

## **Section 3—General Requirements**

### **3–1 Access**

#### **Access to Customer’s Premises and Identification of Employees**

The company’s authorized employees or agents must have access, at all times, to its meters and equipment installed on the customer’s premises.

The company furnishes employees or authorized agents with a company identification badge, which will be shown on request when accessing a customer’s premises.

### **3–2 Electric Service**

#### **Type of Electric Service**

The company supplies alternating current at a nominal frequency of 60 hertz. All voltages referenced in this booklet are nominal.

#### **Character of Electric Service**

The company designates the character of electric service.

The service voltage, number of phases, and wires depend on available lines, the customer’s location, and the size and nature of the proposed service.

#### **All types of systems are not available at all locations.**

Available voltages and characteristics of service are normally considered to be those voltages and types of service that **exist** at the customer’s location. Generally, only one service voltage is provided to a particular location. A second service to a premise(s) is chargeable.

**The customer must consult with the company to determine the type of service to be provided before proceeding with the installation of wiring or ordering of electrical equipment.**

#### **New Service Less Than 600 Volts**

Service is supplied at the company’s option.

<b>Phase</b>	<b>Wires</b>	<b>Nominal Voltage</b>	<b>Overhead</b>	<b>Underground</b>
1	3	120/240(a)	Yes	Yes
1	3	120/208(a)*	Yes	Yes
3	4	208WYE/120	Yes	Yes
3	4	240Delta/120(b)	Yes	No
3	4	480WYE/277(c)	Yes	Yes
3	3	480DELTA(d)	Yes	No
3	3	480DELTA/padmount	No	Yes

*\*5th jaw is required in the meter box for this type of voltage and is furnished and installed by the customer.*

Additional types of service may be unavailable at some locations:

- (a) Not supplied for loads exceeding 100kva
- (b) Not supplied for loads exceeding 150kva
- (c) Not supplied for loads exceeding 500kva  
Minimum load required of 75kva
- (d) Overhead distribution only  
Not supplied for loads exceeding 500kva, 800 amps

All loads in excess of 500kva must be served from a pad-mounted transformer and require underground service connections.

Existing services that are not covered by, or exceed, limits listed require a different voltage selection when expansion is necessary.

### **Service Greater Than 600 Volts**

Service greater than 600 volts is supplied where conditions warrant.

The company designates the type of service available.

### **Service to Multistory Building**

Service to multistory buildings is at basement or ground floor level only. Meters may be located on upper floors. Consult the company before purchasing and installing this type of metering system.

### **Temporary Service**

The company provides temporary electric service for construction purposes, non-permanent usage, or other non-recurring uses at a charge in accordance with the *Tariff Schedules for Electric Service*. Cost authorization is required prior to installation.

The company reserves the right to serve additional customers from temporary lines.

The service entrance must be installed in the same manner as required for permanent installations. Inspection and approval is required prior to energizing the electric service.

### **Connections**

All connections between company conductors, three-phase pad-mounts, and premise wiring are made and removed exclusively by company-authorized personnel.

Connection to the company's electric supply or any alteration of existing connections by anyone except company-authorized personnel is prohibited by New York State. The law provides that the user of an unauthorized connection is presumed to have made, or consented to, that unauthorized connection and is subject to prosecution. The party making the unlawful connection is also subject to prosecution. The company stresses that the performance of

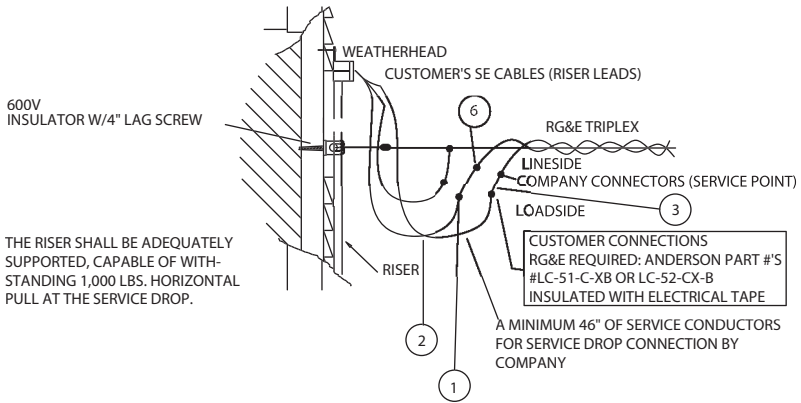
## SECTION 3

working on company equipment or property must be done only by company-authorized personnel.

