

Adopted by the Municipal Light Board on February 26, 2025

# **WELLESLEY MUNICIPAL LIGHT PLANT**

## **ELECTRIC SERVICE**

### **POLICIES, REQUIREMENTS, AND SPECIFICATIONS**

**4 Municipal Way  
Wellesley, MA 02481-2431  
781-235-7600**

**EFFECTIVE:** March 1, 2025

WMLP's Policies, Requirements, and Specifications implement the requirements of its Terms & Conditions for Electric Service. These provisions apply to the extent they are consistent with duly filed Terms & Conditions and Rates, and applicable regulation.

## **SECURITY DEPOSIT POLICY**

Under Massachusetts General Laws Chapter 164, Section 58A, the WMLP is allowed to collect from any customer an advance deposit sufficient to secure the payment for electricity for three months. As thus permitted, it is the policy of the WMLP to collect a deposit for all tenant customers provided electricity before service will be activated. For customers who own the service location, charges may be secured through the lien process.

### **Amount**

**Residential** customers (tenants only) provided electricity, calculated in an amount equal to three (3) highest usage months' total usage **but in no case less than \$150.00**. This amount will be based on the consumption for the premises in question, if available, or will be estimated by WMLP.

**Business** customers (tenants) provided electricity, calculated in an amount equal to three (3) months' highest total billed amounts **but in no case less than \$150.00**. This amount will be based on the previous consumption for the premises in question, if available, or will be estimated by WMLP.

**Contractor** customers for both temporary provided electricity, in the amount of \$200.

If the customer has multiple accounts, a separate deposit will be required for each account.

### **Exceptions**

#### **Rates included: all Residential Accounts**

- Recorded owner of property is identical to the service account holder; residential property owners are not subject to deposit.
- Existing customer with excellent payment history for the previous 12 months (no arrears).
- New customers who provide a reference letter from their previous electric utility certifying no late payments for the last 2 years immediately prior to applying for electric service with WMLP.

#### **Rates included: Municipal ( 0.09235/kwh 14.25/kw)**

- No deposits are required for **Municipal Accounts**

**Rates included: Commercial small general: .14646/kwh winter large general ..10215/kwh winter & summer; sm. General: .16730/kwh summer no demand**

- Business Customers also have the option of providing an irrevocable Standby Letter of Credit from their bank in lieu of a deposit. The bank letter of credit must be irrevocable for the period of electric service and state that payment must be surrendered to WMLP upon demand.

## **Security Deposit Return**

### **Residential**

A residential customer can request that WMLP review their account for return of deposits after. Accounts with a payment history satisfactory to WMLP can have their deposit, including all accrued interest, credited to the account balance.

If an account has not met the payment criteria, the associated deposit will be held until the payment history, as determined by WMLP, is satisfactory or service is terminated. If service is terminated before the deposit is returned, WMLP will apply deposit and interest against any unpaid balance and refund the difference.

### **Commercial**

Security Deposit will remain on Customer's account as long as account is active. Security deposit will be returned with interest after account is closed and all arrears to WMLP are paid in full.

### **Contractor**

Security Deposit will remain on Customer's account as long as account is active. Security deposit will be returned with interest after account is closed and all arrears to WMLP are paid in full.

## **Deposit Arrears**

Any deposit that is not paid when due will cause the service to be subject to termination or not be connected, whichever is appropriate. In the event that service is disconnected, it will not be restored until the deposit plus the charge to cover the cost of disconnecting reconnecting the service are paid in full.

Payments against account balances are applied to the deposit requirement first. Should deposit be outstanding, and payment received does not cover both deposit requirement (in full) and service charges account will be considered in arrears and risk collection processing procedures to include but not limited to service termination.

## BUDGET AND PAYMENT PLAN POLICY

### **Applicability.**

Budget Billing and Payment Plans are offered to eligible residential customers in accordance with 220 CMR 25.00. WMLP may offer payment plans to non-residential customers in situations involving unmetered use or overbilling.

### **Budget Billing Plan**

BUDGET refers to both *Equal Billing* (no arrears) or *Payment Plan* to spread out arrear payments over a period of time as well as make *expected* current payments by paying the same amount each billing cycle while allowing customer to stay current. If a customer is using more or less energy than estimated, at the end of the year the customer will receive a credit if overpaid, or a bill if underpaid. By the end of the year, they will have been billed for the actual amount used.

### **Plans**

In accordance with DPU regulations, WMLP shall make available payment plans and budget plans as an option to all residential customers for payment of accumulated arrearages and/or prospective billings, as the case may be. Payment Plans shall be for a minimum of four months or such other period approved by the DPU Consumer Division. .

