

# Section 1: General Information

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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's 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.
- Cutting Specifications  
During scheduled vegetation maintenance cutting, NHEC tree contractors will cut a 4' circumference around the service line. The service lines are the electric wires that run from the utility pole to a home or business. NHEC will remove only those branches that are in direct contact with the service line and are causing chafing or mechanical strain. If you are in between our vegetation management cutting cycle and are going to perform tree work, NHEC will temporarily shut off power, for a fee, so that you can perform the tree work safely and will restore power once the tree work is finished. NHEC's cutting specification for all other lines are 15' either side of the wire, ground to sky. Reference SP-1 page 11. Please review NHEC's "Right Tree Right Place" guideline along with our acceptable species for planting on our website.

- 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...**

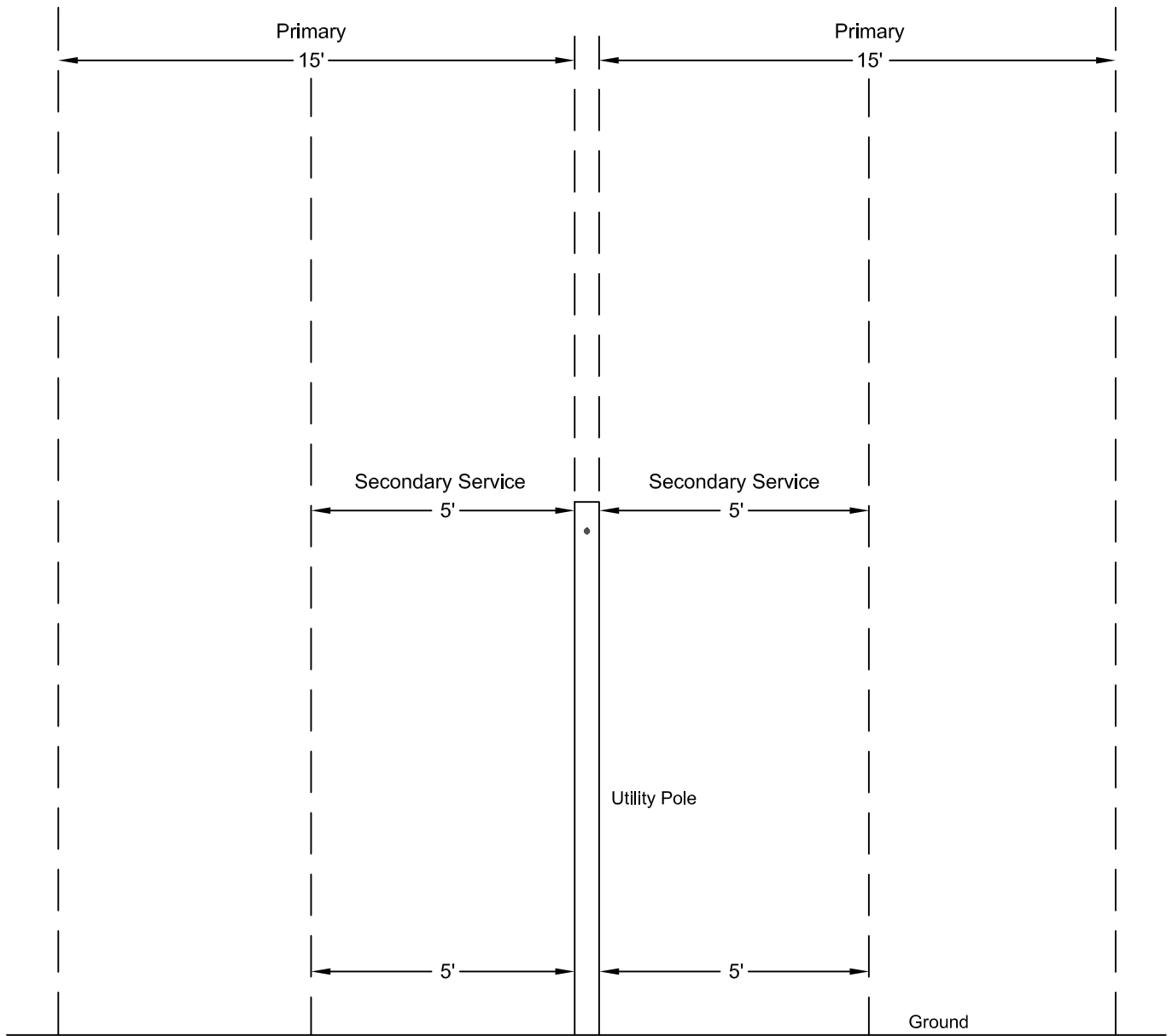
Electricians: you must contact New Hampshire Electric Co-op BEFORE breaking the seal to remove any electric meter that is served by NHEC.

