

SECTION III GENERAL INFO. & REQUIREMENTS

Section III - General Information and Requirements

1. Access to Customer's Premises.

The Company's authorized employees or agents shall have access, at all reasonable times, to its meters and equipment installed on the customer's premises.

2. Identification of Employees.

Employees or representatives of the Company authorized to visit the customer's premises are furnished with identification which they will show upon request. This is done to protect customers from unauthorized persons representing themselves as Company employees.

3. Application for Service.

Application for service may be made by telephone, mail, or by personal application at the Company's offices; however, written application on the Company's forms may be required. Application for service should be made as far as possible in advance of the date electric service is required.

THE CUSTOMER OR HIS CONTRACTOR SHALL CONSULT THE COMPANY REGARDING THE CHARACTER OF SERVICE AVAILABLE BEFORE PLANS ARE COMPLETED, EQUIPMENT PURCHASED OR CONSTRUCTION COMMENCED ON FACILITIES TO BE CONNECTED TO THE COMPANY'S DISTRIBUTION SYSTEM. INFORMATION THE CUSTOMER OR HIS CONTRACTOR FURNISHES THE COMPANY REGARDING THE CUSTOMER'S PROPOSED ELECTRICAL INSTALLATION SHOULD BE IN WRITING. THE COMPANY WILL NOT BE RESPONSIBLE FOR THE ERRORS RESULTING FROM THE ORAL TRANSMISSION OF INFORMATION.

4. Temporary Service.

Examples of temporary service are those supplied to non-permanent structures, during the construction of permanent structures or projects, or for short time service (usually not to exceed one year) to carnivals, exhibits, decorative lighting, etc. The customer may be required to pay charges prior to connection of service(see definition #3 under Section II. Installation judged to be unsafe by the Company will not be energized.

Service entrance, meter and other wiring on temporary installations are to be installed in the same manner as required for permanent installation. Inspections and approval by an authorized inspection organization shall be required prior to the Company making the service connection. The customer shall be required to provide a substantial and adequate support, guyed if necessary (see Section IV, paragraph no. 17).

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5. Insulation Certificate.

An insulation Certificate of Compliance may be required by the Company before a residential electric service will be connected. It certifies conformity with applicable minimum insulation standards adopted by the New York State Public Service Commission and/or by New York State in the Energy Conservation Construction Code. The latter code applies to all buildings (including non-residential) for which application for a building permit is made and plans are filed in this State on or after January 1, 1979. Copies of the Certificate of Compliance form are available from the Company. Contact the Electric Market Services Department regarding specific requirements.

6. Time Of Use (TOU) Service.

For residential and qualifying non-residential customers, the Company offers to meter and bill separately, at a lower TOU rate, all electricity used for all purposes during the applicable hours (Eastern Standard Time). For more information, see the appropriate NYSEG rate schedules. With this service, there is a cost advantage if certain energy using appliances, such as electric water heaters, are "controlled" to operate during all or most of the lower cost time.

7. TOU Controlled Appliances.

An example of this installation is where the heating elements of an electric water heater are "controlled" by a customer-owned time clock that is set to operate only during the residential hours of 11:30 p.m. to 7:00 a.m. EST. (Other times may be applicable-). Various other appliances may be controlled, including Electric Thermal Storage (ETS) heating equipment and swimming pool filtration equipment. The time clocks that control "off-peak" load(s) should be synchronized by the customer to follow the timing of NYSEG's billing meter. An illustration is shown in Figure 6.

The load control timer should have manual override capability to energize the appliance(s) during the non-TOU hours if necessary. The controller must automatically reset at the end of the selected override period. The Electric Market Services Department should be consulted for information in regard to recommended appliance sizes-and heating specifications.

8. TOU Controlled Metering.

New installations of "controlled" appliances, such as electric water heaters and Electric Thermal Storage (ETS) heating equipment, will require the installation of a NYSEG Electronic billing meter.

The electronic meter will have battery backup for continuous time keeping in the event of a power interruption. Customer-owned time clocks, shown in Figure 6, must be programmable to allow synchronization with NYSEG's electronic meter, and must have a carryover capability (minimum 3 hours) for continuous time keeping.

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9. Residential Heating Element Requirements.

