

Division of Power – Policies and Procedures Manual	
Standard Policies and Procedures	
Policy Number – AUB-04-02	Revision Number 4
Subject Standard Electrical Service	Effective Date: 10-01-2009
	Superintendent Approval:
	General Manager Approval:

1.0 PURPOSE

The purpose of this policy is to outline Athens Utilities Board's (AUB) standard electrical service power requirements.

2.0 SCOPE

This policy applies to all existing and new customers within the Athens Planning Region of Athens, Tennessee.

3.0 REFERENCES

- (1) Athens Utilities Board Division of Power, Rules and Regulations and Extension Policies
- (2) National Electrical Safety Code
- (3) Athens Utilities Board, Schedule of Rates and Fees
- (4) Athens Utilities Board Division of Power, Underground Service, AUB-04-05

4.0 GENERAL

Final review and approval of all aspects of the electrical supply system will be by the local control authority representing AUB as dictated by Reference 3-1.

Any exceptions to this policy will be made at the sole discretion of the local control authority.

Material specifications and installations shall meet the inspection and approval of the local control authority.

The entire cost and expense of installing the required electrical supply system including the connection to the existing electrical supply and including but not limited to the cost of pipe, conduit, wiring, breakers, trenching, backfilling, and services shall be borne by the developer and/or customer including the stipulated payment for connecting and metering the system to serve each lot.

5.0 DEFINITIONS

AUB – means the Athens Utilities Board, and its duly authorized employees, agents, and representatives

Board – means the Chairman and all Commissioners but does not include any employees

Customer – Any person, business, or other entity that receives electrical service from Athens Utilities Board, Division of Power

Division – The Athens Utilities Board, Division of Power

Local Control Authority – Superintendent of Power or duly authorized representative

kWhr – Kilowatt-hour, the measurement by which the applicable power rate is purchased

Service Connection – Shall mean the point of connection between the customer’s termination point (weather head or meter center) where AUB makes the physical connection to his/her facilities.

6.0 POLICY/PROCEDURES

6.1 Residential Customers

Standard residential electric service shall be single-phase, 120/240 volt, three-wire service. Customers have the option of requesting three-phase service on the premises in question. Customers desiring three-phase, four-wire, 120/240 volt, or 120/208-volt, service on a single meter for all residential requirements shall pay the difference between all AUB’s expense of providing single-phase service and the expense of providing three-phase service.

AUB will require the customer to execute an Aid of Construction Agreement for incremental costs of providing three-phase service in cases where three-phase electric service is not readily available.

A combined load of single-phase and three-phase may be served at 120/240 volts, or 120/208 volts, depending on the location. AUB reserves the right to require that such service be 120/208 volts when the single-phase load totals more than 25 kW regardless of location.

AUB may require the customer to enter into an Aid of Construction Agreement in cases where electric service is not readily available.

Customers desiring electric service at voltages exceeding 240 volts will be considered individually.

6.2 Commercial Customers

Single-phase service is not available for commercial customers that use between 50 to 100 kW. Single-phase loads will be divided among the phases of a 120/208-volt service. A combined load of single-phase and three-phase, where the single-phase part of the load does not exceed 25 kW, may be served at 120/240 volts, three-phase, four-wire configurations.

AUB will consider commercial customers individually when the customer’s demand exceeds 100 kW. AUB shall be under no obligation for commitments or investments by the customer made prior to agreement of service conditions.

6.3 Motor Loads

Customers desiring motor applications should obtain information concerning the types of service available from AUB in the immediate area.

Single-Phase Motors

Motors of five horsepower (HP) and smaller may be started across the line, provided such starting does not cause undue interferences to other customers served from the same transformer. On equipment containing two or more motors exceeding five HP in total, the controls should be connected and operated so that motors will not be started simultaneously.

Any single-phase motor of 10 HP rating and smaller whose starting characteristics limit the locked rotor current to 300% of full-load current may be started across the line. Single-phase motors larger

than 10 HP will be considered as special applications and will be served only when the customers meet the requirements of AUB.

Three-Phase Motors

Motors 15 HP and smaller operated singly may be started across the line. Controls should be connected and operated so that motors will not be started simultaneously on equipment containing two or more motors exceeding 15 HP.

Motors larger than 15 HP up to and including 75 HP, must be equipped with starting devices to limit the locked rotor current to 300% of full load current.

Motors in excess of 75 HP, up to and including 100 HP, must be equipped with starting devices to limit the locked rotor current to 250% of full load current.

Motors in excess of 100 HP shall be considered a special application and will be served only when the customer meets AUB's requirements for the application.

All exceptions to these policy requirements must have written approval from the local control authority.