This is especially important as NHEC transitions to an automated outage reporting system. The new digital electric meters installed by NHEC 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.

NO VEGETATION OVERHANG



NOTES:

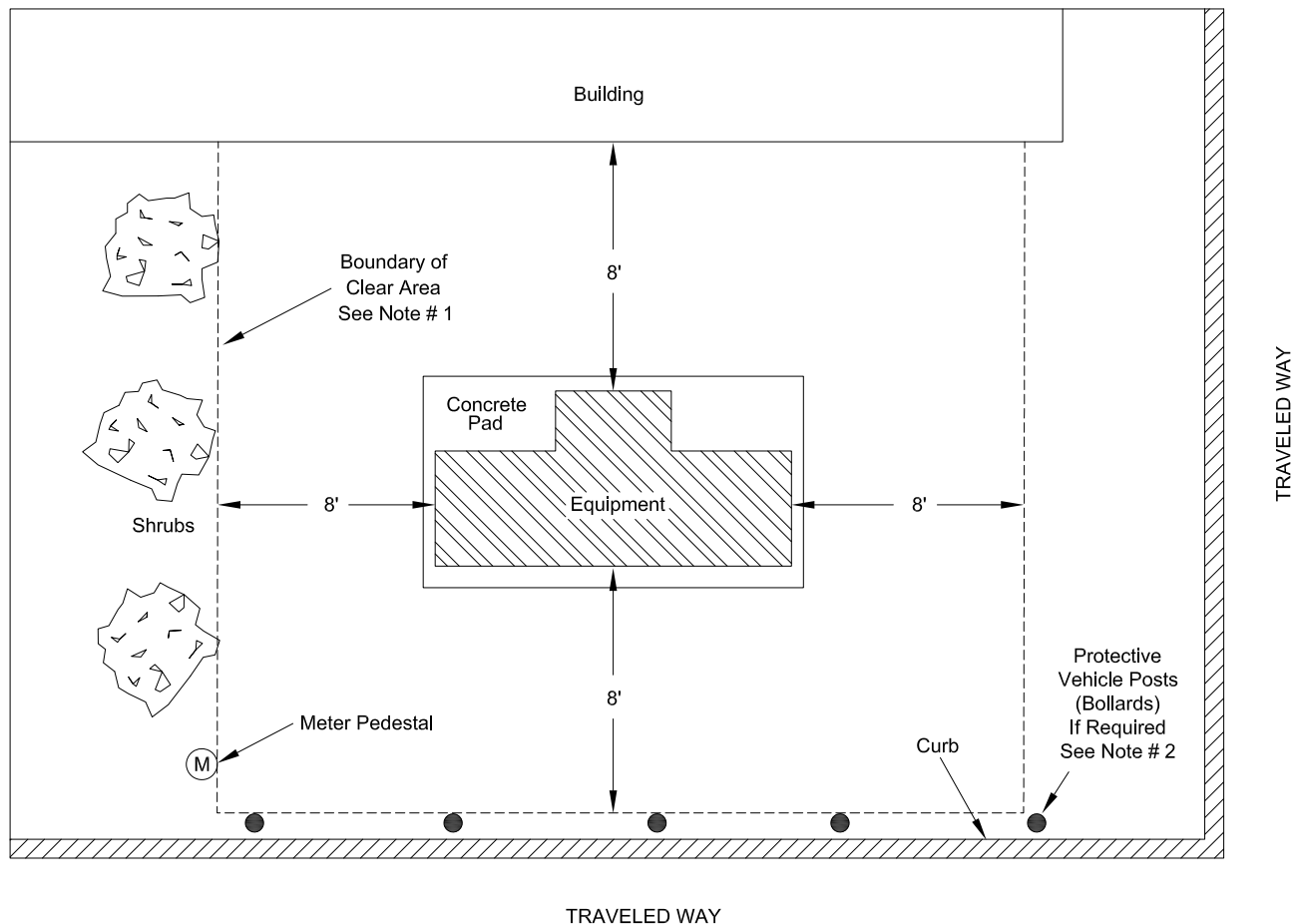
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SPECIFICATIONS  
 NEW CONSTRUCTION VEGETATION CLEARING SPECIFICATION  
 FOR NEW SERVICES ONLY

