

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 installed area light or municipal light 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 installed. The Cooperative will provide information on the available voltage delivery when the application for service is completed.
- b. Three-phase service where available will be provided at normal voltages of 120/208 volts or 277/480 volts. The voltage supplied will depend on the member’s requirements including the characteristics of the applicable load. Where two-phase primary lines are located, an open delta 120/240 volts service may be supplied at the Cooperative’s discretion.
- 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 the prospective member’s 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 for single-phase or three-phase service at specific voltage levels will be met at the Cooperative’s discretion.

3. Permanent Service

The Cooperative offers three types of permanent service:

a. Overhead Service

This type of 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). All equipment (including the meter socket) beyond the point of delivery is the responsibility of the member for installation and maintenance.

b. Underground Service

Any underground 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. 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.

01. 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 meter base. All equipment (including the meter socket) beyond the point of delivery is the responsibility of the member for installation and maintenance.
02. For large and/or three-phase services, the point of delivery shall be at the secondary side of the transformer, and for primary services, the point of delivery shall be 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. All equipment (including the meter socket) beyond the point of delivery is the responsibility of the member for installation and maintenance.

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 when underground distribution facilities are to be established, all extensions of existing 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 prior to initial construction.

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 will pay all costs of construction of the submarine cable and related equipment.
04. The standard contained in section *P. Construction of Distribution Facilities* 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 for any submarine service, 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. Also all easements, permits or authorizations required to construct and maintain our facilities must be obtained for the Cooperative. (See section *Q. Rights, Special Permits, Approvals*). If failure 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 – A Non Permanent Service (TS100):

The Cooperative defines a standard temporary service as a means of supplying electricity at a voltage of 120/240, and built from an existing pole with a transformer including a maximum of 150 feet of service wire. If 120/240 volts is not available, then a 120/208 volts service will be supplied. This service is provided to one site for a period of time not to exceed twelve months.

For the type of temporary service that will not become a permanent service, applicants pay a service fee depending on the level of service required. , See the *Schedule of Fees, Charges and Rates* for the applicable fee for the service that is required as described below:

01. Standard Fee (NHEC provides Transformer and Conductor)
02. Transformer not necessary; NHEC provides Conductor
03. “ Transformer not necessary; Applicant provides Conductor

04. NHEC provides transformer; Applicant provides Conductor

A fee will be charged for the installation and removal of a temporary service. If a temporary service is required outside the standard defined 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, the estimated cost to construct and remove the entire facility will be paid prior to construction.

b. Temporary Relocation of an existing Permanent Service:

This applies 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 applies 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. The normal fee will 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.