



# Handbook for Electric Service

## Foreword

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**T**his illustrated Handbook for Electric Service clearly defines everyone's responsibilities for installing new Basic, Large Basic and Temporary electric service, and the upgrade or relocation of an existing service. This handbook was developed to ensure reliable and adequate service to you, the member, and to improve communication and coordination between members, contractors, architects, engineers, civic planning groups and the Cooperative. These guidelines cover the most common situations. There may be cases when additional and/or different requirements are needed. Following these guidelines will eliminate extra phone calls and visits to the job site, saving money for electricians, property owners, developers, and the New Hampshire Electric Cooperative.

Details on each type of new service are provided in this handbook. For details, simply turn to the Section that describes your situation. If temporary

service is needed while a residence is being constructed, see Temporary Service on page 1. For information on a Basic Service, turn to page 5.

For information regarding the installation of permanent service for multifamily and nonresidential services such as commercial buildings, condominium complexes, apartment buildings, and mobile home parks, see Large Basic Service on page 16.

To get answers to general billing or technical questions and company information, call the Cooperative Member Call Center at 1-800-698-2007.

Be sure to review the entire handbook to ensure you have covered all areas of your service requirements.

## Important Information

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Wiring intended for connection to the Cooperative system must be in accordance with all applicable local ordinances, State guidelines and/or Federal requirements such as the National Electrical Code (NEC). It is also strongly recommended that you use a licensed electrician whenever dealing with electricity for any reason. No requirement in the handbook is intended to supersede or conflict with the stan-

dards and regulations of the National Electrical Code or with any state or municipal law, rule or ordinance now in force or hereafter enacted.

Also note that services for fire pump equipment are not covered in this manual and must be coordinated with NHEC engineering staff on a case by case basis.

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# Important Phone Numbers:

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## General Information

1-800-698-2007

## New Service/Upgrade of Service Information

1-800-698-2007

## Outage Center

1-800-343-6432

## Dig Safe

1-888-344-7233

## Web Site

[www.nhec.coop](http://www.nhec.coop)

## E-Mail

[nhechq@nhec.com](mailto:nhechq@nhec.com)



**For the latest information regarding NHEC's Schedule of Fees, Charges and Rates, or Terms and Conditions visit:**

[www.nhec.com/rates\\_summaryofrates.php](http://www.nhec.com/rates_summaryofrates.php)

**For the latest listing of NHEC-approved meter sockets go here and click on the List of Approved Meter Sockets:**

[www.nhec.com/education\\_incentiveprograms.php](http://www.nhec.com/education_incentiveprograms.php)

**For information on Net Metered Service call Engineering.**

*This Handbook for Electric Service is provided by NHEC as an aid to help members and others better understand the services available from NHEC. This Handbook for Electric Service may summarize or explain certain rights and responsibilities of NHEC, its members and others. This Handbook for Electric Service is not a contract and is not intended to limit or expand any rights or responsibilities of NHEC, its members or others. Readers are encouraged to refer to the actual text of NHEC's Bylaws, NHEC's Terms and Conditions, NHEC's Tariffs, or any relevant contract.*

# New Hampshire Electric Cooperative Service Territory & District Locations

<b>Alton Office</b>	<b>Andover Office</b>	<b>Colebrook Office</b>	<b>Conway Office</b>	<b>Lisbon Office</b>
Alton Barnstead Belmont* Farmington Gilford Gilmanton* Loudon New Durham Pittsfield*	Alexandria* Andover Belmont* Bristol Canterbury Danbury Franklin Gilmanton* Grafton* Hill Northfield Salisbury Springfield* Sutton Wilmot	Clarksville Colebrook Columbia Dixville Pittsburg Stewartstown	Bartlett Conway Hales Location Harts Location Jackson	Bath Benton Easton Haverhill Landaff Lisbon Littleton Lyman Monroe Sugar Hill
<b>Meredith Office</b>	<b>Ossipee Office</b>	<b>Plymouth Office</b>	<b>Raymond Office</b>	<b>Sunapee Office</b>
Center Harbor* Holderness* Laconia Meredith Moultonboro* New Hampton* Sanbornton* Sandwich* Tuftonboro*	Brookfield Eaton Effingham Freedom Madison Moultonboro* Ossipee Sandwich* Tamworth Tuftonboro* Wakefield Wolfeboro	Alexandria* Bridgewater Campton Canaan Center Harbor* Dorchester Ellsworth Grafton* Groton Hanover Hebron Holderness* Lincoln Lyme New Hampton* Orange Orford Piermont Plymouth Rumney Sandwich* Thornton Warren Waterville Wentworth Woodstock	Allenstown Auburn Brentwood Candia Chester Danville Deerfield Derry Durham Epping Epsom Fremont Kingston Lee Londonderry Northwood Nottingham Pittsfield* Raymond Sandown	Acworth Charlestown Claremont Cornish Croydon Enfield Goshen Grafton* Langdon Lempster Marlow Newport Plainfield Springfield* Sunapee Unity Washington

\*District serving area depends on pole location. If you have further questions concerning your service territory, please call the Cooperative at 1-800-698-2007.

# New Service Check Sheet

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## What the member should establish before contacting the NHEC:

- A foundation in place.

## Information NHEC will require:

- Application (page 27).
- Load data or service entrance size (page 28).
- Commitment to either an overhead or underground service.
- Date service is needed.
- A location for the temporary service (subject to NHEC approval).
- A location for the permanent service (subject to NHEC approval).
- Easement info (book and page # of deed, tax lot #, bordering lot ownership with applicable tax lot #'s).

## Check these items before calling for a construction date:

- Have you provided the Cooperative with all the necessary documentation such as an easement and application?
- If you signed an easement, did you use black ink and have it notarized?
- Have you made all necessary prepayments?
- Have you (or your electrician) set the service up as the applicable NHEC specification in this handbook shows?
- Is the service located as you and our Field Representative discussed?

***Please understand that you will be billed if, upon your request for a service connection, an NHEC line-crew makes a visit to the job site and is unable to make a connection or finds the entrance does not meet NHEC specs.***

# Policies

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New Hampshire Electric Cooperative, Inc. strives to render dependable electric delivery service in accordance with the Tariff for Delivery Service, Transition/Default Power Service and Services to Competitive Suppliers. Application for delivery of electric service may be made by visiting or calling our main business office at **1-800-698-2007**.

Whether or not a signed application for service is made by the member and accepted by NHEC, the rendering of the service by NHEC and its use by the member shall be deemed a contract between the parties and subject to provisions of the Tariff.

NHEC reserves the right to reject any application for service made by, or for the benefit of a former member who is indebted to NHEC for delivery of electric service previously furnished to them. NHEC reserves the right to reject any application for service if the amount or nature of the service, or the distance of the premises to be served from an existing suitable line, or the difficulty of access thereto is such that the estimated income from the service applied for is insufficient to yield a reasonable return to NHEC, unless such application is accompanied by cash payment.

The applicant for service will provide, without expense or cost to NHEC, the necessary permits, consents, or easements for a satisfactory right of way for the erection, maintenance and operation of a line, including the right to cut and trim trees and bushes wherever necessary along private property.

The installation of a new service is a joint effort between the owner, the contractor, and NHEC. This handbook is provided to you, the member, to help you become aware of our policies and practices. This should ensure a timely and cost-effective installation.