

M. Characteristics of Service

1. Active Service

The Cooperative defines a “Service” as a location with a meter installed that is currently capable of recording kWh consumption, or completed area light or municipal light installation for an individual or a municipality, and the electric service account is billed monthly for all applicable charges according to the *Schedule of Fees, Charges and Rates*.

2. Voltage

The Cooperative will make the following voltages available as applicable and inform the prospective member accordingly:

- a. Single-phase 120/240 volts or, in special situations, 120/208 volts where three-phase transformers are the source. You will be informed what your voltage delivery will be when you apply for service.
- b. Three-phase service where available will have normal voltages of 120/208 volts or 277/480 volts. The voltage supplied will depend on your needs and the characteristics of your load. Where two-phase primary lines are located, an open delta 120/240 volts service may be supplied.
- c. For large industrial applicants served at primary, 2400/4160 volts, 7200/12,470 volts, 14,400/24,940 volts or 19,900/34,500 volts, single-phase or three-phase service, may be supplied at the Cooperative’s discretion dependent on the load, character of service and what is available at or near the service location to meet your needs, at the discretion of the Cooperative.

The Cooperative’s standard is to maintain the voltage within plus or minus five-percent (5%) of the stated voltage at 60 Hz (cycles per second). The Cooperative may, in unusual circumstances, maintain the voltage within plus or minus seven and one-half percent (7.5%) of the standard voltage at 60 Hz (cycles per second) for limited time periods.

All requests and needs for service voltage and single-phase or three-phase service will be met at the Cooperative’s discretion.

3. Permanent Service

The Cooperative offers three types of permanent service:

a. Overhead Service

This service is available if the existing electrical lines in the area are overhead and local ordinances allow it. The overhead point of delivery shall be at the weather head (point of attachment to the structure), except for primary services which shall be at the primary disconnect switch (es).

b. Underground Service

Underground primary distribution facilities from overhead lines may be installed, owned and maintained by the Cooperative at a prospective member’s request, and at the Cooperative’s

discretion. All trenching, backfilling, conduits, and other site preparation work shall be provided by the prospective member in accordance with Cooperative specifications. The prospective member shall notify Dig Safe prior to trenching in accordance with NH Statute. For individual services, the underground point of delivery for single-phase, self-contained, less than or equal to 400 amp metered services shall be at the top of the meter base, and for large and/or three-phase services at the secondary side of the transformer, and for primary services at the primary disconnect switch(es). For multiple services where at least one service is larger than 400 amps or three-phase, that are served by the same service drop, the point of delivery shall be at the secondary side of the transformer. For existing underground services, the Cooperative will own and maintain only those services that meet its standards. Any service that does not meet the Cooperative's standards will need to be reconstructed to meet the Cooperative's standards before the Cooperative will take ownership and responsibility for those services.

01. The Cooperative may refuse a request for underground service where such an installation would interfere with its ability to extend service to additional future prospective members or for other reasonable reasons.
02. The Cooperative may provide underground service to:
 - I. Individuals for single-family residences.
 - II. Two or more individuals at a multi-service extension provided that an agreement for sharing the fees is agreed upon with the Cooperative and the affected parties.
 - III. Developers that contract with the Cooperative to establish an underground electrical distribution system in a designated area.
03. In an area that underground distribution facilities are established, all extensions of the Cooperative's distribution facilities shall be made underground in accordance with the provisions of this policy. No overhead extensions from the underground system will be made unless specifically agreed to by the Cooperative.

c. Submarine Service

In cases where a fresh water submarine cable crossing will be required to serve a prospective member, the following will apply:

01. All cable crossings are installed, owned and maintained by the Cooperative.
02. Minimum type cable installed by the Cooperative shall be 15 KV, single conductor; 1/0 aluminum and shall conform to industry standards for underwater cables.
03. The prospective member pays all costs of construction of the submarine cable and related equipment.
04. The standard contained in section *P. Construction of Distribution Facilities* below shall apply to all overhead or underground lines constructed to serve prospective members supplied through a submarine cable.

05. The Cooperative will not install cable hereunder, unless the prospective member provides, without expense or cost to the Cooperative, the necessary permits or consents. (See section *Q. Rights, Special Permits and Approvals*).

4. Temporary Service

All temporary service equipment and structures must conform to the specifications as set forth by the Cooperative to ensure the integrity of our system. Before the Cooperative extends service drop conductors to the temporary service site, all service wiring must be completed and all wiring and materials conform to the requirements of the National Electrical Code and to all other applicable codes. You must obtain for the Cooperative all easements, permits or authorizations required to construct and maintain our facilities (See section *Q. Rights, Special Permits, Approvals*). If ultimately you are unable to obtain the necessary easements, approvals, and authorizations in a period of twelve (12) months, the project will be closed and be subject to a *Design Fee* in accordance with the *Schedule of Fees, Charges and Rates* to have the project redesigned.

The Cooperative recognizes three types of temporary services:

- a. Temporary Service for a Non Permanent Service (TS100):

The Cooperative defines a standard temporary service as a means of supplying electricity to a site for less than twelve months with a 120/240 volts service built from an existing pole with a transformer and up to 150 feet of service wire. In cases where 120/240 volts is not available, then a 120/208 volts service will be supplied.

For a temporary service that will not become a permanent service, applicants pay a standard service fee in accordance with the *Schedule of Fees, Charges and Rates* to the Cooperative for this temporary service, depending on level of service required:

01. Cooperative provides transformer and conductor, or
02. Transformer not necessary, Cooperative provides conductor, or
03. Transformer not necessary, applicant provides conductor.

The fee that is charged is for the installation and removal of the temporary service. If you require a temporary service outside the defined standard above, and it is still on secondary lines, a *Per Extra Pole Fee* in accordance with the *Schedule of Fees, Charges and Rates* will be charged in addition to the *Standard Fee*. For any temporary that requires non-standard secondary construction or construction of primary facilities, you will pay an estimated cost to construct and remove the entire facility.

- b. Temporary Relocation of an existing Permanent Service:

This is when an existing service needs to be temporarily relocated during the renovation of a member's premise, and then permanently reinstalled. Refer to section *P.3. Modifications to Existing Distribution Facilities* for additional information.

- c. Temporary to Permanent Service:

This is when a temporary service is installed to provide power during the construction phase of a project while provisions are made for a permanent service. The standard practice is to install a permanent service but the Cooperative will accommodate the member whenever possible and/or appropriate. Arrangements for the Temporary Service should be made during the on-site meeting between the prospective member and the Cooperative representative in conjunction with the Permanent Service (refer to section *P. Construction of Distribution Facilities*). Temporary Services that are not converted to permanent within twelve months may be disconnected and/or removed by the Cooperative, at its discretion, upon notice to the member. A *Re-engineering Fee* may be charged when disconnection has occurred and reconnection is required.

Reference the Cooperative's *Handbook for Electric Service* for additional specifications regarding the characteristics of service.