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# PROCESS

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## How to Obtain Service

### Request for Service

Submit completely filled in Service Request by mail, fax, or phone.

### Mail

Rochester Gas and Electric  
89 East Avenue  
Rochester, NY 14649

### Fax

585.771.2839

### Residential Services

Rochester

Regional Offices

Canandaigua—Finger Lakes, Sodus—Lake Shore, Fillmore—Genesee

1.800.743.2110

Select Option 5

Request to be transferred to ext. 8666

### Call

585.724.8666

### NonResidential Services

Rochester

Marketing

Regional Offices

Marketing

Canandaigua—Finger Lakes, Sodus—Lake Shore, Fillmore—Genesee

1.800.743.2110

Select Option 5

Request to be transferred to ext. 8666

### Call

585.724.8666

1.800.743.2110

1.800.743.2110

***The company is not responsible for errors resulting from the verbal transmission of information.***

## How to Obtain Service *(continued)*

### Customer/Contractor Responsibilities

*(Refer to Section 4 for additional requirements and responsibilities)*

1. Complete all written applications and forms accurately and with no missing information. If any information is missing, the applications and forms will be returned to the customer and the job will not be started.
2. Provide a security deposit.
3. Submit *Service Request* forms describing the proposed electrical installation and expected loads. Include the existing service designation and meter location for rewires or upgrades to the existing service.
4. Request service at least 30 days before date electric service is required. For **residential rewires or upgrades**, the customer may designate on the *Service Request* forms the service location, service pole, and meter location if the service remains at the same location and if there are no clearance violations caused by pools, additions, garages, or decks. Where there is a clearance issue or if the attachment is inaccessible by ladder from the ground, the company designates the service location.
5. Consult the company regarding the type of service available **before** plans are completed, the equipment is purchased, and construction is started.
6. Secure appropriate property rights (easements, licenses, permits, etc.) prior to the installation of any electrical service.
7. Contribute to the cost of the service installation and connection to the company's distribution system if the line on private property exceeds the allowance as provided in the *Tariff Schedules for Electric Service*.

## Service Request Form Checklist

### *For submittal*

#### **Rewire/Upgrade of Existing Service**

- ☑ Fill in all customer and contractor information (if form is incomplete, it will be returned).
- ☑ Check the appropriate application for type of service, phasing, voltage and load information.

For rewires or upgrades of residential overhead services **only**, the customer/ contractor may spot the service location as long as the service meets all four of the conditions indicated in the request form. Check all four boxes and provide appropriate information; fill in the information section and sign the disclaimer. Then check the appropriate box for disconnect/reconnect. If qualified as defined by the NEC, the customer/contractor can disconnect the service on the loadside of the company connectors and reconnect with company recommended connectors again on the loadside of the company connectors.

The service request will be mailed or faxed back to the sender with the work management number for inspection, if the customer/contractor is spotting the service.

**Note:** If residential overhead service or underground service lateral from a pole and the customer/contractor wants the company to spot service location and meter due to obstructions, check the appropriate box (company will then spot job and leave the *Instruction for Electricians* sheet, along with the work management number, on site).

### *For submittal*

#### **New Service**

- ☑ Fill in all customer and contractor information (if form is not filled out correctly, it will be returned).
- ☑ Check the appropriate application for type of service, phasing, voltage and load information.
- ☑ Check appropriate box for type heating and cooling load.
- ☑ Fill in remarks area for scheduling and any exceptions requested prior to installation, e.g., meter box location from corner of house, services greater than 250 feet, large loads or the conductor size is different than what the company recommended.

**Note:** The service request will be mailed or faxed back to the sender with the work management number for inspection, pole number, property corner or transformer number (Service Point) to run service lateral for the company connection.

***Please fill out the entire form with appropriate information to avoid delay in the service installation.***

**Fig. 1**

### **Scheduling Service**

#### **Customer/Contractor Responsibilities**

1. Provide a certificate of electrical inspection from an authority having jurisdiction. This must occur before the company will connect the new service installation, rewire, or upgrade to the company's distribution system.
2. Call the company for residential electric service. Provide an address, including the village, town, or city in which the service is to be located.
3. Call the company's marketing department for nonresidential electric service, and to find out the name and number of the account manager or service representative for the area you are working in.
4. Follow the company's disconnect/reconnect policy for rewires/upgrades for overhead residential services only.