

RIVER FALLS MUNICIPAL UTILITIES ELECTRIC SERVICE MANUAL

PURPOSE

This Electric Service Manual is published for the convenience of River Falls Municipal Utilities (RFMU) customers, electricians, architects and contractors. The information contained in this manual is in addition to the various municipal electrical codes, the Wisconsin Administrative Code and any other regulations that may apply. RFMU reserves the right to make revisions to this information whenever changes in the drawings, legal requirements, or other circumstances make it advisable. These rules are intended to address standard equipment installations. When, because of physical limitations of the premises, standard installation is impractical, RFMU shall be consulted for permissible modifications. The information contained herein does not cover in detail the requirements of the RFMU rate schedules, extension rules, or general rules. RFMU should be consulted for specific information concerning these matters.

RFMU wishes to serve its customers promptly and satisfactorily. We will strive to cooperate with customers and their authorized representatives to the fullest extent in completing service connections with as little delay and inconvenience as possible, and will gladly give special attention to any particularly difficult situation confronting a customer.

RFMU may refuse or discontinue service if a customer does not comply with the rules; however the customer will first be notified and afforded reasonable opportunity to comply. Service shall be discontinued without prior notice when a dangerous condition exists on customer's premises.

This manual does not take exception to any local, state or federal electric codes. When in doubt, always check with RFMU.

NOTE: RFMU WILL NOT INTERPET THE ELECTRICAL CODE. Questions concerning code interpretations should be referred to the local inspector's office, or you may contact your state electrical inspector at the following address and phone number:

State of Wisconsin (Department of Commerce – COMM)
Industrial Safety and Building Division
201 East Washington Avenue
P O Box 7969
Madison, WI 53707
Phone (608) 266-3141

RIVER FALLS MUNICIPAL UTILITIES CONTACT INFORMATION

CUSTOMER SERVICE 8:00 A.M. – 5:00 P.M.
EMERGENCY AFTER HOURS, WEEKENDS & HOLIDAYS

715-425-0906
715-425-0906

UTILITY DIRECTOR
KEVIN WESTHUIS

715-426-3442 – Office
970-691-4040 – Cell
kwesthuis@rfcity.org

ELECTRIC OPERATIONS SUPERINTENDENT
WAYNE SIVERLING

715-426-3480 - Office
715-495-6317 – Cell
wsiverling@rfcity.org



**Know what's below.
Call before you dig.**

If you are doing any digging in WISCONSIN, state law requires you to notify Diggers Hotline of your intent to work, and allow a minimum of 3 working days prior notice before digging. Call 811 or 1-800-242-8511. **Diggers Hotline is open 24 hours a day, 7 days a week, 365 days a year!**

In accordance with Wisconsin State Statute 182.0175 any person who willfully and knowingly violates this section may be required to forfeit \$2,000 for each offense. Each day of continued violation constitutes a separate offense. All calls to Diggers Hotline are recorded and kept on file for six years, as mandated by Wisconsin State Statute.

GENERAL INFORMATION FOR ELECTRIC SERVICE APPLICATION

APPLICATION FOR SERVICE

An application for permanent or temporary electric service shall be made at the RFMU business office, 222 Lewis Street, River Falls, WI.

A site plan shall accompany the application for service to avoid any service location conflicts. This site plan shall include the address, subdivision name, lot number, block number, lot lines, and adjacent streets/roads, layout of structure, existing electric facilities, the desired service entrance location, and the proposed location of meter socket on structure. If you do not know where the nearest transformer/pedestal is, please contact RFMU for assistance. Failure to supply a site plan with application will result in delay of services.

RFMU will notify the applicant if an estimate is required. If a cash contribution is necessary, payment **must** be made prior to scheduling installation.

On commercial and industrial installations, it is essential to get RFMU involved as soon as possible in the design process. There are many issues to resolve before the service is designed, such as service location, material orders, and obtaining permits and easements.

