

## **Section 2: Residential Cut and Reconnect Policy**

**The Residential Cut and Reconnect Policy is restricted to overhead residential services of 400 amps or less of the following types:**

- **two-wire 120 volt.**
- **three-wire 120/240 volt.**
- **three-wire 120/208 volt single-phase.**

### **Definitions**

#### **Licensed Electrician**

A 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 (hereinafter referred to as the electrician) is responsible for all work performed under this policy

#### **E-2 License**

An E-2 license holder can perform electrical work while under the employ of an electrician licensed for such work only.

#### **E-9 License**

An E-9 license-holder is restricted to residential and light commercial work only.

#### **Authority Having Jurisdiction**

A duly appointed building code official (formerly referred to as Local Municipal Authority), responsible for inspecting and ensuring that electrical contractor work is complying with all applicable local, State and Federal regulations.

#### **Self-Contained Meter**

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

## Policy

1. **Homeowners are not authorized to cut and reconnect electric services.**
  - Refer to **Section 1 – General, Part G – Work Performed by Homeowners** of Eversource’s Information and Requirements publication for a description of homeowner service changes.
  - If a permit has been issued to a homeowner, an electrician is not allowed to perform any electrical work, including the cut and reconnect of the service.
2. If a permit has been issued to an electrician, the State-approved **Residential Cut and Reconnect** policy must be abided by. All electricians who hold a valid State of Connecticut E-1 or E-9 license are permitted to perform cut and reconnects as outline within this policy. To maintain this privilege, all requirements of the **Residential Cut and Reconnect** policy must be strictly adhered to. Violations of the policy will result in termination of these privileges.
3. The electrician must contact Eversource and obtain a valid service request number at least 15 days prior to starting work to avoid potential code violations or non-compliance with Eversource requirements.
4. The electrician must obtain a valid service request number, either through the Eversource website (Eversource.com) or by telephone (888-544-4826).
  - a. The service request job description must indicate that the work involves a **Residential Cut and Reconnect**.
  - b. The work must be completed within 60 days from the date of the service request.
  - c. If an emergency arises outside of Eversource business hours, weekends or holidays, it is permissible to perform a repair or replacement. However, the electrician must obtain a valid service request number from Eversource and a municipal permit within 1 business day (as per State of Connecticut Building Code, Section R105.2.1 - Emergency Repairs).
5. The electrician shall cut the service entrance cable at the point of attachment (weatherhead) on the line side of the existing service drop connectors, replace or repair the service, and re-connect the service in compliance with Eversource requirements.
  - a. This work may be performed by an E-2 Journeyman or Apprentice working under the direct supervision of an E-1 or E-9 licensee.
  - b. All applicable rules of the State of Connecticut Department of Consumer Protection - Occupational & Professional Licensing Division apply.

6. If the point of attachment is going to be changed or there are existing clearance conflicts, the electrician must receive Eversource approval prior to starting work.

**The service drop shall be relocated by Eversource only.**

7. The electrician is responsible for obtaining the appropriate permits from the Authority Having Jurisdiction in advance of starting work.
8. The electrician is responsible for taking all necessary steps to ensure the meter(s) are reinstalled into the same service location from which the meters were removed.
  - a. For all multiple meter installations: each house, apartment, or area serviced must be permanently marked with its unique identification on the inside and cover of the associated meter socket and load disconnect for which the service is provided (to avoid erroneous customer billing conditions).
  - b. Each meter and meter socket should be marked with the unique identification for the location serviced prior to the start of any service work to ensure compliance with this requirement.
9. The service must be reconnected utilizing properly sized connectors as listed below.

**Phase/Hot Leg /Conductor:**

- Properly taped Parallel Groove Connector.
  - Properly taped Pliers-applied Wedge Connector Neutral Conductor.
  - Bare Parallel Groove Connector.
  - Bare Pliers-applied Wedge Connector.
10. Upon completion of the job, the electrician will be responsible for re-installing the meter into the new meter socket under the following conditions:
    - a) The existing meter is appropriate for the new service such as:
      - Replacing a meter socket where the service disconnect size remains the same.
      - Upgrading from a 60-100A single phase, 3 wire service to a 100-200A single phase, 3-wire service.
      - Replacing 320A meter socket with a 320A meter socket.

b) The meter has not been damaged either prior to or during the service upgrade.

**Note 1: Installation of a meter does not supersede the inspection requirements by the Authority Having Jurisdiction.**

Note 2: For multiple metering locations, the electrician shall reinstall the meter into the same service location from which it was removed (to avoid erroneous customer billing conditions).

11. If any conditions as stated in (a) or (b) above prevents the meter from being reinstalled or if a meter is not available to be installed, the electrician shall contact the Electric Service Support Center (888-544-4826) within 1 business day to either make appropriate arrangements to install a meter or request permission to install Eversource approved jumpers and clear meter socket covers. Any type of commercially available jumper and clear meter socket cover designed for such use will be approved.

**The use of non-approved home-made jumpers shall be prohibited.**

12. All Eversource requirements, the National Electrical Code (NEC), State and Municipal building requirements must be met.

13. The electrician is responsible for obtaining approval from the Authority Having Jurisdiction as soon as the work is completed.

14. Unless notified of a building code violation by the Authority Having Jurisdiction, Eversource will either reseal or install a new meter.

## Non-Compliance and Violations

1. Non-compliance with any of the requirements of the **Residential Cut & Reconnect Policy**, non-compliance with NEC, OSHA, and State and local building codes will result in Eversource sending a written inquiry to the electrician, customer, and the Authority Having Jurisdiction as necessary, to resolve the problem.
2. Repeated non-compliance violations by an electrician will result in notification to the appropriate State and Municipal authorities.
3. The electrician will be notified in writing that a violation letter has been sent and that their privilege to perform work under the **Residential Cut & Reconnect Policy** may be suspended. In the case where risk of public safety is a factor; Eversource will **immediately** suspend **Residential Cut & Reconnect** privileges for said electrician.
4. The State of Connecticut Department of Consumer protection - Occupational & Professional Licensing Division will review violations to determine if Connecticut General Statute, Section 20-334 has been violated and will take appropriate action, up to and including penalties as described in the Connecticut General Statute, Section 20-341.
5. The electrician will be billed for all costs that may be incurred by Eversource to correct any violation.