### **Adjustments**

WMLP will review all Budget Plans in July and send notification to customer of renewal amount or termination of plan. The Customer then has the option of mutually agreeing to a change in the Budget Plan amount or discontinuing the Budget Plan entirely. If the plan is discontinued, any amount by which the actual cost, as of the most recent bill, exceeds the cost paid under the Budget Plan becomes due and payable on the next regular bill.

The Customer also has the option of initiating a change in the Budget Plan. Upon notification, if WMLP agrees with the desired change, WMLP will prepare the required change form for the Customer's signature.

### **Termination of Plan**

If the Customer does not pay the Budget Plan amount by the stated due date, WMLP may terminate the Budget Plan and depending on circumstances, terminate electric service in accordance with DPU regulations.

## **SERVICE REQUIREMENTS AND SPECIFICATIONS**

### **STANDBY AND RESALE SERVICE -**

All purchased services (other than emergency or standby electric service) used on the premises of the Customer shall be supplied exclusively by the WMLP, and the Customer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the services or any part thereof.

The following general requirements apply to Customer generating facilities designed to operate directly connected to the WMLP's electrical system (parallel operation) and those which are designed to operate isolated from the WMLP's system (non-parallel operation). Requirements and specifications for various types and sized of Customer facilities shall be obtained from the WMLP prior to installation.

Standby generation (non-parallel operation) may be installed by the Customer to supply all or part of the load in the event of a service interruption. The Customer's wiring shall be arranged so as to prohibit the interconnection of the WMLP's service and the Customer's alternative source of supply. This will require the installation of a double-throw, break before make, switch or its equivalent as approved by the WMLP.

NOTE: Precautions must be taken where alternative means of generation are employed, whether emergency or otherwise, to eliminate the possibility of electrical connections between the WMLP's service and the Customer's alternate source of supply (e.g., truck docks, etc.). The Customer must notify the WMLP and provide electrical details of the generator installation and isolation from the WMLP system.

Standby generation (parallel operation) requires notification of WMLP before installation begins. Prior to the installation of any auxiliary generator facilities (e.g., wind turbine, solar panels, etc.), the Customer must notify the WMLP to provide interconnection details and to obtain approval for the facility's protective and synchronizing equipment arrangements.

### **POINT OF DELIVERY -**

The point of delivery is the point, as designated by the WMLP, on the Customer's premises where current is to be delivered to building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by the Customer at no expense to the WMLP.

### **CUSTOMER WIRING STANDARDS -**

All Customer wiring, including broadband, must conform to the National Electrical Safety Code and the National Electrical Code. By establishing service to the Customer, the WMLP makes no warranty or representation of any kind that the

Customer's facilities and wiring conform to any such requirements, standards, or the National Electrical Code.

### **DIG SAFE-**

State laws require anyone who digs to notify utility companies before starting as digging can be dangerous and costly without knowing where underground facilities are located.

Before any excavation begins, call Dig Safe at 888-DIG-SAFE to obtain information about the existing underground facilities in any specific area.

### **AVAILABILITY AND CHARACTER OF ELECTRIC SERVICE -**

Normally, only one alternating current service will be installed to a building. Two or more services may also be installed at the option of WMLP when approved by the authority having jurisdiction in order to provide suitable capacity, to supply special loads or to meet unusual conditions.

Prior to the customer or their designated representative ordering equipment or commencing construction, it is the customer's responsibility to make application to WMLP to ascertain the availability of the service characteristics for the service desired and to determine if WMLP has additional requirements to those contained herein for such service. Designation of the service entrance location, meter location and size of service shall be specified by WMLP. All costs associated with extension of service shall be the responsibility of the customer.

**Electric Meter** - All meters are to be installed on the customer's premises in a meter socket supplied by the customer's electrician and located in a manner satisfactory to WMLP. The Wire Inspector must approve the final electrical connections in the meter socket before WMLP will install the meter. The meter will be supplied by the WMLP at no expense to the customer. Metering requirements for WMLP are more fully explained in Section 9 of these Requirements.

**Standard Service Characteristics** – The following types of service are generally standard but it must be noted that not all types of service are available at all locations. Before purchasing any equipment or performing any wiring, a customer must submit a service application to WMLP to determine the availability of the desired service.