The customer will be served by either overhead or underground transformers. If you are served with a pad mount transformer, it is critical to consider all the necessary clearances and protection from traffic. Three-phase pad mount transformers require a concrete pad or fiberglass box pad. The concrete or fiberglass box pad is to be supplied by the customer, and will meet RFMU specifications.

It is the customer's responsibility to consider the interrupting rating of your switchgear. Contact RFMU for maximum fault current information.

Applicant is responsible for clearing the electric route on the applicant's property as required for construction.

LOCATES

Locates are required for all work where excavating will be done within the electric service area of River Falls Municipal Utilities. State law requires you to notify Diggers Hotline of your intent to work, and allow a minimum of 3 working days prior notice before digging. **RFMU will bill charges to the customer/contractor for any damages done due to the absence of locates.** In accordance with Wisconsin State Statute 182.0175 any person who willfully and knowingly violates this section may be required to forfeit \$2,000 for each offense. Each day of continued violation constitutes a separate offense.

EASEMENTS

Whenever any RFMU owned underground and/or overhead material and equipment is located on or above the Customer's property, the Customer shall grant an easement to RFMU to the extent which RFMU deems necessary. (This does not include secondary service drops or service laterals.) All utility easements required by RFMU are to be granted by the Customer at no cost to RFMU. RFMU will provide an easement document to be signed and notarized by the customer. After the easement has been signed and recorded by RFMU the Customer will receive a copy. Permanent structures and fences are not allowed on Utility easements.

INSPECTIONS

All permanent and temporary residential services within River Falls city limits need approval by the City Inspectors prior to Utility installation. **All permanent and temporary commercial, industrial and rural installations require a wiring affidavit by the customer or customer's electrical contractor; and must be inspected by the designated inspector for that Township. Inspector will be completing an Electrical Inspection Certificate for rural services.**

TERMINATIONS & CONNECTIONS

RFMU will make all terminations and connections to its facilities.

RFMU OWNED EQUIPMENT

The meter and associated metering equipment furnished or installed by RFMU are the property of RFMU.

- **Overhead Service** – In addition to the metering equipment, the overhead service drop installed by RFMU is the property of RFMU.
- **Underground Service** – In addition to the metering equipment, all equipment up to and including the designated secondary terminal installed by RFMU is the property of RFMU. (The secondary terminal could be the secondary terminal of a pad mounted transformer, or a secondary junction box.) Unless service is taken at primary voltage or otherwise specified by written agreement, all conductors and equipment operating at nominal voltages in excess of 600V is the property of RFMU.

CUSTOMER OWNED EQUIPMENT

The meter socket, instrument transformer compartment (if required), the service entrance conductors and conduit from the meter socket to the service entrance disconnect, the service entrance or circuit breaker and the service entrance ground equipment and the concrete transformer pad are the property of the Customer.

1. **Overhead Service** – In addition to the equipment on the Customer side of the meter socket, the service drop wire holder or bracket, the weatherhead and both

the service mast and conduit with entrance wires or the service entrance cable with watertight connection to the meter socket are the property of the Customer

2. **Underground Service** – In addition to the equipment on the Customer side of the meter, all conduit and cable required to extend the secondary service lateral from RFMU's secondary terminals to the meter socket are the property of the Customer.

SERVICE CONNECTION, DISCONNECTION & RECONNECTION

After the Customer's installation has been inspected and approved by the proper authority, a meter will be installed by RFMU and the electric service made available provided that all applications, agreements, and payments have been submitted by the Customer and approved by RFMU.

Customer requests for disconnects and/or reconnects of existing services must be requested at least 48 hours in advance of the desired date to the RFMU office for scheduling purposes.

Electric service work days are usually Tuesday and/or Thursday. The first appointment starts at 7:30 a.m. and continues in thirty minute intervals throughout the day.

For the mutual protection of the Customer and RFMU, only authorized employees of RFMU are permitted to set and remove meters, or to make and energize or break and de-energize the connection between RFMU's service drop or secondary terminals and the Customer's service entrance conductors or secondary laterals.