SP-1

ISSUE DATE: 02/19



**MINIMUM CLEARANCES TO PADMOUNT TRANSFORMER EQUIPMENT**

Non-Combustable Walls	8'	Bollards, Meters, Sprinkler Valves, Standpipe or Hydrant	8'
Combustable Walls, Doors, Windows, Vents, Other Openings, Fire escapes	10'	Above Grade Fuel Tanks/Meters	10'
Driveways, Parking Lots, and/or Traveled Ways	10'	Natural Gas or Propane Connections/Meters	15'
Sidewalks	8'	Gasoline Dispensing Units	20'
Property Lines (from sides of equipment)	8'	Facilities used to dispense or store hazardous liquids or gases; (example, service station gas pumps and tanks, propane bulk dispensing tanks and emergency generator fueling points.)	20'
Property Lines (from doors of equipment)	10'		
Shrubs	8'	Electrical Padmount Equipment	8'
Pools	15'		

**NOTES:**

- 1.) To inspect, provide access, operate and ventilate the equipment, the above specified clear area distances to buildings or shrubs shall be maintained. All distances shall be measured from the nearest surface of the equipment. Property lines shall be considered an obstruction, since fences, shrubs, etc. may be installed at a future date by adjacent property owners.
- 2.) If no curb exists, or transformer is located closer than 10' to the traveled way, protective vehicle posts (●) shall be installed.
- 3.) Top of transformer pad shall be installed 6" above finished grade.
- 4.) Transformer shall not be located on steep grades where access is made difficult.
- 5.) Transformer is NOT to be located with its doors facing the building.

