

BUSINESS PROCEDURE

EVERSOURCE	SUBJECT	INSTALLATION, TESTING, AND MAINTENANCE OF CUSTOMER-OWNED EQUIPMENT	NUMBER	NB-150
	DATE REVISED	DATE EFFECTIVE	ISSUED BY	
June 1, 2017	May 1, 2018	Director-Distribution Engineering		

PURPOSE

To set forth a policy on the installation, testing, maintenance and operation of customer-owned equipment.

SCOPE

This policy applies to all classes of customers connected to the EVERSOURCE system. This policy does not apply to distributed generation ("DG") interconnection requirements: refer to EVERSOURCE/UI ("United Illuminating") guideline documents for these requirements.

POLICY

A) General

1. The customer is responsible for meeting the Company's requirements for their equipment whose failure or malfunction could adversely affect the Company's system. The adequacy of safety and system protection equipment will be determined by the Company. These requirements are intended to insure compatibility of such facilities with the electric system of the Company but shall not be construed as endorsing a particular design, equipment or facilities, or creating any warranty of safety, durability, or reliability. The detailed Company requirements depend upon the electric system design at the interface between the customer and Company facilities. The customer may be required to supply drawings or other data relating to the interface. The Company will perform a design review of the interface, according to current procedures, and will provide the customer with the proper specifications for the purchase, installation, testing, and maintenance of customer-owned equipment. The Company will also provide customers with the information necessary to enable the customer to coordinate the customer-owned protective equipment with the Company's facilities.
2. The customer will cooperate with the Company in implementing operating procedures deemed appropriate by the Company for customer-owned equipment. For the safety of its employees, the Company will require advance notification of the operation of customer equipment that could result in a backfeed into Company equipment.
3. The customer is responsible for employing or obtaining the services of personnel properly trained in the operation, maintenance, and testing of their equipment.
4. Company involvement with the installation, maintenance and testing of customer-owned equipment is as follows.
 - a) The Company will not operate customer-owned equipment unless covered by an agreement or required by other Company policies.
 - b) The design of any new service should avoid Company personnel having to operate customer-owned equipment. On new or significantly rebuilt

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services, the Company requires the installation of Company-owned and operated disconnect switches for all primary-voltage circuits supplying customer-owned equipment, and requires the customer to provide space to locate the Company-owned switches.

- c) The Company will continue to honor service agreements currently in effect.
- d) The Company may authorize contracts or agreements to provide service for customer-owned equipment with officer approval.
- e) To encourage proper equipment maintenance and testing of customer equipment including replacement, the Company will provide personnel for switching of Company facilities at no charge during its normal business hours and at hourly rates outside of normal business hours as indicated in the CHARGES section of this policy.

B) Pertinent Electrical Equipment Requirements

1. Pertinent electrical equipment is customer-owned interface equipment whose failure or malfunction could adversely affect the Company's system. The customer is responsible for maintaining their electrical interface equipment in a condition which will not adversely affect the Company's system.
2. The customer is responsible for the initial and periodic testing of all pertinent protective relaying equipment on a mutually agreeable schedule, or at least every two years. The customer shall provide to the Company written certification signed by qualified personnel or by a qualified testing agency as evidence of the periodic testing and proper operation of this equipment. In addition, the Company reserves the right to inspect and test this protective relaying equipment at any time in order to certify its proper operation. Such inspection and testing will not relieve the customer of their obligation to provide such testing.
3. The Company will rely on its own observations to determine if the customer's equipment does not appear to be maintained properly. The Company will inform the customer in writing, requesting that the customer take necessary corrective action. Failure of the customer to perform proper maintenance and testing of the pertinent equipment may be cause for disconnection of the service.
4. All pertinent equipment and other equipment which constitutes the electrical interface, whether or not customer-owned, shall be readily accessible to Company personnel 24 hours each day.

PROCEDURE

- A) The Company, as part of the design review process, will review and approve the proposed slope characteristics and settings of adjustable pertinent protective equipment. In addition, the Company will supply the customer with both the available short-circuit duty

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for their coordination purposes and the estimated maximum short-circuit amperes for their selection of nonadjustable equipment.

- B) Before customer-owned equipment is connected to the Company's system, it must be tested, in place, in the presence of the Company's designated personnel. The customer will coordinate the schedule with the appropriate Company personnel to perform this work during the Company's normal working hours. Any Company work required outside normal working hours will be subject to charges as stated in Section A.1b, under CHARGES, below.
- C) The Company encourages proper maintenance and testing. The customer shall give the Company two weeks advance notice when making a request for switching of Company facilities.

CHARGES

- A) The charges listed herein apply when the customer requires maintenance or replacement of their equipment at existing locations after their service has been connected and/or energized for the first time. They do not apply to new customers who are being connected or energized for the first time, unless the customer requests the Company to perform this work outside normal working hours. For work outside of normal working hours, the customer will be charged according to Section 1.b., below.

1. Customers

- a) Normal Working Hours

The Company will not charge for switching of its facilities during normal working hours.

- b) Outside Normal Working Hours

For maintenance, testing or replacement of customer-owned equipment requiring Company personnel for switching outside normal working hours, the customer will be billed at full cost for all labor, materials, and vehicles. The bill will be calculated in accordance with Company rules and/or union contract commitments or actual hours worked, whichever is greater. Payment is required prior to starting the work. If the Company incurs additional costs due to the actions of the customer or its contractor(s), the customer will be charged accordingly.

For Company efforts other than switching, the Company will bill the customer for the full estimated costs of labor, materials, vehicles, and any outside services.

- B) Whenever contract services have been performed, the customer will be billed for work performed by the Company at the prevailing rates for personnel and vehicles for both

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regular and overtime hours, as applicable, along with material costs or will be billed at a previously agreed upon fee or price.