LIABILITY

RFMU does not engage in the practice of doing interior wiring on Customer's premises except for the installation and maintenance of its own property, and therefore is not responsible for service beyond the point of delivery. RFMU shall not be liable for damage to any Customer or to any third party resulting from the use of the service or from the presence of RFMU's appliances or equipment on the Customer's premises.

The Customer is solely responsible for any accidents, fires or failures resulting from the condition and use of his wiring installation or equipment.

SERVICE INTERRUPTIONS

RFMU reserves the right to interrupt service at any time. Interruptions for maintenance and system improvements will be prearranged and advance notice will be given to the Customer whenever practical. RFMU will not be responsible for consequential damages resulting from service interruptions, fluctuations, outside its control, or from operations in response to abnormal system conditions. Customers requiring service reliability and/or stability exceeding RFMU's normal service should consider uninterruptible power supplies, isolation transformers, power conditioners, redundant services, or other options to provide the level of service needed.

ACCESS

Employees of RFMU shall have the right to access to the Customer's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining or removing any of its meters, devices, or other equipment which is used in connection with furnishing of the Customer's electric service.

ELECTRIC RATES AND SERVICE CONNECTIONS

ELECTRIC RATE SCHEDULES

Electric service is supplied to Customers under various rate schedules as determined by the type of service, the amount of electric power supplied, and the purpose for which the electric service is to be used. Copies of RFMU's rate schedules are available at our business office.

PAYMENT

RFMU will read all meters every month and bill the Customer for service used during the period. Payment of the bill is due on the date noted on the bill. If the meter cannot be read during a billing period, an estimate will be made for that billing period.

SERVICE CONNECTIONS

There will be no charge for connections to existing services during RFMU's normal working hours. If connection must be made outside of normal working hours at the request of the Customer, a special connection charge will be assessed.

RFMU may disconnect a Customer's service, with notice, for any of the following reasons:

- Nonpayment of bill or payment agreement
- Nonpayment of deposit or other charges/fees
- Failure to provide access to RFMU owned metering equipment

Without notice, the Customer's service may be disconnected for:

- A condition determined to be hazardous to the Customer and/or other customers, or RFMU
- Unauthorized use of electricity, water or equipment belonging to RFMU

In the event service has been disconnected for a valid cause, the Customer will be required to pay a reconnection fee before the service is restored.

RFMU does not disconnect electric meters during the winter moratorium period of November 1 through April 15, as directed by the Wisconsin Public Service Commission.

STANDARD SERVICES

VOLTAGES

1. 120/240 volts ac, single phase
2. 120/208 volts ac, single phase
3. 120/208 volts ac, three phase
4. 277/480 volts ac, three phase

Contact RFMU for availability of non-standard voltages. Electric service at other voltages and capacities may be obtained under special circumstances.

RFMU will normally supply each applicant the following at no charge:

1. One standard service lateral (drop)
2. One class (voltage, phase) of service
3. One meter (multiple meters may be supplied for multiple address structures).

The typical size single family residential service is 200 amp, 120/240 volt. For single family homes, duplexes and twin homes, RFMU will provide the service lateral

Enlargement of existing three-phase 120/240 volt service, four-wire delta systems are not allowed.

RFMU will enlarge its transformer capacity and service to match the customer's load requirements, if necessary.

Commercial, industrial or other customers with a service of 400 amps or greater, are responsible for the installation of the service cable from pad mount transformers up to the load center. RFMU will make all terminations and connections to its transformers. The customer is responsible for the cost of RFMU supplied terminators.

Underground services located under parking lots, driveways, roads and/or sidewalks shall be run in conduit supplied by the customer. These conduits shall be limited to a maximum of 270 degrees of total bends. (This means three 90-degree bends or two 90-degree and two 45-degree bends, etc.) The maximum length of the conduit run shall be 150 feet (shorter for large entrances such as 1600 amps and up). Note that service entrances are limited to 150 feet or less to avoid voltage problems or damage when pulling the cables. Conduit shall be buried a minimum of 24 inches below final grade. The minimum requirement for underground conduit is Schedule 40 PVC. Schedule 80 PVC is required when above final grade, or 18 inches or less below final grade.