- i. 120/240 volt, single-phase, 3-wire – Most commonly used for residential customers and small commercial customers up to 75 kVa of load and individual motors not over 5 hp.
- ii. 120/208Y volt, single-phase, 3-wire – May be available to customers who are located in a 120/208Y volt, 3-phase area if the connected load is less than 75 kVa.
- iii. 120/208Y volt, three-phase, 4-wire – For customers with loads larger than can be served with 120/240 volt single phase supply. If three-phase service is allowed for
- iv. loads less than 75 kVa, the additional cost above and beyond the cost of a single- phase service may, at WMLP's sole option, be at the expense of the customer.
- v. 277/480Y volt, three-phase, 4-wire – Normally for large commercial and industrial load applications with loads significantly higher than can be served with either 120/240 volt single phase or 120/208Y volt three phase supply.
- vi. Customers seeking high voltage service under the terms of WMLP's Large General Service – Primary tariff shall consult with WMLP to determine service requirements.
- vii. Voltages other than those specified herein may be available from WMLP through negotiation and may involve additional cost to the customer to account for equipment acquisition required to provide the requested voltage.

**Secondary Surge Arresters** – Secondary surge arresters may be installed by a customer at their own expense. For such protection to be effective, the devices should be connected to the service-entrance conductors and bonded to the metallic water pipe system, the raceway system, the grounded service conductor at the service entrance equipment and any metallic drainage system.

Where the service from WMLP is 750 volts or less, the surge arrester may be

mounted on the service equipment enclosure.

The customer shall be responsible for providing and installing any secondary surge protection devices and for operating, maintaining and inspecting such installations. The WMLP shall not be responsible for the operation, maintenance or inspection of a customer installation or for any damage to a customer's equipment resulting from voltage surges which may occur on the customers wiring.

**Short Circuit Currents** – In order that engineers and contractors may select proper service equipment to meet National Electric Code regulations for short circuit ratings, the following will apply to new installations served:

- i. **Residential** – Supplied at 120/240 volts from overhead or underground fed transformers. Fault current available at residential service equipment will generally be more than 5,000 amperes but less than 10,000 amperes.
- ii. **Commercial, Industrial and Apartment Complexes** – Available fault currents will vary with each installation. Inquire to WMLP for the fault levels at a particular location in WMLP's system.

**Customer Emergency Standby Generation** – The customer must notify WMLP in advance of installing standby generating equipment and obtain WMLP's approval for the method of connection. Where the customer installs a standby generator for the purpose of supplying all or part of their load, in the event of an interruption in the supply of service from WMLP, the customer wiring shall be arranged so that no electrical connection can occur between the WMLP lines and the customer's alternate source of electric supply. This will require installation of a double-throw switch that has a visible break. This transfer scheme must meet the non-parallel requirements established by WMLP. All wiring associated with the customer installation shall comply with all applicable codes and be approved by the Town of Wellesley Wire Inspector.

Any metering costs associated with the customer's standby generation due to special metering requirements, as determined by WMLP, shall be the responsibility of the customer.



Customer on-site generation and fuel storage are often located adjacent to the pad-mounted equipment of the electric utility. Because of the proximity of the electric room to the transformer, WMLP requires protection between the transformer and the generator fuel storage unit, by either a twenty (20) foot separation or a masonry wall. The wall shall be erected parallel to and located three (3) feet from one side of the transformer foundation. The wall should be a minimum of six (6) feet high and extend approximately three (3) feet beyond each end of the transformer foundation. The design shall be submitted to and reviewed by WMLP personnel for approval before construction.

**Customer Auxiliary Generation** – Should a customer elect to install solar, wind turbine or other auxiliary generation for the purpose of operating interconnected with WMLP, customers shall notify WMLP of the installation in writing to assure proper interface between the different power systems. Proper precautions must be taken to maintain adequate safety, to maintain the quality of service to WMLP's other customers and to protect WMLP's system and its workers. The customer shall be required to provide protective and synchronizing equipment to safeguard WMLP's system from the auxiliary equipment at customer expense. The design of the protective system shall be submitted to WMLP for review and approval before implementation.

Any metering costs associated with the customer's auxiliary generation due to special metering requirements, as determined by WMLP, shall be the responsibility of the customer.

**Customer Cogeneration** – Cogeneration equipment is designed to produce electrical energy and steam, or other useful forms of energy, which is used by a customer for industrial, commercial, heating or cooling applications. Prior to the design and installation of any cogeneration equipment, a customer considering cogeneration shall consult with WMLP to ascertain WMLP's requirements for such installations.

## **REQUIREMENTS FOR SCHEDULING SERVICE CONNECTIONS –**

### **Application for Service (less than 200 amps, secondary voltage)**

An "Application for Electric Service" for service entrance sizes of 200 amps and below and 600 volts or less must be received by the WMLP at least 14 calendar days before final inspection by the Wellesley Wiring Inspector. WMLP will provide and maintain the UG service wire, at customers expense, if said service meets WMLP standards. If primary distribution facilities are in place a minimum of

### **Application for Service (between 200 and 1,000 amps, secondary voltage)**

An "Application for Electric Service" for service entrance sizes larger than 200 amps

and no larger than 1,000 amps and 600 volts or less must be received by the WMLP at least 45 calendar days prior to final inspection by the appropriate Electric Code Agency. WMLP will provide and maintain the UG service wire, at customers expense. If the new service requires upgrades to the distribution system please refer to the Line Extension section of this policy. Three-phase services may require notification six (6) months in advance due to equipment lead times.

