722

Norwalk Office

9 Tindall Ave.
Norwalk, CT 06851

Waterford Office

63 Myrock Ave.
Waterford, CT 06385

TOWN	EVERSOURCE OFFICE	TOWN	EVERSOURCE OFFICE
Abington	Danielson	Central Village	Danielson
Addison	East Hampton	Chaplin	Danielson
Almyville	Danielson	Cheshire	Cheshire
Amston	East Hampton	Chester	Madison
Andover	Tolland	Clarks Corner	Danielson
Ashford	Tolland	Clinton	Madison
Attawaugan	Danielson	Cobalt	East Hampton
Atwoodville	Tolland	Colchester	East Hampton
Avon	Simsbury	Colebrook	Torrington
Baileyville	East Hampton	Collinsville	Simsbury
Baltic	Danielson	Columbia	East Hampton
Bantam	Torrington	Cornwall	Torrington
Barkhamsted	Torrington	Cornwall Bridge	Torrington
Bashan	East Hampton	Cos Cob	Stamford
Beacon Falls	Waterbury	Coventry	Tolland
Berlin	Cheshire	Cromwell	Hartford
Bethany	Waterbury	Crystal Lake	East Hampton
Bethel	Newtown	Danbury	Newtown
Bethlehem	Torrington	Danielson	Danielson
Black Hall	New London	Darien	Stamford
Bloomfield	Simsbury	Dayville	Danielson
Bolton	Hartford	Deep River	Madison
Branford	Madison	Dobsonville	Tolland
Bridgewater	Newtown	Durham	Cheshire
Bristol	Cheshire	Eagleville	Tolland
Broad Brook	Tolland	East Berlin	Cheshire
Brookfield	Newtown	East Canaan	Torrington
Brooklyn	Danielson	East Granby	Simsbury
Buckingham	East Hampton	East Haddam	East Hampton
Burlington	Torrington	East Hampton	East Hampton
Canaan	Torrington	East Hartford	Hartford
Canterbury	Danielson	East Hartland	Simsbury
Canton	Simsbury	East Lyme	New London
Centerbrook	Madison	East Windsor	Tolland

TOWN	EVERSOURCE OFFICE	TOWN	EVERSOURCE OFFICE
Eastford	Danielson	Hampton	Danielson
Ekonk	Danielson	Hanover	Danielson
Ellington	Tolland	Hartford	Hartford
Elmville	Danielson	Hartland	Torrington
Elmwood	Simsbury	Harwinton	Torrington
Enfield	Tolland	Hazardville	Tolland
Essex	Madison	Hebron	East Hampton
Fabyan	Danielson	Higganum	Madison
Falls Village	Torrington	Hop River	East Hampton
Farmington	Simsbury	Hydeville	Tolland
Fenwick	Madison	Indian Neck	Madison
Forestville	Cheshire	Ivoryton	Madison
Franklin	East Hampton	Kensington	Cheshire
Gales Ferry	New London	Kent	Torrington
Gaylordsville	New Milford	Killingly	Danielson
Georgetown	Norwalk	Killingworth	Madison
Gildersleeve	East Hampton	Knollwood	Madison
Gilead	East Hampton	Lakeside	Torrington
Glasgo	Danielson	Lakeville	Torrington
Glastonbury	East Hampton	Lebanon	East Hampton
Goshen	Torrington	Ledyard	New London
Granby	Simsbury	Leetes Island	Madison
Greenwich	Stamford	Liberty Hill	East Hampton
Griswold	Danielson	Lime Rock	Torrington
Grosvenordale	Danielson	Lisbon	Danielson
Groton	New London	Litchfield	Torrington
Grove Beach	Madison	Little Haddam	East Hampton
Guilford	Madison	Lyme	New London
Gurleyville	Tolland	Madison	Madison
Haddam	Madison	Manchester	Hartford
Haddam Neck	Madison	Mansfield	Tolland
Hadlyme	New London	Mansfield Center	Tolland
Hallville	New London	Marble Dale	Newtown
Hamburg	New London	Marion	Cheshire