Rigid metal conduit is required for overhead service masts (aluminum, IMC, or thin wall is **not** acceptable).

1. All overhead service masts must be back-guyed if portion of mast above roofline is greater than 36 inches.
2. For 0-200 Amp Services - Minimum 2" ID (for strength reasons).

REDUNDANT FACILITIES

RFMU will provide one set of facilities (such as a set of primary and/or secondary cables and a transformer) to one point of service for each customer. If a customer requires redundant facilities (more than one set of facilities to the same point of service), RFMU must be contacted as soon as possible so the feasibility of such service can be determined. If RFMU determines that redundant facilities can and will be provided, the customer will be required to pay RFMU for the entire cost of additional facilities, including all labor, materials, vehicle charges, and overheads before the work is started. An estimate of service will be provided to the customer providing complete detail of services and costs. (Any changes of the estimate may result in a credit to the customer; or additional payment from the customer.)

SPECIAL SERVICES

Any underground service requiring installation after November 1 will be installed on a day-to-day basis, depending on weather/frost conditions. If conditions exist that, in the opinion of RFMU, the conductors cannot be properly and safely installed with our equipment, or if all connections cannot be made permanent at the time the conductors are energized (i.e. frost restricts proper/safe installation), and an additional trip is required to properly install and/or connect the conductors when weather/frost conditions permit, an "Unusual Conditions" fee of \$250.00 will be charged to help offset additional installation costs.

TEMPORARIES

1. There will be a maximum of one address per temporary service. Additional addresses require additional temporary services.
2. A standard fee of \$180.00 is required by RFMU prior to the installation of temporary electric service unless there are special requirements by the customer/contractor. In addition, the customer/contractor will be billed for any electricity used while the temporary is in service. The customer/contractor is responsible for requesting the disconnection of any temporary services. A minimum of 48 hours is required by RFMU prior to the installation or disconnection of any services. Temporary service will be discontinued at the time permanent service is energized.
3. For residential 100 Amp temporaries, the minimum conductor size shall be #4 copper or #2 aluminum. For residential 200 Amp temporaries, the minimum conductor size shall be 2/0 copper or 4/0 aluminum.
4. The customer must provide RFMU approved protection for cable or conductors at temporary installations.
5. Braces and stakes for temporary installations shall be made of wood 2 x 4's or better material.
6. RFMU shall specify the location of temporary service poles, which shall be at least 5 inches in diameter. Care will be taken to avoid the permanent service route. Temporaries must be high enough to maintain proper DOT and NEC clearance requirements where applicable. The Utility requires that all temporary switchgear be weatherproof and all temporary outlets to be GFI protected.
7. RFMU will make all connections to its electrical system.

REWIRING EXISTING FACILITIES

The Customer or electrical contractor shall contact RFMU when it is necessary to rewire or upgrade an existing electric service. All RFMU Electric Service Rules & Regulations will be followed to the degree that conditions allow, with final approval by RFMU personnel. The customer shall be responsible for maintaining the same phase rotation for 3-phase rewires. Disconnection of RFMU metering equipment and cutting of seals is not allowed without obtaining prior approval.

SERVICES FOR UNUSUAL LOAD CHARACTERISTICS

The operation of customer equipment having a relatively high load of short or intermittent duration, such as welders, compressor motors, elevators, etc., may cause serious fluctuations of voltage and interfere with the service being provided by RFMU to other customers. If such a load is anticipated, the customer must consult with RFMU and agree to install such protective devices as may be required so as not to cause damage to any of RFMU's equipment or in any way inhibit service to other customers. In addition, special compensation may be required by RFMU from the customer in those cases where it is necessary for RFMU to install special or larger facilities than would normally be required to provide satisfactory service.

