

BUSINESS PROCEDURE

EVERSOURCE	SUBJECT	NUMBER
	RESIDENTIAL ELECTRIC SERVICE GENERAL TERMS AND CONDITIONS	NB-1
DATE REVISED: June 2017	DATE EFFECTIVE May 1, 2018	ISSUED BY Director – Distribution Engineering

PURPOSE

To provide a policy for a uniform response to requests for electric service to all individually metered residences.

SCOPE

This policy sets forth the conditions and requirements for providing electric service to all single-family residences, multi-family residences, condominiums and apartment buildings in the EVERSOURCE service territory in CT where each dwelling unit is individually metered.

This policy does not apply to the following:

- Service to apartment buildings of four or more stories.
- Primary distribution for residential developments.
- Master metered assisted living facilities.

POLICY

A) General

1. The Company's standard policy is to provide residential electric service with a "standard service" (either one span of overhead (OH) conductor or 200 feet of single phase secondary service conductors in conduit (CS), plus a meter), at no charge.
2. In designated CS areas or if requested by a customer, the Company will provide residential electric service consisting of up to 200 feet of secondary service conductors in customer-installed conduit plus a meter at no charge. A customer will be charged on a per foot basis as per NB-2 for service cables in excess of 200 feet.
3. In designated underground (UG) areas a residential service will be considered a CS service and all associated charges and requirements will apply.
4. The Company will not provide an overhead service from existing CS, UG or DB (direct buried, or conduit) distribution facilities.
5. Prices used to compute charges are subject to change. All price quotations will be valid for 90 days. A written statement to this effect will be part of every quotation. Customer contributions will include provision for Contribution In Aid of Construction ("CIAC") tax liability.
6. Customer contributions will be paid in full prior to the Company beginning construction.

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7. Final installation of service conductors will not be made by the Company until completion of all required customer work. This normally requires only one crew trip to completely install the service. If additional trips are required due to the customer's request or action or inaction, there will be a charge to cover the additional cost. If overtime work is required, the charge will reflect that cost.
8. Tree trimming, tree removal and blasting required for the supply of OH electric service on private property will be paid for or provided by the customer.
9. Trenching, conduit, concrete products, backfill, road crossing and restoration, as required for a CS electric service will be provided and installed by the customer from the point of attachment to a point on the distribution system designated by EVERSOURCE. All conduit and backfill will be in compliance with Company specifications. The customer will supply and install "warning" tape in the trench, 12" above the conduit or conductors.

If the designated point on the distribution system is on the opposite side of the road, the customer should be encouraged to install a CS road crossing. However, an overhead crossing may be installed at the customer's expense including the pole, the length of customer-dedicated road crossing conductor and any required guy anchor(s). If a road crossing pole exists or is provided by another utility, a customer's CS service may be taken from that pole.

10. NB-2 will be used to calculate all customer charges for a new service.

B) New Service - Types and Sizes

1. The Company will determine the type of service available and the location of the service entrance in cooperation with the customer, based on the customer's needs and load characteristics.
 - For single phase installations, the normal point of attachment will be on the front half of the customer's building.
 - The location of single phase meter installations will be designated by the Company, normally on the front or side of the customer's building. The front of the building is considered to be the side adjacent to the distribution facilities.
 - An increase in service entrance capacity at an existing location will be treated as a new service. This includes if an existing DB service conductor is not adequate to support the typical load for the new service entrance capacity. The customer will provide and install the conduit from the distribution system to the service entrance and pay the Company for new service conductor in excess of 200 feet. In conventional UG areas, the customer must provide and install all necessary service conduit from the

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curb line to the service entrance and pay the Company for new service conductor in excess of 200 feet.