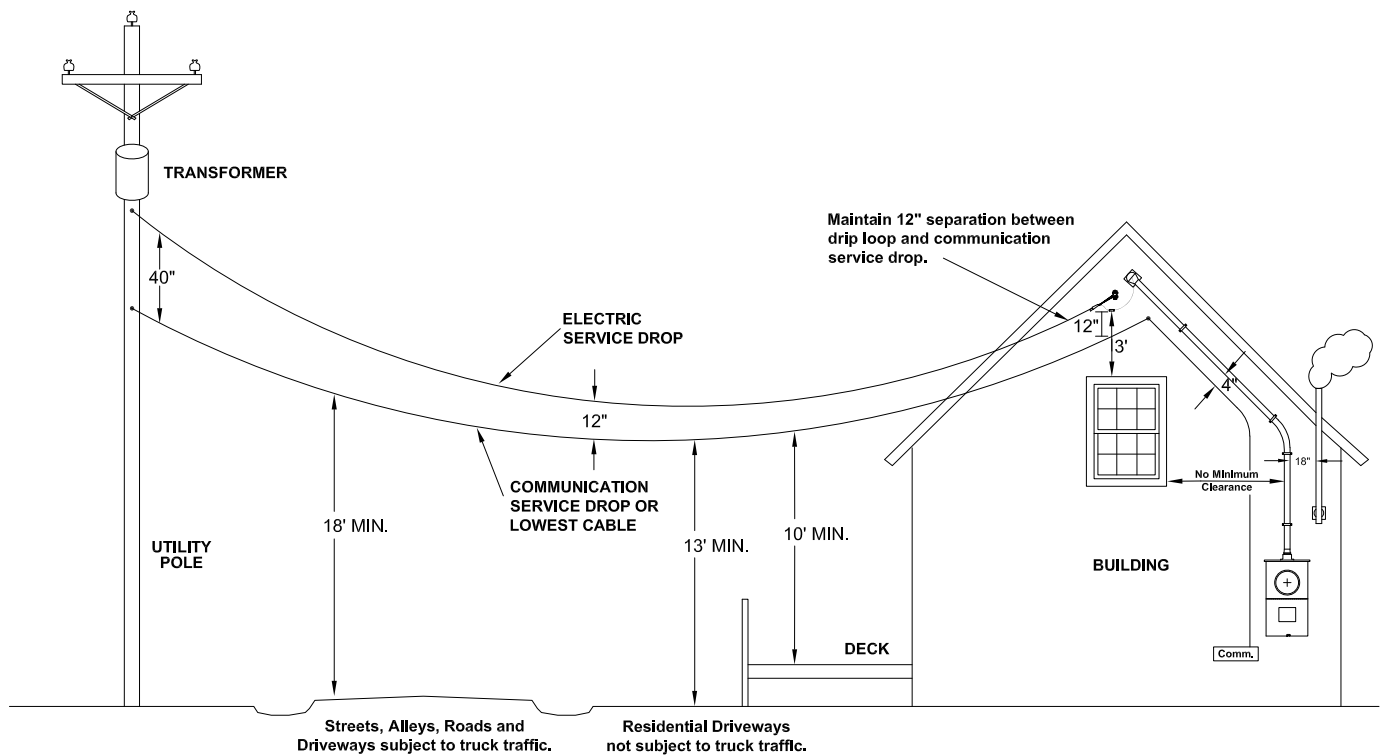


SPECIFICATIONS

CLEARANCES FOR PADMOUNT EQUIPMENT


**SP-2**

ISSUE DATE: 11/2016



**NOTES:**

1. Separation from Electric Service Drop (TPLX) and Communication Service Drop at Pole is 40" NESC 235-5 Table 1(a).
2. Separation from Electric Service Drop (TPLX) and Communication Service Drop at any point in the span including the point of attachment is 12" NESC 235(C)1 and NEC 800.44(A)4.
3. Separation from Service Entrance Conductors and Communication Service Drop running down the side of the building is 4" NEC 800.50(B).
4. Electric Service Drop (TPLX) conductors and connections shall have a clearance of 3' in any direction from windows that are designed to be open, doors, porches, balconies, ladders, stairs, fire escapes and similar locations, except when run above the top level of the window. NESC 234(C)3d2 and NEC 230.9(A)  
 Note 4a) There are no minimal clearances for SEU, SER, PVC, EMT, or Rigid Metal Conduit from open portions of windows.
5. Service Weather-Heads shall be located above the Electric Service Drop point of attachment and shall not be farther than 24" NEC 230.54(C).
6. Electric Service Drop Vertical Clearances Above Ground please reference NESC 232-1 Table including Footnotes.
7. Vertical Clearance, from highest point of readily accessible roofs, balconies, porches, or decks over which they pass is 10' NESC 234(C)3d and NEC 230.24(B)1.  
 Note 7a) When the roof or balcony is not readily accessible the clearance including the drip loop shall not be less than 3' when Electric Service Drop is owned by the Utility.  
 Note 7b) If Electric Service Drop is privately owned the Vertical Clearance above roofs is 8' NEC 230.24(A).  
 Note 7c) A roof, balcony, porch, or attached deck is considered readily accessible to pedestrians if it can be casually accessed through a doorway, window, ramp, stairway, or permanently mounted ladder by a person, on foot, who neither exerts extraordinary physical effort nor employs tools or devices to gain entry. A permanently mounted ladder is not considered a means of access if its bottom rung is 8 ft or more from the ground or other permanently installed accessible surface.
8. Trucks are defined as any vehicle exceeding 8 ft in height.
9. Maintain 18" horizontal separation between direct vent exhaust and piping from all NHEC electric service wires and service equipment.

	SPECIFICATIONS	<h1 style="margin: 0;">SP-3</h1>
	SERVICE CLEARANCES	
		ISSUE DATE: 9/2018