TOWN	EVERSOURCE OFFICE	TOWN	EVERSOURCE OFFICE
Marlborough	East Hampton	Northfield	Torrington
Mechanicsville	Danielson	Norwalk	Norwalk
Melrose	Tolland	Nut Plains	Madison
Meriden	Cheshire	Oakdale	New London
Merrow	Tolland	Oakville	Waterbury
Middle Haddam	East Hampton	Old Lyme	New London
Middlebury	Waterbury	Old Mystic	New London
Middlefield	Cheshire	Old Saybrook	Madison
Middletown	East Hampton	Oneco	Danielson
Milldale	Cheshire	Orcuttville	Tolland
Millington	East Hampton	Oxford	Waterbury
Monroe	Newtown	Pachaug	Danielson
Montville	New London	Pawcatuck	New London
Moodus	East Hampton	Pequabuck	Cheshire
Moosup	Danielson	Phoenixville	Danielson
Morris	Torrington	Pine Meadow	Torrington
Mystic	New London	Pine Orchard	Madison
Naugatuck	Waterbury	Plainfield	Danielson
New Britain	Cheshire	Plainville	Cheshire
New Canaan	Norwalk	Plantsville	Cheshire
New Fairfield	Newtown	Pleasant Valley	Torrington
New Hartford	Torrington	Plymouth	Torrington
New London	New London	Plymouth	Cheshire
New Milford	Newtown	Pomfret	Danielson
New Preston	Newtown	Pond Meadow	Madison
Newfield	East Hampton	Ponset	Madison
Newington	Cheshire	Poquetanuck	New London
Newtown	Newtown	Portland	East Hampton
Niantic	New London	Preston	New London
Noank	New London	Prospect	Waterbury
Norfolk	Torrington	Putnam	Danielson
North Canaan	Torrington	Putnam Heights	Danielson
North Stonington	New London	Quaddick	Danielson
N.Thompsonville	Tolland	Quaker Hill	New London

TOWN	EVERSOURCE OFFICE	TOWN	EVERSOURCE OFFICE
Quinebaug	Danielson	Stafford Springs	Tolland
Redding	Newtown	Staffordville	Tolland
Redding Ridge	Norwalk	Stamford	Stamford
Ridgefield	Newtown	Sterling	Danielson
Rockfall	Cheshire	Sterling Hill	Danielson
Rockland	Madison	Stonington	New London
Rockville	Tolland	Storrs	Tolland
Rocky Hill	Hartford	Suffield	Tolland
Rogers	Danielson	Taconic	Torrington
Rowayton	Norwalk	Talcottville	Tolland
Roxbury	Newtown	Terryville	Cheshire
Sadds Mill	Tolland	Thomaston	Torrington
Salem	New London	Thompson	Danielson
Salisbury	Torrington	Tolland	Tolland
Saybrook Point	Madison	Torrington	Torrington
Scantic	Tolland	Tylerville	Madison
Scotland	Danielson	Uncasville	New London
Seymour	Waterbury	Union	Tolland
Sharon	Torrington	Union City	Waterbury
Sherman	Newtown	Unionville	Simsbury
Short Beach	Madison	Vernon	Tolland
Simsbury	Simsbury	Versailles	Danielson
Somers	Tolland	Voluntown	Danielson
Somersville	Tolland	Warehouse Point	Tolland
Sound View	New London	Warren	Torrington
South Glastonbury	East Haddam	Warrenville	Tolland
South Kent	Torrington	Washington	Newtown
South Lyme	New London	Washington Depot	Newtown
South Windsor	Tolland	Waterbury	Waterbury
Southbury	Waterbury	Waterford	New London
Southington	Cheshire	Watertown	Waterbury
Sprague	Danielson	Wauregan	Danielson
Spring Hill	Danielson	Weatogue	Simsbury
Stafford	Tolland	Wequetequock	New London
West Ashford	Tolland	Willimantic	East Hampton

TOWN	EVERSOURCE OFFICE	TOWN	EVERSOURCE OFFICE
West Cornwall	Torrington	Willington	Tolland
West Granby	Simsbury	Winchester	Torrington
West Hartford	Simsbury	Windemere	Tolland
West Hartland	Torrington	Windham	East Hampton
West Mystic	New London	Windsor	Hartford
West Redding	Norwalk	Windsor Locks	Tolland
West Simsbury	Simsbury	Windsorville	Tolland
Westbrook	Madison	Winsted	Torrington
Westchester	East Hampton	Winthrop	Madison
Westfield	East Hampton	Wolcott	Waterbury
Westminster	Danielson	Woodbridge	Waterbury
Weston	Norwalk	Woodbury	Waterbury
Westport	Norwalk	Woodstock	Danielson
Wethersfield	Hartford	Woodstock Valley	Danielson

DEFINITIONS

For additional definitions, refer to Section 100 of the National Electrical Code.

