

Section 1: General Information

This handbook should be used only as an aid to help Members and others better understand the services available from NHEC; it has been prepared to assist you in planning your service installations. It is impractical to attempt to cover in a booklet of this type all of NHEC's approved Specifications or all of the conditions and problems which may be encountered in various installations. It is very important that these instructions and standards are adhered to in every detail. This will prevent delays and possible additional costs to you. It is the Member's responsibility to ensure that all wiring, materials and installations comply with the most recent issue of the National Electrical Code (hereinafter referred to as NEC) and any other federal, state, or local codes that apply. Where conflict(s) exists the more stringent code will apply. 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.

- The installation of a new service is a joint effort between the Member, the Contractor, and NHEC. This handbook is provided to help you become aware of our policies and practices. This should ensure a timely and cost-effective installation.
- New Hampshire Electric Cooperative strives to render dependable electric service in accordance with the Tariff for Delivery Service which can found on our website.
- Before proceeding with the wiring of a new building or the rewiring of an existing building, a service entrance location shall be arranged by calling NHEC Member Solutions Department to generate a service order.
- For single phase service, four conductors must be installed from the meter main to the distribution panel, for new construction, service upgrades, renovations and relocations.
- 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.
- Access shall be safe and adequately maintained to NHEC owned equipment located on a Member's property. NHEC reserves the right to enter the premises to install, maintain, repair, and disconnect meters, equipment, facilities and for all other proper purposes. If safe and adequate access to the meter/equipment is not available for NHEC employees, we reserve the right to discontinue service upon proper notice.
- All NHEC employees are required to carry means of identification which will be shown upon request.

- Should the use or operation of any equipment by a Member including but not limited to electric motors, welders, electronic power supplies or speed controls, adversely affect NHEC’s ability to render adequate service to others, NHEC reserves the right to discontinue service until suitable corrections are made by the Member.
- For the cost to relocate a meter please reference **Schedule of Fees, Charges and Rates** located on NHEC’s website.
- Meter sockets may be temporarily removed (floated) from buildings by NHEC personnel at the Member’s request for siding and cosmetic repairs. This is to be considered temporary in nature and provisions for re-attachment must be made by the Member within one year. Please reference **Schedule of Fees, Charges and Rates**, under Modifications of Existing Services located on NHEC website.
- NHEC meters, poles, anchors, vaults and other equipment are to be within 15 feet of a traveled way or driveway, considered to be truck accessible year round.
- Subdivisions/Developments require a unique design, please contact NHEC for assistance.
- Available Service Voltages:

PHASE	WIRES	NOMINAL VOLTAGE
Single	3	120/240
Three	4	120/208
Three	4	277/480

ATTENTION ELECTRICIANS!

Don’t pull that meter until you’ve notified us...

Electricians: you must contact New Hampshire Electric Co-op BEFORE breaking the seal to remove any electric meter that is served by NHEC.

This is especially important as NHEC transitions to an automated outage reporting system. The new digital electric meters installed by NHEC during the past two years will automatically report an outage when the meter loses power. If we don’t know you’re removing a meter, we may assume there’s an outage at that location or that the meter is being tampered with and dispatch a crew to make repairs. That may result in the member being billed a charge.

According to NHEC’s Terms & Conditions, only licensed electricians and trained NHEC employees are allowed to remove an electric meter from its socket.

Before removing an NHEC electric meter, please call 1-800-698-2007 to reach our Member Solutions Department during regular business hours, or our Control Center, which is staffed 24/7/365.