RELOCATION OR PROTECTION OF RFMU FACILITIES

It is the responsibility of the customer to arrange for the relocation and/or protection of RFMU's facilities whenever such action is appropriate. Any intended relocation or protection of RFMU facilities must be reviewed with and approved by RFMU in advance. The cost of any change or relocation of RFMU's facilities for the benefit only of the customer, and which has been initiated by the customer, shall be borne solely by the customer. Payment in advance is required before the changes are made; an estimate of service will be provided to the customer with complete details of service and costs. (Any changes of the estimate may result in a credit to the customer, or additional payment by the customer.) RFMU will bear the costs to the extent that a change or relocation benefits RFMU. The customer is not required to pay for changes necessitated through public improvements by the City, County or State. See drawing A-1.

SECURITY LIGHTING

Security lighting is available under its own rate schedule classification for those customers requesting it. Contact the RFMU office for specific details on the rates for security lighting.

SERVICE LOCATION GUIDELINES

Electric service design should minimize RFMU investment while maintaining reliable customer service. Services shall not be located in areas that are likely to cause conflicts with existing or future decks, pools, outbuildings, etc. All service lengths should be limited to a maximum of 150 feet.

The residential and small commercial service route will be located along either side of the building as the RFMU's nearest transformer or pedestal. Please make sure a site plan accompanies the application for service to avoid having to move a service entrance. This site plan shall include the lot lines, adjacent streets/roads, building outline, existing electric facilities and the desired service entrance location. If you do not know where the nearest transformer/pedestal is, please contact RFMU for assistance.

The location of the customer's service entrance shall be at RFMU's discretion.

Services shall be installed in an accessible location to enable them to be easily maintained, safely read, inspected and tested at reasonable times with a minimum of inconvenience to the customer and RFMU. If there are any questions or concerns about the service location, please contact the RFMU **prior** to construction.

For service capacities above 1600 Amperes, contact RFMU for details.

METERING

RFMU requires all facilities to be metered. This includes billboards, traffic signal lights, CATV amplifiers, telephone remote switches, streetlights, etc.

Typical residential single phase meter sockets shall be 200 amps rated. They shall be a UL approved handled, bypass device with a ringless design. 320 amp services are also acceptable. Please contact RFMU business office for more information.

Residential Time of Day metering is also available. Please contact RFMU business office for more information.

Generally, RFMU uses 200-amp plug-in meters for self-contained installations, and current and potential transformers on services rated at 400 amps or greater. RFMU furnishes the current and potential transformers on services rated 400 amps or greater, and the customer shall provide the necessary CT and PT cabinets and approved meter socket. PT's, CT's and metering are not allowed in any of RFMU's electrical transformers.

Customers shall provide a suitable location for meters and associated equipment determined by, and without charge to, RFMU. The customer shall be responsible for providing protection for the meter(s) from damage resulting from falling ice, snow or other objects. In locations where the meter is not protected by a roof overhang, the customer shall provide a protective shield. See drawing A-2.

Metering equipment shall be adequately supported to the meter socket in a level and plumb position and maintain a height of 4 to 6 feet above final grade.

Meter sockets shall have a minimum of 4 inches clearance on all sides.

Multiple meter installations served from a single entrance shall be grouped at a location approved by RFMU, unless prior authorization is obtained.

Single-phase and self-contained polyphase meter installations shall be located out of doors. All instrument rated metering installations shall be located outdoors.

Structures that do not have an exposed side suitable for the meter location shall be terminated at a meter pedestal.

Meters shall not be installed on mobile homes.

Metered and non-metered conductors shall not be installed in the same conduit or raceway.

RFMU shall not permit meters or instruments other than its own to be connected to its meter wiring. The required clearance in front of metering and switchgear shall be a minimum of 4 feet with a vertical clearance of 6 feet 6 inches. Two feet of horizontal clearance on either side shall also be provided. Free space in front of instrument transformer cabinets shall be 2 feet beyond the cover in the extended position or a minimum of 4 feet, whichever is greater.

If changes are made on the customer's premises making the existing meter location unsafe or inaccessible for reading and testing, the customer shall be required to make changes in the wiring so that the meter may be located to comply with these rules. If a customer fails to correct his wiring to comply with these rules within a reasonable length of time after receiving written notification, being in noncompliance, RFMU reserves the right to discontinue electric service until the customer has changed his wiring as outlined above.