AMR:

Automatic Meter Reading

Approved Equipment:

Published list of metering equipment approved by Eversource for use by electrical contractors.

Code(s):

The State of Connecticut approved version of the National Electrical Code and/or applicable state or local codes and ordinances.

Conduit System:

Our electrical distribution facilities installed underground, in electrical grade Schedule 40 PVC conduit.

Electric Service Support Center:

The central contact for all construction related service requests. To request or inquire on an electric service request call toll free 1-888-544-4826 or visit the Eversource web site www.eversource.com.

Instrument Transformer Installations:

An electrical service that requires current transformers and/or potential transformers.

Labeled:

Equipment or material to which a label, symbol, or other identifying mark of an organization has been attached and that is acceptable to the authority having jurisdiction and concerned with product evaluation, that maintains periodic inspection of production of labeled equipment or materials, and by whose labeling the manufacturer indicates compliance with appropriate standards or performance in a specified manner.

Licensed Electrician:

Master electrician holding a valid E-1 or E-9 license issued by the State of Connecticut, Department of Consumer Protection - Occupational & Professional Licensing Division. The Licensed Electrician is responsible for all work performed under this policy.

- E-2 License holder can only perform electrical work while under the employ of a contractor licensed for such work.
- E-9 License holder is restricted to residential and light commercial work only.

Listed:

Equipment, materials, or services included in a list published by an organization and concerned with evaluation of products or services, that maintains periodic inspection of production of listed equipment or materials or periodic evaluation of services, and whose listing states that either the equipment, material, or services meets identified standards or has been tested and found suitable for a specified purpose.

Local Municipal Authority:

A duly appointed building code official, responsible for inspecting and ensuring that contractor work is in compliance with all applicable local, State and Federal regulations.

Metering Sequence:

- **Cold Sequence:** Main disconnect required before the self-contained meter or instrument transformers.
- **Hot Sequence:** No main disconnect before meter.

Network System

A distribution system which connects the secondary of multiple distribution transformers for supplying power to a customer's service. These are special systems generally located in downtown areas of cities.

Primary/High Voltage Service:

Above 600 volts (this booklet does not cover these services).

Secondary Service:

600 volts or below (the rules of this booklet apply)

- Simple Service: A secondary service that can be provided with an overhead service drop or underground service lateral from our system to the service equipment requiring no further utility construction.
- Complex Service: A secondary service requiring additional utility construction (e.g., poles, conductors, transformers, etc.).

Self-Contained Meter:

A meter capable of measuring the entire amperage of the electric service without the use of current and/or voltage transformers.

Service:

The conductors and equipment for delivery of electric energy from our distribution (supply system) to the service point.

Service Drop:

Eversource overhead service conductors run between our facilities and your structure.

Service Entrance Capacity:

This is the rating of the service entrance equipment in amperes.

Service Equipment:

The necessary equipment, usually consisting of the main control or circuit breaker, and/or fuses and their accessories, and intended to constitute the main control and means of cutoff of the supply.

Service Lateral:

The underground service conductors and conduit starting at the street main, at the top of a riser on a pole, from a transformer or other structure, and connecting to the service point.

Service Location:

The approved point of attachment of our service drop or the approved point of entry of our service lateral to building.

Service Point:

The point of connection between the facilities of the serving utility and the premises wiring.

Slip Meter Riser:

(Slip Joint) for use in electrical service entrance applications with incoming service conduit diameters ranging from 3" to 4". Complies with NEC 300-5 which requires protection for buried cables in areas subject to frost heave, ground settlement, etc.

Spoils: - The soil removed from an excavation.

Suitable Backfill:

Soil that does not contain ashes, cinders, shell, frozen material, loose debris or stones larger than 2" in maximum dimension.

Underground Manhole System:

Our electrical distribution facilities installed in the ground in manholes, vault, duct banks, pads, etc.

Us-We-Our:

Eversource

Work Request Number:

A seven digit number assigned to track all service work requested by customers, electricians, contractors, etc. Contact the Electric Service Support Center to create a work request number and/or have this number available when making inquiries.

You-Your:

The person or entity responsible for paying our bill or their agents who are responsible for work being done.