Electric resistance heating elements used in equipment such as furnaces, boilers, water heaters, etc., shall not exceed 10KW per element or stage. Heating loads composed of multiple stages shall be automatically controlled. A minimum delay of 10 seconds between operations of stages is allowed.

Some types of electronic control systems may cause noticeable electrical interference. Only full wave type controls are recommended.

10. Residential Electric Space Heating.

The total electric heating system capacity shall not exceed by more than 20 percent the most extreme (coldest day) design heat loss as calculated according to an acceptable method used in the heating industry. For example, ACCA Manual J, NEMA, or ASHRAE. An exception to this is for Electric Thermal Storage (ETS) heating equipment, which must be sized according to manufacturer's specifications. The Company may refuse to accept an oversized system on its lines. In such case, it would be the responsibility of the customer and the contractor or dealer to rectify the situation. The Electric Market Services Department should be consulted for information and recommendations regarding system sizing, installation, and control specifications necessary to provide the customer with adequate and satisfactory service.

11. Special Equipment.

Services for electrical furnaces, welders, X-ray apparatus, large motors and other types of equipment, which may interfere with satisfactory service to other customers, require special consideration (see Section XI).

12. Character of Electric Service.

The Company will designate the character of electric service. The service voltage, number of phases and wires will depend upon 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 are existing at the customers location. Generally, only one service voltage will be provided to a particular location. To determine the type of service to be supplied, THE CUSTOMER SHALL CONSULT THE COMPANY BEFORE PROCEEDING WITH THE INSTALLATION OF WIRING OR ORDERING OF ELECTRICAL EQUIPMENT.

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SECONDARY OR LOW VOLTAGE SERVICE OF THE FOLLOWING TYPES WILL BE SUPPLIED BY THE COMPANY ONLY WHERE AVAILABLE:

<u>Phase</u>	<u>No. Of Wires</u>	<u>Nominal Voltage</u>	<u>Demand</u>
1	2	120	3kW Max
1	3	120/208	
1	3	120/240	
3	4	120/240	
3	4	120/208	50kW Min
3	4	277/480	50kW Min

Note: Padmount transformer installations for three-phase service are only available in voltages of 120/208 and 277/480 volts. 50kW minimum demand for 277/480 volt service generally applies to new services where NYSEG 277/480 facilities do not exist. *50kW minimum for 120/208 volts recommended for underground areas.

13. Service Above 600 Volts.

Service voltage above 600 volts will be supplied where conditions warrant. It is particularly important that the Company be consulted in advance for these cases. The Company will designate the type of service based on the location, size and nature of the proposed load, and its proximity to the Company's facilities. Reference shall be made to NYSEG publication SP-1099.

14. Service Taps.

All connections between Company and customer facilities will be made and removed exclusively by Company authorized personnel.

The Company reserves the right to make all service connections. The connection of the Company's electric service or any alternative thereof by anyone except Company authorized personnel is PROHIBITED BY THE PENAL LAW AND PUNISHABLE AS A MISDEMEANOR, IF DONE WITH THE INTENT TO INJURE OR DEFRAUD. VIOLATORS OF THIS RULE WILL BE PROSECUTED.

The law provides that the user of such an illegal connection is presumed to have made or consented to the unauthorized connection and is punishable therefore, as well as the party making the unlawful connection, unless proven to the contrary.

15. Load Balance.

The customer shall balance the load so that a minimum of unbalanced current occurs.

16. Customer Owned Generation.

The Company shall be consulted before any generating equipment is connected to circuits which are, or may be supplied from the Company's lines (see Section XIII, Customer Owned Generators - Including Standby Generators).

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17. Objectionable Effects.

The Company reserves the right to discontinue service where equipment used by the customer results in objectionable effects upon or interference with the operation of facilities of the Company, its customers, or another public service company unless the customer discontinues the use of such equipment or installs corrective equipment to overcome the objectionable effect or interference.

18. Unauthorized Attachments to Poles.

The Company forbids any unauthorized attachments to its poles, such as banners, signs, clothes lines, antennas, basketball hoops, lighting fixtures, etc. It forbids the use of its poles for placards, political posters or any advertising matter. The Company will remove any such unauthorized attachments without notice and may prosecute such trespassing.

The Company forbids any work by contractors on its poles or in its manholes without specific written authorization.