#### **Application for Service (greater than 1,000 amps or primary voltage)**

An "Application for Electric Service" for service entrance sizes larger than 1,000 amps and any primary metered service (greater than 600 volts) must be received by the WMLP at least six (6) months in advance. The electrical connection date will be subject to the availability of the transformer(s) and other equipment needed and having sufficient time to schedule and complete the work required (in some cases, this can be 6 months or longer).

### **LINE EXTENSIONS–**

#### **General**

For new services in existing overhead areas, it shall be the policy of the WMLP to install underground services from the public way to the point of attachment. In areas without existing electrical distribution, all new Customer electrical services will be underground.

#### **Overhead Distribution Areas In Wellesley**

##### **New Secondary Service from a Pole in the Public Way**

The Customer will install the service conduit from the utility pole to the meter socket at their expense. WMLP will install the service wires at the customers expense.

The WMLP will make the pole top connection and will maintain the service cable, standpipe and conduit if installed to WMLP specifications.

##### **New Primary Service From a Pole in the Public Way**

The Customer will install the standpipe, primary and secondary conduits and the last section of secondary cable (service cable), from either the transformer or the last hand hole, to the line side of the meter at their expense.

The WMLP will make the pole top connection and will install, operate, maintain and own the primary and secondary cable, and the service cable. The WMLP will also maintain the service cable and primary and secondary conduits if installed to WMLP specifications. The WMLP will install and own the transformer(s) at its' expense.

**Note:** If the WMLP distribution poles are located on the opposite side of the street, the Customer must install conduits below the roadway at its' expense.

### **Underground Service**

**Service Connections** - All electric services to customer premises, either new installations or upgrades of existing service, shall be installed underground. Service to customers may originate from a WMLP pole or manhole. Exceptions to this requirement shall be at WMLP's sole discretion.

**Cost of Service** - All service shall be installed by WMLP in accordance with its specifications, at the expense of the customer. Whenever an application for electric service is received which will require the installation of a new service, the applicant will be required to deposit, in advance of construction, an amount equal to the estimated cost thereof. WMLP will determine, at its sole discretion, which installations are to be performed on a fixed cost basis and which will be performed on the basis of an estimated cost. Installations performed based on an estimated cost will be tried up upon completion and the customer shall be responsible for the actual costs of the installation.

When the installation has been completed, the cost of service installations that are not performed on a lump sum basis shall be computed. Should the customer deposit be found to be in excess of the actual cost, such excess shall be refunded to the customer. If the cost should exceed the deposit, then before the meter is connected and the service is committed to use, the applicant shall pay the deficiency.

Specific requirements for underground electric service to homes, covered in WMLP's *Electric Service Upgrades and New Installations Policy*, are available at WMLP's office.

**Ownership of Underground Service** – WMLP shall own and maintain the service lateral from the line side of the meter socket back into the WMLP system. WMLP will also assume ownership and maintenance responsibility for the service cable once the system is approved by WMLP. Customer is responsible conduit infrastructure.

**Failure of Underground Service** - Should an underground electric service installed by WMLP to a customer premises fail on the line side of the meter socket, resulting in a temporary service installation by WMLP to the customer in order to provide electric service, WMLP shall be responsible for repairing the failed underground service cable. All interruptions of service due to equipment failures from the meter socket into the customer premises are the sole responsibility of the customer.

Where WMLP determines that the cable is repairable, WMLP will repair the cable, arrange with the customer to remove the temporary electric service and re-energize the repaired cable. Should WMLP determine that it is appropriate to replace the service,

WMLP will arrange to have underground conduit installed from the source of the WMLP service to the customer premises (if necessary), install new underground cable and arrange with the customer to remove the temporary electric service and energize the new service.

Electrical panel work required to accommodate the repair or replacement of the failed underground service shall be performed by WMLP. The extent of the electrical work to be performed from the meter socket into the home shall be at WMLP's sole discretion and subject to the Town of Wellesley Wire Inspector's approval.

At the time that WMLP installs new underground cable to replace a failed service, the customer will have the option of upgrading the cable that would normally be required to provide the same capacity as the old service with a higher capacity cable. The customer will be responsible for the difference in the cost of the cable between the cable WMLP would normally install and the higher capacity cable. Payment for the higher capacity cable shall be made by the customer to WMLP before WMLP performs the service installation. In addition, all electrical work from the meter socket into the home required to accommodate the higher capacity service shall be at customer expense and subject to the Town of Wellesley Wire Inspector's approval.