6.4 Temporary Service

Customers shall provide a suitable meter pole, or other structure, with entrance conductors, meter sockets, and protective devices properly installed for connection with AUB's service line. Such pole, or structure, shall have sufficient height and mechanical strength to support the overhead or underground service line. The complete temporary service installation shall meet all requirements of the National Electrical Safety Code, the National Electric Code, and local regulations. (See Specification Drawing OH-3).

The location of the temporary service connection will be determined by a duly authorized employee of AUB, and all costs incidental to relocating a temporary service connection for the convenience of the customer shall be at the customer's expense.

The customer will specify the date and period of time temporary service will be needed.

6.5 Outdoor Lighting

AUB will own, install and maintain all facilities required for outdoor lighting service under Part B of the Rate Schedule LS in AUB's Schedule of Rates and Fees. The customer shall, by signing the application for outdoor lighting, agree to a 1-year contract.

Any relocation costs shall be borne by the customer.

Customers with outdoor lighting service requirements other than the standard wooden pole and overhead service will be eligible for participation in the Lease Lighting Program.

Mutual agreement of the customer and an authorized representative of AUB shall select the location of the light(s). The light and pole location must be no more than 15 feet from the driveway or graveled road.

6.6 Mobile Homes

Service for mobile homes shall be limited to single-phase, 120/240 volts unless covered by special contract. AUB may require the customer to enter into an Aid of Construction Agreement prior to construction in cases where electric service is not readily available.

The location of the temporary service connection will be determined by a duly authorized employee of AUB, and all costs incidental to relocating a mobile home service for the convenience of the customer shall be at the customer's expense.

An electrical inspection will be required for the meter and/or service entrance installation prior to initiation of service (See Specification Drawings OH-4).

6.7 Mobile Home Courts

AUB will install overhead distribution facilities throughout the court based on the most economical design with overhead service lines to metering poles. The mobile-home court owner will own, install and maintain a wiring system connecting the point of delivery located on the meter poles with each mobile home. Installation will include meter sockets and protective devices for each mobile home position grouped such that a minimum of four mobile homes and a maximum of eight mobile homes may be served from a single metering pole. Such wiring system should be adequate to maintain standard voltage to each mobile home, and delivery of electric service at the metering point of voltage within commercial limits shall constitute delivery of electric service for the purpose of this section.

AUB may require the customer to enter into an Aid of Construction Agreement prior to construction in cases where additional facilities are needed.

Underground service is available provided the system is installed as per underground regulations.

6.8 Discontinuance of Service by AUB

AUB shall have the right to terminate service to any customer for violation of any provision of the Rules and Regulations, Contract for Service, or the requirements listed in this policy. The right to discontinue service will apply to all services received through the account involved although more than one customer may receive service therefrom.

Discontinuance of service by AUB, for any cause, shall not release the customer's responsibility for payment for service already received, from liability for payments that may become due under the Minimum Bill Provision, or other provisions of the Application for Service or contract.

6.9 Termination of Service by Customer

Any customer may request service discontinuance at any time. Termination of service for any reason shall not relieve the customer of any obligation due AUB under the terms of the service agreement or contract.

Only the person in whose name the account is carried may order service discontinued. In the event the customer(s) in whose name(s) the account is carried does not occupy the premises and service is ordered discontinued by the customer, AUB reserves the right to permit the occupant of the premises to apply for service at that location. The occupant will then become responsible for all obligations for service rendered at the location. Under no circumstances will AUB become a party to owner-occupant relationships, AUB shall consider each as individual customers or applicants.

6.10 Rights of Ingress and Egress

Upon identification, AUB employees, agents and representatives shall have access to the customer's premises at any time for the purpose of installing, removing, operating, maintaining, inspecting, testing, replacing, or repairing any equipment or facilities owned, operated, or maintained by AUB.

6.11 Easement Rights

Customers shall grant, at no cost to AUB, adequate easement rights for any and all such facilities to provide service at the location requested. It shall be the customer's responsibility to observe and preserve AUB's easement rights required for rendering service at the requested location.

6.12 Notice of Trouble

It will be the customer's responsibility to immediately notify AUB should the service be unsatisfactory or interrupted, or in the event of any defects, trouble, accidents, or interruption affecting the supply of electrical energy.

6.13 System Disturbances

Electric service shall not be used in a manner that causes unusual voltage fluctuations or disturbances on AUB's system. The customer may be required to install, at his/her own expense, such apparatus or equipment that will limit fluctuations and disturbances. The need and the extent of corrective measure shall be determined by AUB.

6.14 Load Balance

The customer shall exercise reasonable care to maintain a load balance, especially during periods of maximum or near maximum loads. AUB will, within reasonable limits, require that current taken from each phase conductor of the customer's electric service be reasonably balanced.

6.15 Added or Increased Loads

The transformers, meters, and service equipment supplied by AUB have rated capacities. It shall be the customer's responsibility to notify AUB of any addition to the electrical requirements in advance. Failure to notify AUB of such major additions or increase in electrical requirements shall render the customer liable for any injury or damage to persons or property caused by additional loads.

