

BUSINESS PROCEDURE

EVERSOURCE	SUBJECT ELECTRIC SUPPLY AND SERVICE TO COMMERCIAL/INDUSTRIAL CUSTOMERS	NUMBER NB-10
	DATE REVISED June 2017	DATE EFFECTIVE May 1, 2018

PURPOSE

To set forth a policy for a uniform response to requests for overhead (OH), conduit system (CS) or direct buried (DB) electric supply and service to all commercial and industrial customers.

SCOPE

Applies to electric supply and service to all commercial and industrial customers in OH, CS and DB distribution areas of EVERSOURCE starting at the distribution facilities in the street or easement areas. See policy NB-5 for details for supply and service in the underground system (UG).

POLICY

A) General

1. EVERSOURCE will supply the last section (one closest to the customer's facilities) of EVERSOURCE-installed conductor on the customer's property, at no charge to the customer for OH conductors. A section is defined as one span of OH conductor or 200 feet measured along the ground for CS conductors. For loop feed situations, the 200 foot distance allowance includes both incoming and outgoing conductors, i.e. both sides of the loop (up to 400 feet). Customer charges for additional conductors (for both sides of the loop) will be based on the total conductor length involved.
2. The customer will pay the full cost or differential charges (as appropriate) for all other facilities onto private property, except meters and OH transformation, but will not pay for modifications to the existing distribution system.
3. If the customer's service entrance capacity exceeds 400 amperes, ground level transformation will be installed and the customer will supply the entire secondary system from the secondary terminals of the transformer to the customer's service entrance.
4. The attached matrix, Exhibit 1, defines the Company's and customer's responsibilities for a variety of supply combinations.
5. The Company will install a road crossing pole at no charge to the customer only when that pole is required for safety clearance. The building must be located where it could normally be served by a single span of conductors directly from the distribution system across the road except for clearance above the road.
6. Whenever possible, NB-2 will be used to derive the customer charges. For more complex applications or when required construction includes items not listed in NB-2, the charges will be computed by alternate means. Estimated annual revenue shall not be used as a basis for determining charges.

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B) Types of Supply

1. Standard nominal service voltages shall be in accordance with Company Distribution Standards and the EVERSOURCE Information and Requirements for Electric Supply booklet.
2. The normal types of supply available to the customer may be limited by the planned or existing distribution system for the area in which the customer is located. Equipment, capacity, or reliability beyond that normally provided will be paid for by the customer, as well as any associated CIAC tax liability.
3. At the Company's discretion, a customer may be served by an existing secondary network system.
4. Each multiple point of delivery, if approved by the local authority, will be considered as a separate customer and will be metered and billed accordingly.
5. The Company will determine the type of service and standard voltage to be furnished after discussions with the customer or the customer's representative regarding the customer's need.

C) General Requirements

1. All Company-owned equipment shall be accessible, 24 hours per day, to Company personnel without prior notice. Vehicle access may be required at some locations.
2. An easement or right-of-way may be required along with a letter of agreement between the Company and the customer, outlining the respective responsibilities. No facilities will be installed until the required easement or right-of-way and supporting documents have been received, approved by the Company and recorded with the municipality.
3. The customer shall provide for metering in the service design. The customer shall provide the required space, install, and maintain meter boards, conduit, and boxes and shall install the Company-provided instrument transformers (if required). Multiple meter installations shall include permanent identification labels for each unit. The Company will install all meters as required by the applicable rate and do all wiring between instrument transformers and meter(s).
4. Final installation of the service conductors will not be made by the Company until completion of all required preliminary work. This will normally require only one crew trip to completely install the service. If additional trips are required due to the customer's request or negligence, a charge based on estimated cost may be made for each additional trip.
5. Tree trimming, tree removal, rock boring, and blasting required for OH electric supply or service on private property will be paid for or provided by the customer.

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6. Trenching, conduit, concrete products, road crossing, backfill and restoration, as required for a CS electric supply or service will be provided by the customer to the base of the pole or other point designated by EVERSOURCE. Back-fill material must not contain large stones or boulders which could damage the conduit and/or conductors. The customer will supply “warning” tape to be installed in the trench 12” above the conduit or conductors.
7. Prices used to compute charges are subject to change. All price quotations will be valid for 90 days. A written statement to this effect will be part of every quotation. Customer contributions will include provision for CIAC tax liability.