**Temporary Underground Service** - WMLP shall make available temporary electric service to any customer or their authorized representative upon written application at WMLP's offices, subject to the availability of such service at WMLP's sole option. Temporary service connections may be underground fed, as determined by WMLP. All temporary service connections shall be in conformance with all applicable codes and shall be subject to conditions imposed by and require approval of the Town of Wellesley Wire Inspector. WMLP will not energize any temporary service until authorized to do so by the Wire Inspector. Temporary service shall be installed for a period not exceeding twelve (12) months.

In the event that the temporary service is fed underground and a meter pedestal is used, the meter pedestal shall conform to the WMLP requirements. The meter pedestal shall be located adjacent to and as close as possible to the permanent structure so that the service may be transferred to the point of permanent attachment when the construction is completed.

Where temporary service is made available by WMLP, advance payment of the cost for WMLP to install and remove the service shall be made prior to energizing the temporary service. It shall also be the responsibility of the customer to establish an account with WMLP's Customer Service Department for the cost of electricity before the service can be energized.

**Undergrounding of WMLP Facilities** – Should the undergrounding of WMLP's overhead distribution facilities become an issue in any section of Wellesley, WMLP's policy shall be as outlined in the Wellesley Municipal Light Plant's *Underground Policy Study – Executive Summary*, as accepted by the Wellesley Municipal Light Board (Attachment 1).

**Customer Requests for the Conversion of Existing Street, Overhead Facilities to Underground and/or Relocation of Existing Overhead and Underground Facilities**

Public and private groups or individuals requesting existing street, overhead facilities to be placed underground or requesting the relocation of existing overhead or underground facilities will be required to pay the full cost. Payment for the work in question will be required in advance of construction based on an estimate by the WMLP subject to a true up upon completion.

**Primary Metered Service-Overhead**

If overhead service is available, all costs associated with providing service on private property, except the primary metering, disconnect equipment, enclosures and the transformer(s), will be at the customer's expense. The WMLP will install the primary cable and the Customer will install all secondary and service cable.

The WMLP will maintain all cable on private property if construction is to WMLP specifications and the Customer provides the appropriate easements. In addition, the WMLP will assume ownership and maintenance of the Customer's switchgear (if required) provided it meets the specifications of the WMLP. The WMLP will also provide and maintain the transformer(s).

**Primary Metered Service-Underground**

All costs associated with providing service on private property, except the primary metering, disconnect equipment, enclosures and transformer(s), will be at the customer's expense. The WMLP will install the primary cable and the Customer will install all secondary and service cable.

The WMLP will maintain all cable on private property if construction is to WMLP specifications and the Customer provides the appropriate easements. In addition, the WMLP will assume ownership and maintenance of the Customer's switchgear (if required) provided it meets the specifications of the WMLP. The WMLP will also maintain the transformer(s).

**Overhead Service**

**Service Connections** – No overhead services are allowed on the WMLP system,

either for new installations or for upgrades of existing service, in order to permanently connect a customer to the WMLP system. The only case in which an overhead service is allowed is for temporary service, as defined in these requirements. The Town of Wellesley requires that all new or upgraded utility services to residences and businesses be placed underground.

**Temporary Overhead Service** - WMLP shall make available temporary electric service to any customer or their authorized representative upon written application at WMLP's offices, subject to the availability of such service at WMLP's sole option. Temporary service connections may be overhead fed, as determined by WMLP. All temporary service connections shall be in conformance with all applicable codes and shall be subject to conditions imposed by and require approval of the Town of Wellesley Wire Inspector. WMLP will not energize any temporary service until authorized to do so by the Wire Inspector. Temporary service shall be installed for a period not exceeding twelve (12) months.

The customer shall provide a support structure which meets the requirements of the Wire Inspector and WMLP with respect to service drop clearances, metering, grounding and safety for temporary overhead service. The service entrance equipment shall be installed on a pole set five (5) feet in the ground or on a braced timber structure approved by the Wire Inspector and WMLP.

The temporary structure shall be located adjacent to the permanent building whenever possible. The temporary overhead service cannot be used for permanent service.

Where temporary service is made available by WMLP, advance payment of the cost for WMLP to install and remove the service shall be made prior to energizing the temporary service. It shall also be the responsibility of the customer to establish an account with WMLP's Customer Service Department for the cost of electricity before the service can be energized.

**Ownership of Temporary Service** - Once a temporary overhead electric service is installed, WMLP shall own the service from the connections at the weatherhead back into the WMLP system.