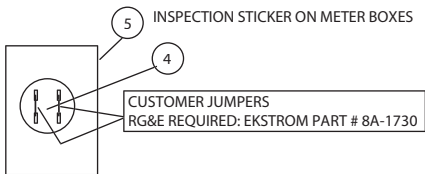
Qualified persons (as defined in the NEC) who wish to do their own disconnect/reconnect must submit a signed service request to the company and must follow all safety and technical rules and regulations, and are responsible for any damages incurred as a result of their actions or inactions. Connections must be on the load side of the utility connectors (customer service-entrance cable is for residential overhead only).

**Fig. 6**

### CUSTOMER OH SERVICE CONNECTIONS



THE RISER SHALL BE ADEQUATELY SUPPORTED, CAPABLE OF WITHSTANDING 1,000 LBS. HORIZONTAL PULL AT THE SERVICE DROP.



- 1- CONNECT SE CABLES (RISER LEADS) WITH COMPANY REQUIRED CONNECTORS  
ANDERSON PART #S LC-51-C-XB OR LC-52-CX-B INSULATE CONNECTOR WITH BLACK ELECTRICAL TAPE
- 2- MINIMUM 46" OF SERVICE CONDUCTORS FOR SERVICE DROP
- 3- CONNECTIONS MUST BE ON LOADSIDE OF COMPANY CONNECTORS
- 4- RESET METER OR JUMPER WITH REQUIRED COMPANY JUMPERS.  
EKSTROM PART # 8A-1730  
IF METER BOX JAWS ARE DAMAGED BY THE JUMPERS, COMPANY WILL NOT SET METER AND CUSTOMER WILL HAVE TO REPLACE METER BOX AND GET IT INSPECTED
- 5- PROVIDE AN INSPECTION CERTIFICATE BY AN AGENCY OF JURISDICTION
- 6- COMPANY TO MAKE PERMANENT CONNECTIONS AND EXCHANGE METER

Connections to service equipment must be made without damaging conductors and must be made prior to the company's energizing the customer's equipment. All connections must be made safely and in compliance with the NEC and company requirements.

### **Unauthorized Attachments**

The company forbids all unauthorized attachments to its poles, equipment, or property.

The company will remove all such unauthorized attachments or installations without notice and may seek criminal penalties.

### **Generating Equipment**

Generating equipment connected to circuits which are, or may be, supplied from the company's lines must be installed according to the company's specifications (Refer to Section 14), the NEC, and the specifications of any other regulatory agency. If the unit is fueled by natural gas, consult the company prior to purchasing and installing this type of generator.

## **3-3 Loads**

### **Load Balancing**

The customer must connect the load so that a minimum of unbalanced current occurs.

### **Fluctuating Loads**

A fluctuating load interferes with satisfactory service to other customers. Service for such loads requires special consideration.

The company reserves the right to discontinue service unless proper corrective measures are taken when equipment used by the customer results in objectionable effects upon other customers. If the company has to take corrective action, the company charges the customer.

## **3-4 Pools**

### **Swimming Pools**

Swimming pools must be properly wired and grounded in accordance with the NEC. Circuits serving pools or associated areas must be protected by Ground Fault Circuit Interrupters (GFCIs).

### **Improperly Wired Swimming Pools Are Dangerous**

# SECTION 3

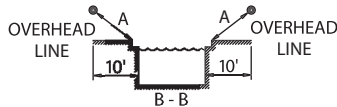
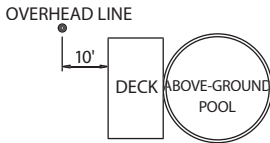
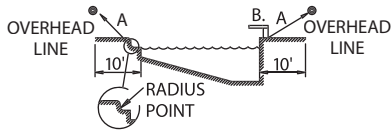
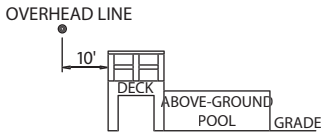
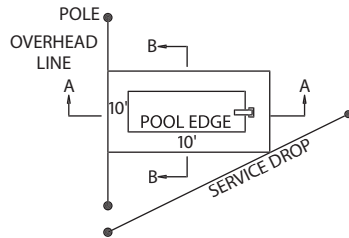
**Fig.7**

## PRIVATELY OWNED POOLS

SWIMMING POOLS REQUIRE AN ELECTRICAL INSPECTION BY AN AUTHORITY HAVING JURISDICTION AND MUST COMPLY WITH ARTICLE 680 FOR CLEARANCES.

THE NEC AND NESC PROVIDE GUIDELINES FOR CLEARANCES OF CONDUCTORS PASSING OVER SWIMMING POOLS OR SURROUNDING LAND 10 FEET FROM THE EDGE OF THE POOL. IF THERE IS A QUESTION AS TO THE CLEARANCE AT A SPECIFIC INSTALLATION, THE CUSTOMER MUST CONTACT THE COMPANY PRIOR TO INSTALLATION TO DETERMINE CLEARANCES.