On multiple meter installations, each meter socket and service switch shall be permanently marked, identifying the location to be served. The location being served shall be permanently identified in a similar manner. This permanent identification shall be made on the outside of the metering panels (for the benefit of tenants and meter readers), inside the meter enclosure on a non-movable part (cover panels, etc. are usually interchangeable), and at the service panel that the meter serves. Permanent identification at the service panel is critical because labeling systems for apartments change, making it difficult to trace. Each circuit shall be carefully traced and rechecked by the contractor to ensure against errors in wiring that would result in one customer obtaining service through the meter serving another customer. This is especially important when the wiring is concealed. Electric service shall not be energized if meter sockets are not identified. It will be the contractor's/owner's responsibility to correct any errors due to misidentification of meter sockets. RFMU reserves the right to charge the contractor/owner for actual costs incurred by RFMU to make corrections.

METER TESTING

Any customer, who believes that a meter is failing to properly register the use of electricity, may request a meter test by calling the RFMU office. RFMU will test the meter using standard calibration equipment and generally accepted test procedures within a reasonable period of time. At the customer's expense an additional meter test may be requested within the same 12 month period per WI PSC 113 rules.

INSTRUMENT TRANSFORMER INSTALLATION

When the ampacity of the service to a commercial service is greater than 320 amps (320 amps for residential), it will be necessary for RFMU to use instrument transformers in the metering installation. As of January 2002, instrument transformers will not be installed in pad mounted transformer compartments. The location of the instrument transformers will be determined by the Electric Superintendent. The customer shall not install any additional disconnect switches or junction boxes on the line side of the instrument transformer location. The customer must furnish and install a 1 inch metering conduit from the instrument transformer location to a meter location approved by RFMU. The conduit shall not contain more than two 90° bends and when the conduit is longer than 25 feet, a pull wire shall be installed in the conduit. Conduit runs shall not exceed 50 feet, except by special permission.

UNDERGROUND SERVICE FROM PAD MOUNTED TRANSFORMERS

Where service is underground from a pad mounted transformer, instrument transformers are to be mounted in outdoor instrument transformer enclosures or secondary connection cabinets. Where the service is 1000 amp or larger, the instrument transformers are to be installed in secondary connection cabinets. All instrument rated metering is required to be located outside of the facility.

OVERHEAD SERVICES

Where 3 phase service is provided by overhead service drops, outdoor instrument transformer cabinets will be required. Location of transformer cabinets will have final approval by the Electric Superintendent before installation. (No open air CT's or PT's will be allowed.)

SECONDARY METERING INSTRUMENT TRANSFORMER CABINET

Instrument transformer cabinets shall be furnished and installed by the customer. This includes all services either overhead or underground. All cabinets must be approved by the RFMU Electric Superintendent and meet all NEC requirements prior to installation. Cabinets must conform to the following:

- a. The minimum cabinet size is to be 24 inches wide, 24 inches high, and 10 inches deep.
- b. The door must have provisions for locking with a standard padlock.
- c. The cabinet must be hinged on the right or left side only.
- d. Cabinets shall not be used as junction boxes or service connection cabinets.
- e. Only RFMU metering transformers may be contained therein.
- f. Cabinets must be UL approved and be the correct NEMA class for the area environment in which they are installed.

- g. A 1-inch conduit installed between the cabinet and meter socket is required.
- h. Cabinet must be designed to accept bar-type current transformers.
- i. All instrument transformer cabinets shall be located outdoors and as close to Electric Meter Socket as possible.

All services that require current transformers to be used will require the customer or contractor to purchase a meter socket from RFMU.

PRIMARY METERING EQUIPMENT

Only outdoor primary metering is to be installed, RFMU may elect to utilize either a pole-mounted or pad-mounted primary metering equipment set. Outdoor primary metering units are furnished and installed by RFMU. Sharing of the material and installation costs for primary metering will be determined on a case by case basis.