**Overhead Line Extensions on Private Property** – Overhead line extensions on private property are not allowed by WMLP.

**Existing Overhead Services** – In the event that there is an existing permanent overhead service to a WMLP customer, WMLP's ownership ends at the physical point of

attachment of the overhead service to the customer's cable. This is typically at the service weatherhead. All equipment beyond this connection, including the service drop attached to the side of the house that feeds into the meter socket, is the property of the customer.

It is the customer's responsibility to maintain all proper National Electric Safety Code (NESC) clearances required for the overhead service drop and to notify WMLP in the event that clearances to the service will be affected by construction work on the customer's property.

## **Additional Considerations**

### **Three-Phase Service**

Three-phase will be available provided that the WMLP has three-phase facilities in the proximate area. However, requests for three-phase service to serve loads with infrequent use and minimal revenues, such as elevators, fire pumps and the like, will result in a customer contribution to cover the cost of the line extension. The cost, as determined by the WMLP, will either be the incremental cost of providing three-phase service as compared to single-phase service or the entire cost of the three-phase service.

### **Transformer Ownership and Maintenance**

Transformers owned by WMLP will be maintained by the WMLP at no expense to its customers. Transformers owned by customer will be maintained by the customer at no cost to WMLP.

Note: The location of transformers and their on-going accessibility to WMLP personnel is an absolute necessity if the WMLP is to provide timely and professional service.

### **Easements**

The Customer, without expense to the WMLP, shall provide all private property easements necessary to furnish service to the Customer. If an easement is not granted within three (3) months of the WMLP completing the service, all future maintenance will be performed at the Customer's expense.

### **Final Electrical Inspection**

The WMLP will proceed with the connection of a service entrance as soon as practical after final inspection notice from the Wellesley Wiring Inspector is received, provided specified requirements are met by the final inspection date. These requirements include but are not limited to: the above lead times, filing of easements, establishment of final grade, removal of all obstacles (fences, brick/wood/dirt piles, retaining wall, underground obstructions, etc.), installation of the required conduit, transformer pad and other items as deemed necessary by

the WMLP.

### **Grade Changes**

The property owner shall be liable to the WMLP for all costs incurred in the relocation and repair of WMLP overhead and underground facilities necessitated by grade changes on the property.

### **Customer Revenue Guarantee or Cost Contribution**

The WMLP reserves the right to reject any application for electric service if the nature of the service applied for is such that the estimated income from the service will be insufficient to provide a reasonable return to the WMLP. The remedy is normally a cash payment by the Customer to the WMLP, as determined by the WMLP, before the start of construction in an amount sufficient to meet the reasonable return requirements.

### **ADDITIONAL ELECTRICAL LOAD TO AN EXISTING SERVICE-**

The service connection, transformers, meters, and equipment supplied by the WMLP for each Customer have finite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of the WMLP. Failure to give notice of additions or changes in load, and to obtain WMLP's written consent for same, shall render the Customer liable for any damage to any of WMLP's lines or equipment caused by the additional or changed installation.

### **NON STANDARD SERVICE –**

The Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.

### **TEMPORARY SERVICE –**

A standard installation charge, or hook up fee, will be made for each temporary overhead or underground single phase service connection consisting only of service wires and a self-contained meter. When more than the above is required to provide the requested temporary service, the Customer shall pay for all work done by the WMLP in completing, and removing, the temporary extension of existing electric lines and facilities needed to provide the temporary service requested. The temporary extension charge will be a non-recoverable charge and payable in advance of any construction. It should be noted that the above fee is in addition to the deposit fee mentioned herein under Electric Deposits.

Conversion to Permanent Service - When the temporary service is for a building contractor and service may be furnished later on a permanent basis, material in the temporary service may be used in the permanent connection. Any material and associated labor used in the permanent connection will not be considered in



determining the installation charge for the temporary service.

## **METER REQUIREMENTS**

**General Requirements** – All energy supplied by WMLP shall be measured, in general, by appropriate meters for billing purposes. The installation of meters and metering equipment shall comply with the requirements set forth in this Section. WMLP shall supply and install, at no expense to the customer, all meters required for billing purposes.

**Definitions** – The following definitions shall apply:

**Delivery Point** – The point of connection between WMLP's facilities and the facilities of the customer. This is also the line of demarcation between WMLP's maintenance responsibility and the customer's maintenance responsibility.

**Metering Point** – The location of WMLP's meter or metering equipment, such as potential transformers and current transformers. The metering point is typically on the secondary side of the transformer.

Generally, the Delivery Point and the Metering Point are the same location. In the case of customers on the Large General Service – Primary tariff, however, the Delivery Point and the Metering Point are not the same. Other exceptions to this requirement may exist and will be reviewed on a case by case basis.