**OVERHEAD CONDUCTORS ABOVE OR WITHIN 10' OF POOLS ARE PROHIBITED.**



SUPPLY LINE CONDUCTORS AND SERVICE DROPS

	NEUTRALS AND GUYS	CABLE (TRIPLEX) SUPPLIED	OPEN SUPPLY LINE CONDUCTORS	
		0-750V	0-750V	750V to 22KV
A. CLEARANCE IN ANY DIRECTION FROM THE EDGE OF POOL, BASE OF DIVING PLATFORM OR ANCHORED RAFT	22'	22' 6"	23'	25'
B. CLEARANCE IN ANY DIRECTION TO THE DIVING PLATFORM OR TOWER	14'	14' 6"	15'	17'

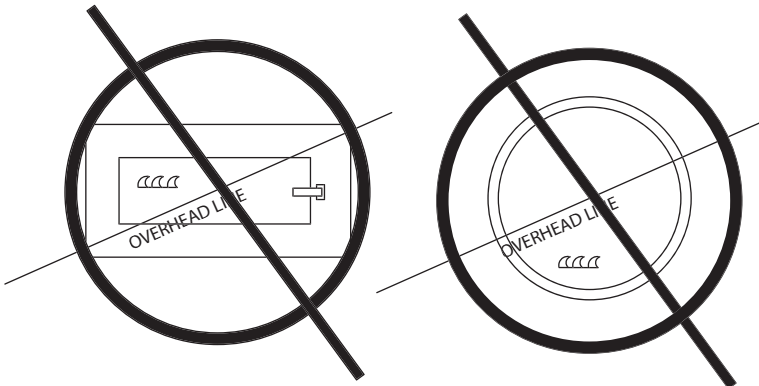
**Privately Owned**

The swimming pool (including the diving structures) and the area 10 feet horizontally from the inside walls of the pool must not be installed under any existing or proposed overhead wiring operating under 600 volts. In addition, the outside wall of the swimming pool must remain a minimum of five feet from any underground service connector. The company will not allow service drops over pools or within 10 feet.

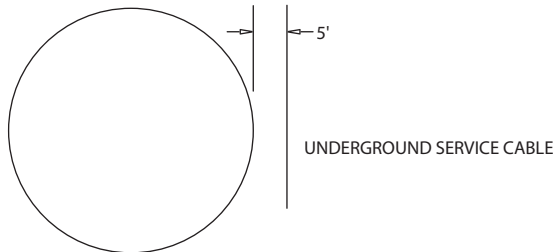
**PRIVATELY OWNED POOLS**

**Fig. 8**

COMPANY WILL NOT ALLOW ANY OVERHEAD CONDUCTORS OVER A POOL.



THE OUTSIDE WALL OF THE SWIMMING POOL MUST NOT BE INSTALLED CLOSER THAN FIVE FEET FROM ANY UNDERGROUND SERVICE CONDUCTOR.



\*DO NOT BUILD DECK OVER UNDERGROUND SERVICE. REFER TO FIGURE 13.

## SECTION 3

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### Publicly Owned

The New York State Sanitary Code requires that overhead electrical wires have a minimum clearance of 20 feet measured horizontally from the edge of public swimming pools, or from the mean high-water mark at public bathing beaches. This does not apply to private swimming pools or other bathing facilities owned and maintained by an individual for private use.

### Private and Public

The customer is responsible for the relocation of a swimming pool where violations exist. Relocation may be necessary to correct violations created by improper placement and minimum clearances of the company's overhead electric lines. The customer must contact the company when company electric lines require relocation. In addition, the customer is responsible for costs associated with the relocation of company electric lines.

## 3-5 Vacant Accounts

If a premise (premises) is vacant more than six months, the company requires an electrical inspection by an authority having jurisdiction.

If service was **removed** by the company for any reason, an inspection is required no matter how long the account has been inactive.

**Fire Jobs**—if service was shut off by the company at the request of the fire department, an inspection will be required prior to turning the electrical service back on.

**Note:** A company inspection is required prior to energizing any service and/or meter(s). Access to customer electrical equipment is mandatory. If unsafe conditions exist, the service will remain off and repairs will be necessary at the customer's expense. An inspection by an authority having jurisdiction is also required. A permit must be filed by a qualified electrical contractor to meet the ordinance of the municipality.

**Exception:** A 12-month seasonal account where the building structure is a vacation or cottage home.