6.16 Interruption of Service

AUB will endeavor to supply continuous electric service at a reasonably constant voltage. However, AUB cannot guarantee uninterrupted service or any fixed voltage. In the construction, operation, and maintenance of the electric system, AUB shall have the right to temporarily interrupt electric service to any customer, or group of customers, when interruption is necessary for the safety of employees or the public.

6.17 Customer's Responsibility for AUB's Property

The customer shall provide a space for and shall exercise proper care to protect, AUB property on his/her premises. In the event of loss or damage to AUB's property arising from neglect of the customer, the customer shall reimburse AUB for all costs of necessary repairs and/or replacement.

6.18 Resale Service

All electrical energy used on the customer's premises, other than emergency or stand-by service, shall be supplied exclusively by AUB. The customer shall not directly or indirectly dispose of the electrical energy to any other person or premises.

6.19 Unauthorized Operation of AUB's Equipment

No person shall operate nor attempt to operate, repair, maintain, or remove, any of AUB's facilities or equipment unless directed to do so by AUB under emergency conditions. The customer assumes all liability and responsibility and renders him/herself subject to prosecution should he/she participate in, or permit, authorize, or direct the violation of the terms of this policy.

6.20 Curtailment

AUB reserves the right to restrict the purposes for, and the amount of, electricity used by a customer during times that may be necessary.

6.21 Service Lines

6.21.1 Overhead Service Lines

The customer shall own, install and maintain all wiring and associated equipment on the load side of the delivery point with the exception of AUB's meters which shall be owned and maintained by AUB.

The location of the meter center and the point of delivery shall be designated by an authorized employee of AUB. AUB reserves the right to decline service to any point or installation which has not been approved by a duly authorized employee. The location will be at a point that would permit AUB to serve the customer efficiently and economically. The cost of providing service at a different location will be shared by the customer and AUB. The customer will reimburse AUB for the actual cost of the additional materials required. AUB will assume the additional cost of labor. Architects, engineers, and contractors should obtain this information prior to preparation of building plans, proposals and bids.

The customer will provide, own, install, and maintain a point of attachment of sufficient height and mechanical strength to support AUB's overhead service line. Where service masts are required, no joint will be permitted in the vertical section within 10 feet of the point of attachment.

Service entrance leads shall extend a minimum of three feet beyond the weatherhead for sizes No. 2 AWG and smaller; four feet for sizes No. 1/0 AWG – 500 MCM; and six feet for sizes larger than 500 MCM.

Metering equipment shall be located outside of the building, be readily accessible at all times and placed in a location that will not subject it to accidental damage, with a minimum clearance from obstructions of 12 inches on either side, above and below the meter, and 36 inches in front of the meter. The meter center shall be mounted by the customer on a vertical surface in a manner such that the meter shall not be tilted in any direction (See Specification Drawing OH-1 and OH-2).

6.21.2 Underground Service Lines

The customer shall install, to AUB's specification (See Drawings UG-1, UG-2, and UG-3), conduit from the point of demarcation to the customer's meter center. AUB will own, install, and maintain all facilities from the service connection to the AUB overhead system or distribution transformer.

The meter center shall be located at a point designated by AUB. On residential services, AUB shall install all conductors from the meter center to the connection with the overhead system or the distribution transformer. Where CT metering is required, the customer's conduit and wiring shall continue to the point of connection to the overhead system or the distribution transformer.

All underground electrical services shall conform to the requirements as listed in AUB Underground Service Policy, AUB-04-04.

All meters, service connections, and other equipment furnished by AUB are and shall be the property of AUB. The customer shall provide a space for, and exercise proper care to protect, the property of AUB on his/her premises. In the event of loss or damage to AUB's property arising from customer neglect, the customer shall pay the cost of repairs or replacements.

Existing 400 amp or less pole metered or CT metered residential services that must be replaced or upgraded shall require the customer to install a new meter center on the structure and meet all current standards.

6.22 Non-Standard Service

Any type of service not described in the preceding sections of this policy shall be considered non-standard and the customer shall confer with AUB regarding the form and type of service requested.

The customer shall contact AUB prior to purchasing any equipment related to non-standard electric service. AUB will furnish information of the character of service available, the location of facilities, and the ability of AUB to meet special requirements. Nothing contained herein shall obligate AUB to provide special services. The customer shall pay the costs of any special installation made to meet his/her special requirements for non-standard service or for the supply of closer voltage regulation than required by standard practice.

Services listed below are considered non-standard:

1. Commercial customers with a total demand not exceeding 50 kW desiring electric service at voltages exceeding 240 volts.
2. Individual motors in excess of 100 H.P.
3. Appliances requiring relatively close voltage regulation.
4. Residential services over 400 amps.