- Company supplied conductors will terminate at the weatherhead for OH installations and at the meter socket, main disconnect or instrument transformer cabinet for CS. (See B.4 for additional detail)
 - The customer shall make the necessary provisions in their electric service entrance equipment to accommodate Company-provided metering equipment.
 - The meter socket shall be of a type currently approved by the Company.
2. A customer contribution and associated CIAC tax liability will be required for:
- **OH SERVICES:** All conductors that exceed the standard service distance allowance. The standard service distance allowance is one span of conductors from OH distribution facilities in the town road or EVERSOURCE easement area to the designated point of attachment and which does not require an intermediate pole on private property (except when necessary for road clearance).
 - **CS SERVICES:** CS service includes one continuous run of conductors from CS or UG distribution facilities in the town road or easement area to the normal attachment point as designated by the Company. The installation trench should be as straight as possible and bends should not exceed 225 degrees. There will be a charge for all CS service conductors, on a per foot basis, beyond 200 feet.
 - **OH to CS SERVICES:** The customer shall pay for the conversion riser plus all charges associated with a CS service.
3. The Company will furnish, install, own, and maintain single-phase OH or CS secondary service conductors for individually metered single-phase residential loads or for three-phase systems when the need is justified. The customer will furnish and install all CS service conduit and concrete structures on private property. The Company will maintain the conduit and concrete structures after the service equipment has been installed.
4. For self-contained CS installations, the Company provided conductors will terminate in the meter socket. For CS installations with current transformers, the Company provided conductors will terminate in the customer's current transformer cabinet, main disconnect, meter trough or other suitable device immediately adjacent to the wall entrance.

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5. The customer shall contribute the costs associated with the installation of all primary service facilities on private property. The contribution will include differential costs of any ground level transformation.
6. Normally, residential loads will be served with single-phase service. When a need for three-phase can be justified by the load, then a three-phase service will be provided but only if three-phase is available at the site or brought to the site in accordance with NB-12: Primary Extension. For large residential complexes, the Company may choose to install a three-phase service to the building (at its own expense) but individual customers will be served only with single phase service.
7. If the Company, for its own purpose, elects to size service facilities in excess of what normally would be required to serve the load, the customer is not required to pay for the increased size.

C) Temporary Services

A charge will be required for all temporary services. When the temporary service will be removed instead of being incorporated into the permanent service, the charge will reflect the additional costs for removal.

- Temporary OH service is available only from an OH distribution system.
- Temporary CS service is available only where permanent CS or UG (or DB) distribution is available.

D) Maintenance Of Existing Services

The Company will maintain all individual residential OH or CS (or DB) services including those which may have been customer-installed.

Maintenance will apply to conductors, conduit and concrete structures and may consist of repair or replacement, as determined by the Company. The Company will maintain single-phase OH or CS secondary service conductors for individually metered single-phase residential loads or for three-phase systems when the need is justified. The customer will be responsible for all other maintenance and any necessary modifications of service entrance equipment and meter boxes, as well as restoration of lawns, shrubbery, fencing, walls, walkways and paving. The customer will also be responsible for all wiring from the overhead attachment point to the meter and all wiring beyond the meter.

In UG areas, the Company will provide, install, and maintain a duct seal between the Company's conductors and the customer's conduit. The Company will repair

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a leaking duct seal upon a customer's request, but will not be responsible for damage resulting from any leaking seal.

E) Relocation of Service Conductors

1. Overhead

If the customer requests a relocation of the building attachment point of the present OH service conductors to a new approved attachment point, there will be no charge if the relocation can be accomplished in one trip by a line crew during regular scheduled hours. If more than one trip or overtime is required, there will be a charge.

2. Conduit System (CS or DB)

The customer will trench, install conduit as required, backfill and restore as necessary. The customer will pay for all new cable required in accordance with the conductor size.

3. Conversion of OH Service Conductors to CS

If the customer requests a conversion of his existing overhead service to CS, the conversion will be treated as a new service with additional charges for the conversion riser and removal of the existing OH service.

4. Removal For Demolition

The Company will remove the existing service, at no charge, for demolition upon receipt of a Company-approved request form from the customer/building owner.

The Company shall honor this removal request within 5-working days from the time stipulated in the customer written request or from the receipt of the written request.

The Company shall promptly confirm in writing to the person making the request that the service has been removed.