SELF CONTAINED METERING

In general, RFMU will install self-contained meters (meters without instrument transformers) on commercial services through 320 amp. Where such metering is to be used, the customer shall provide a lever-operated bypassing socket. Such sockets permit a continuation of service upon removal of the meter for testing or maintenance. If a lever-operated bypass socket is not installed, the service will not be energized. Commercial self-contained sockets must be rated continuous 200 amperes, minimum.

APPROVED SOCKETS

Meter installations made with unapproved sockets will not be energized. Services energized with unapproved sockets will be subject to disconnection until the correct socket is installed.

Meter sockets for instrument rated meters (three phase services over 200 amps, where current transformers are used) will be furnished by RFMU and installed by the customer/contractor. Contact RFMU to obtain proper socket and pricing. The cost of the socket will be charged to the customer/contractor.

Everything not instrument rated must have an approved lever actuated positive bypass mechanism. This requirement includes both single phase and three phase services, at all voltages. The socket is to be rated 200 amps minimum. All residential services shall have installed an approved meter bypass socket.

480 volt, 3 phase services will be metered using instrument transformers on both currents and potentials for safety reasons. RFMU will supply and install all instrument transformers at no cost to the customer/contractor.

On a self-contained meter socket on 240/120 volt, three phase services the conductor with the higher voltage to ground must be connected to the terminal on the right side.

The high-leg conductor must be identified as required by the NEC. Meter sockets with the high-leg in the wrong position will not be energized. Incorrectly wired sockets will be subject to disconnection until wiring is corrected.

For 120/208 volt Single Phase Service, RFMU requires a 5th terminal in the meter socket. See drawing A-3.

REMOVING RFMU SEALS AND METERS

Disconnection of RFMU metering equipment and cutting of seals is not allowed without obtaining prior approval.

CUSTOMER GENERATION

Where a customer intends to operate an electric generator interconnected with the RFMU system, special service and metering requirements must be satisfied. Contact RFMU for details prior to interconnecting any generation equipment.

All connections for RFMU's service equipment shall be made by RFMU personnel only. **Unauthorized connections to or tampering with any RFMU meter, associated equipment or meter seals, or indications or evidence thereof subjects the Customer to immediate discontinuance of service, prosecution under the laws of Wisconsin, adjustment of prior bills for services rendered, and reimbursement of RFMU for all extra expense incurred on the account.** In addition, when the unauthorized connections or tampering involve an inside meter, the Customer shall, at his own expense, relocate all service equipment and metering facilities outside the building.

GROUNDING

Grounding systems for all electrical service entrances shall meet WI Administrative Code and National Electrical Code requirements.

Ground rods and grounding electrode conductors if used shall not be located in front of meter pedestal, wire troughs or within 2 feet of underground cable route. Good wiring practice is to install the rods at or outside the drip line to reduce damage during installation of the service.

Insulated neutral or grounded conductors of a service entrance shall be identified by a white or natural gray color. Four-wire 120/240 volt delta installations shall have the conductor with the higher voltage to ground identified orange over its entire length or shall be identified with orange paint or tape at any point when a connection is to be made.

All grounding and proper bonding is the responsibility of the customer's electrician.

Grounding electrode conductors cannot be run in or through meter sockets. On CT cabinets the grounding electrode conductor can be run into the CT cabinet (with a separate 1/2 inch PVC) and terminate there or run directly into the main disconnect.

TRANSFORMERS & LOCATIONS

Transformers sized 500 KVA or lower will supply a 208/120 service voltage. Transformers sized 500 KVA or higher will supply a 480/277 service voltage. Load requirement information must be supplied to RFMU as soon as possible to prevent any delays due to extended lead time for transformer ordering or purchase. See drawing A-4.

For utility-related issues, please call River Falls Municipal Utilities or the following state regulatory agency:

Public Service Commission of Wisconsin
PO Box 7854
Madison, WI 53707-7854
Phone (608) 266-5481

Approved by River Falls Utility Commission