**Standard Meter Installations** – WMLP will specify the type of metering which will apply for each installation. Self-contained single phase socket metering is standard for up to 400 ampere service where the load side capacity is not more than 320 amperes continuous.

In general, self-contained polyphase socket metering is standard where the load capacity is not more than 320 amperes continuous, and the voltage is less than 300 volts to ground. Current transformers are required for all services where the load side capacity exceeds 400 amperes. Installations with both current and voltage transformers are required for all services exceeding 400 amperes where the line-to-ground voltage is more than 300 volts and on ungrounded systems where the line-to-line voltage is more than 500 volts.

Consult WMLP for proper meter sockets for each application. Conductors for instrument transformer runs shall not exceed 50 circuit feet from the meter.

**Assigning Location of Service and Metering Equipment** – The location of the service and metering equipment shall be assigned by WMLP. No wiring dependent upon service entrance and meter locations shall be started until these locations have been assigned by

WMLP and approved by the Wire Inspector.

**Meter Locations** – Metering equipment shall be installed on the line side of the service disconnecting means (hot sequence) at a point to be determined by WMLP. The exception to this requirement shall be in network areas, where the metering equipment shall be installed on the load side of the service disconnecting means (cold sequence). On projects requiring installation of current transformers, hot sequence metering is required.

Outdoor meter locations are required for all single occupancy installations. Each location shall be readily accessible to WMLP for meter reading, testing, maintenance and removal. Service shall not be provided if accessibility to the meter requires WMLP employees to use adjacent property, climb fences or encounter other obstructions to read or remove the meter. Final meter location shall be determined by WMLP for new installations or for upgrades to existing service during the service planning process.

Customers in a single occupancy dwelling who have meters which are located inside the home and who are performing a service upgrade of the existing service must relocate the meter to the outside of the home to accommodate the new service. Exceptions to this requirement shall be granted only by the WMLP Director and only in such cases where the installation would be deemed impractical or cost prohibitive, at WMLP's sole discretion.

In areas subject to vandalism or damage, WMLP may require the meter to be installed in a lockable enclosure furnished and installed by the customer. A WMLP padlock will be used on such installations to ensure access to WMLP personnel.

In multiple occupancy buildings, for residential or commercial use or both, meters may be installed in one common location accessible to WMLP. The owner or their designated representative shall provide a key to WMLP for accessibility.

**Unmetered Conductors** – Unmetered conductors shall not be installed in the same raceway as metered conductors. Where unmetered conductors are run through the customer premises, they shall be enclosed in a continuous run of rigid metal conduit or service bus way. The installation of pull boxes or other similar devices is not permitted on unmetered raceways on customer premises.

**Meter Height** - The following requirements shall be followed when locating electric meters:

**Outdoor Meters** – Outdoor meter sockets or troughs shall be mounted so that the face of the meter is between three (3) and five (5) feet above final grade. In no case shall the meter face be less than three (3) feet above final grade. Exceptions to this requirement shall be granted only by the WMLP prior to the installation of the meter socket. A clear area of three (3) feet square in front of

the meter shall be required and maintained at all times. Clear and unimpeded access to the meter for WMLP personnel shall be maintained at all times.

**Indoor Meters** – Indoor meter sockets or troughs shall be mounted so that the face of the meter is approximately five (5) feet above floor level. In no case shall the bottom of the meter be less than four (4) feet above floor level. Exceptions to this requirement shall be granted only by the WMLP prior to the installation of the meter socket. A clear area of three (3) feet square in front of the meter shall be required and maintained at all times. Clear and unimpeded access to the meter for WMLP personnel shall be maintained at all times.

**Location of Service Disconnect** – In general, the service disconnect shall be located on the load side of the meter (hot sequence). The service disconnecting means shall be installed at a readily accessible location nearest the point of entrance of the service entrance conductors. The following exceptions apply:

**Exception No. 1** – At any location where more than six turns of the hand are required, the service disconnect shall be installed on the line side of the metering equipment (cold sequence).

**Exception No. 2** – In underground network areas, the service disconnect means shall be installed on the line side of the metering equipment (cold sequence).

**Exception No. 3** – On 277/480Y volt meter sockets, a circuit breaker shall be installed on the line side of each meter socket (cold sequence).

**Meter Mounting** – Meter sockets and meter breaker centers shall be mounted plumb and firmly secured to supports, independent of conduit or cable connections. Where supports are attached to masonry or concrete walls, expansion bolts or anchors shall be used. Wood plugs driven into holes in masonry, concrete, plaster or similar materials are not acceptable. Rust resistant screws shall be used for both indoor and outdoor locations.

The threads on conduit, fittings, or sealing plugs screwed into the hubs of meter sockets located outdoors shall have joint compound applied to prevent the entrance of water.