D) Unusual Conditions

1. When any unusual conditions exist, special arrangements will be made by the Company in consultation with the customer.
2. Under special conditions, due to the nature of the load or dimensions of the building, high voltage distribution to various transformer locations may be provided. It should be noted that most tariff rates will allow for only one Company-owned transformer installation at one location. In these cases, the customer will be responsible for the additional high voltage distribution and any additional transformation. Multiple Company-owned transformers at a single location serving a single large service entrance shall be considered a single transformer installation.
3. If a customer elects to receive the Facilities Ownership Credit allowed in certain approved rates, the customer shall furnish, install and maintain all conductors, transformers and distribution equipment on private property, excluding the metering equipment. The Company will work with the customer to design the transition point near the property line.
4. The Company will assess a monthly facilities charge when a customer requests reserve capacity not normally designed into the distribution system.

E) Changes to Existing Supply or Services

1. Increased Load Without a Change in Service Entrance Capacity

There shall be no charges associated with the replacement of a transformer when the customer increases the load without increasing the capacity of the service entrance, even if the work cannot be done during normal working hours.

2. Increased Load With a Change in the Service Entrance Capacity

When the customer is increasing the load and service entrance capacity at the existing location and the work can be done during normal hours, the normal charges associated with the new service will apply. If the work cannot be done during normal

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hours, the customer will also be responsible for all incremental labor costs incurred by the Company.

3. Relocation

The customer will be charged the full expense of Company costs to relocate an existing electric service when the relocation is at the customer's request.

4. Relocation in Conjunction With a Change in the Service Entrance Capacity

If the customer is increasing the service entrance capacity and also requests a new location, a contribution will be required for the standard charges associated with the new service and the incremental cost of any required overtime.

5. Power Factor Compensation

If the Company determines that the customer has poor power factor as defined in the tariff rate schedule, and the Company has to install a larger transformer, the customer will pay for the additional transformer capacity required to compensate for the poor power factor.

6. Removal

The Company will remove the existing service, at no charge, for demolition upon receipt of a Company-approved request form from the customer/building owner.

The Company shall honor this approved removal request within 5-working days from the time stipulated in the customer written request or from the receipt of the written request.

The Company shall promptly confirm in writing to the person making the request that the service has been removed.

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EXHIBIT

Street Facilities		OH						DB/CS			
Supply on to Private Property		OH				CS		CS			
Type of Company Supply on Private Property		Pri		Sec		Pri		Sec		Pri	Sec
Customer's Service		OH	CS	OH	CS	CS	CS	CS	CS	CS	CS
Service Entrance Capacity 400 Amp		</=	>	</=	</=	</=	>	</=	</=	>	</=
Eversource Supplies	Secondary Conductor (1 Span or 200')	X		X	X	X		X	X		X
	Primary Conductor (1 Span or 200')		X				X			X	
	Transformer Secondary Connectors		X				X			X	
	Meter	X	X	X	X	X	X	X	X	X	X
	Instrument Transformers		X				X			X	
Customer Responsibility	Service Conductor		X				X			X	
	Meter Socket and Cabinetry	X	X	X	X	X	X	X	X	X	X
	Concrete Products		X			X	X		X	X	
	Trenching/Conduit/Backfill		X		X	X	X	X	X	X	X
	Warning Tape		X		X	X	X	X	X	X	X
	Tree Trimming/Removal	X	X	X	X	X	X	X	X	X	X
	Blasting	X	X	X	X	X	X	X	X	X	X
	Road Crossing, if required	X	X	X	X	X	X	X	X	X	X
	Easement, if required	X	X	X	X	X	X	X	X	X	X
24 Hour Access	X	X	X	X	X	X	X	X	X	X	
Eversource Charges the Customer	All Primary Conductors	X				X			X		
	Primary Conductors, exceeding 1 free section		X				X			X	
	Secondary Conductors, exceeding 1 free section	X		X	X	X		X	X		X
	Riser		X		X	X	X	X			
	Transformer Differential Charges		X			X	X		X	X	
	Poles	X	X	X	X						
	Anchors	X	X	X	X						
	Other Construction	X	X	X	X	X	X	X	X	X	X