

# 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.
- Construction or modification of the service is subject to any fees in accordance with NHEC's Terms and Conditions and NHEC's Schedule of Fees.
- 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 Construction Services 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 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.

## **New Service and Re-Clearing Cutting Specifications**

NHEC uses an Integrated Vegetation Management Program (IVMP) to maintain our Right of Way corridors. An IVMP consists of Mechanical, Chemical and Cultural control measures. Chainsaws, mechanical mowers, bucket trucks, brush chippers and skidder buckets are the primary machines in our Mechanical Control efforts. These machines clear the brush and hazardous trees from the Right of Way corridor and are the first steps in our IVMP. To learn more about our IVMP visit [www.nhec.com/vegetation](http://www.nhec.com/vegetation)

**New Service/Construction:** Specifications are 15 ft. each side of the PRIMARY line from the ground to a minimum of 20 ft. overhead clearance from the highest conductor on the pole and 10' on secondary line. Reference SP-1 on page 17.

**Cycle Re-Clearing:** Our goal is to have a maintenance cycle of every 8 years for our service area. Our contractors work year round on our system. Specifications are 15 ft. each side of the PRIMARY line from the ground to a minimum of 20 ft. overhead clearance from the highest conductor on the pole. This includes all unacceptable vegetation within the corridor. Some right of way widths may be wider depending on the voltages of the line.

**Service Lines:** The service lines are the electric wires that run from the utility pole to a home or business. While performing our re-clearing NHEC tree contractors will evaluate your service line. If there is apparent wear or hard contact deflecting on the service line causing mechanical strain it will be minimally trimmed. Tree removals on service lines are at the discretion of the Certified Arborist; typically, we do not take them down. It is the homeowner's responsibility to maintain the service wire by keeping it clear of trees in between this cycle. 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 the power once the tree work is finished. SAFETY NOTE: Stay at least 10 feet away from these energized lines and do not attempt to cut trees or branches around them that are in direct contact with the lines. Hire a qualified contractor to do this work at your expense.

**What is a Right of Way:** A right of way is a corridor of land owned by a Member or abutter that contains a power line, or power line infrastructure that NHEC has the legal obligation to keep clear of brush/trees. NHEC has easements that allow us to legally cut vegetation within the right of way. When rights-of-way are kept clear, they also provide safe access for our line crews to maintain, repair, or improve the lines and poles.

**Storms/Outages:** Trees, tree branches and debris are not removed during or after storm; removal is the responsibility of the landowner.

Please visit our website to review our entire program and learn about planting the Right Tree, Right Place at [www.nhec.com/vegetation](http://www.nhec.com/vegetation).