**Meter Socket Identification** – For multiple occupancy installations, the electrical contractor or owner is responsible for clearly and permanently marking the meter socket and/or the customer disconnecting means. This marking shall clearly identify which individual occupancy is supplied by the meter socket and customer disconnect. WMLP will not provide service to a multi-occupancy building until the meter sockets are properly identified.

**Moving / Removing Metering Equipment** – Meters, instrument transformers, and other metering devices are the property of WMLP and shall not be moved, removed, or altered in any way. Wiring and connections to metering equipment shall not be altered in any way, except by employees of WMLP, with the exception of specific situations where special permission is expressly obtained from WMLP. Violators will be prosecuted.

In the event of service upgrades, it is the responsibility of the electrician to make sure that all metering equipment that is removed to accommodate the new service is returned to WMLP. Under no circumstances shall an electric service go unmetered during a service upgrade. Electricians who leave customer installations unmetered during service upgrades shall be subject to the theft of service and meter tampering provisions.

**Meter Sockets for Self Contained Meters** – For each service with self-contained metering, the customer shall furnish and install an approved meter socket that shall have a UL label and conform to WMLP's requirements as follows:

Automatic bypasses are never permitted.

All meter sockets installed on commercial and industrial services, and for meters which serve common areas in apartment or condominium complexes, shall be equipped with a safety arc shield and an approved single handle operated manual bypass.

Individual or multiple position meter sockets without bypasses are acceptable for most residential services.

All 320 ampere meter sockets shall be specifically approved for installation by WMLP. Sockets with manual bypass must meet WMLP requirements.

**Meter Connections** – The service or line-side conductors shall always be connected to the top terminals of the meter socket or trough and the load-side conductors shall always be connected to the bottom terminals. The customer electrician shall be responsible for connecting WMLP's conductors on the line side of the meter socket as well as connecting the customer's conductors on the load side of the meter socket. The conductor numbered three (3) will be white taped by WMLP and shall be used by the customer electrician as the neutral wire. Before installation of the meter, the Wire Inspector, who authorizes WMLP to energize the service and install the meter, must approve all connections.

**Clearance** – Clearance between the meter socket and gas meters or gas fitting openings shall be a minimum of 3 feet.

**Grounding of Meter Sockets** – Where the meter socket is installed on the line side of the service disconnecting means, the socket shall be grounded by bonding to the grounded conductor (the neutral). Where the socket is installed on the load side of the service disconnecting means, it shall be permissible to ground the socket by connection to the grounded conductor on the load side of the service disconnect if:

The grounded conductor (neutral) may be insulated from the grounded parts of the socket.

**Meter Pedestals** – Meter pedestal enclosures are freestanding units intended to be mounted outdoors on a concrete pad in conjunction with underground wiring. If a meter pedestal is not mounted on concrete, it must extend a minimum of 36 inches below finished grade or ground line. The pedestal shall have a stabilizing means extending below the frost line to insure the meter mounting stays in the plumb position. The final meter height shall be in accordance with the requirements of Section 9.7.

Meter pedestals shall also incorporate circuit breakers, although these are not intended to replace the service disconnecting means required at the building. The neutral strap in a meter pedestals shall be bonded to the enclosure and must be provided with a terminal for a grounding conductor.

**Instrument Transformers** – For all installations requiring instrument transformers for metering purposes, WMLP shall supply and install the metering transformers. Enclosures shall be furnished and installed by the customer and approved by WMLP. Enclosures shall be equipped with WMLP padlocks.

Instrument transformers may also be mounted in separate compartments of switchgear or other service equipment.

WMLP will require mounting space for the meter and auxiliary equipment adjacent to or, if necessary, remote from the switchgear.

Except for WMLP metering equipment, no instruments, meters or other equipment shall be placed in the instrument transformer compartments or connected to the secondaries of metering transformers.

**Meter Sockets and Test Switches** - Meter sockets and test switches for use with instrument transformers shall be furnished by WMLP at the customer's expense. Meter socket enclosures shall be installed by the Customer and the meter sockets inside those enclosures shall be wired by WMLP. Where the metering is pole mounted, WMLP will both install and wire the meter socket enclosure.

**Instrument Transformer Cabinets** – Instrument transformer cabinets shall not be used as

junction boxes or for branch circuit wireways. Service conductors shall enter and leave the cabinet as one circuit with no branches regardless of the number of conductors per phase. Line-side connections to other meters shall not be made in the transformer cabinet or enclosure.

**Primary Metering** – Primary metering shall be installed for customers who are being served under WMLP's Large General Service – Primary tariff. If the customer is served at more than one point, totalization will be required to totalize the customer's coincident load for billing purposes.