

3.0 ELECTRIC SERVICES AVAILABLE

The Company supplies alternating current only at a nominal frequency of 60 Hertz (Hz) or cycles per second. The following table lists the standard voltages, 600 volts or less, which are available depending upon the Company's available facilities, method of service, and the size and character of the Customer's load:

Voltage	No. of Phases	No. of Conductors	Notes
120/240	1	3	
208/120	3 Wye	4	1
480/277	3 Wye	4	

Consult the Company for availability of the following:

Voltage	No. of Phases	No. of Conductors	Notes
240/120	3 Delta	4	2

NOTES:

1. Single-phase, 120/208 volt, 3-wire service (network), not exceeding 200 amperes, may be obtained for multi-family dwelling units where meters are grouped at one location. Meter sockets for such service require a fifth terminal (jaw) mounted in the 9 o'clock position for the neutral connection (see Figure 41).
2. This service voltage is not available for underground service energized from an underground primary source regardless of the source voltage. This service voltage is available from an overhead closed-delta or open-delta transformer bank energized from an overhead 12.47 kV and below primary source. Also, this service is available from an open-delta transformer bank with a maximum transformer capacity of 1-75 kVA and 1-25 kVA energized from an overhead 34.5 kV primary source. Overhead closed-delta transformer banks are not permitted on a 34.5 kV primary source.

Voltages in excess of 600 volts (2,400 to 138,000) are available depending upon the Company's available facilities, method of service and the size and character of the Customer's load.

4.0 GENERAL REQUIREMENTS

4.01 APPLICATION FOR ELECTRIC SERVICE

Application for electric service shall be made to and be accepted by the Company before service will be supplied. Application can be made by contacting the Company at 1-800-ALLEGHENY (255-3443), sending an e-mail to newbusiness@alleghenypower.com, or faxing the service application to 1-800-453-9366 (see pages 63 and 65 for a residential and non-residential fax application). Applications should be made, as far in advance as possible of the date service is required. Once application for electric service has been made, a Work Request number will be assigned by the Company for the work. The Customer shall reference the Work Request number in all correspondence with the Company. Application for an electrical inspection is not considered to be an application for service. The Customer shall consult the Company for information concerning the point of attachment of the Company's service facilities to the Customer's building, the location of the meter, characteristics of service, and other pertinent matters before proceeding with the installation of the service entrance. The standard overhead and underground electrical distribution utilized by the Company is front lot construction.

4.02 EXTENSION OF COMPANY'S FACILITIES

Extension of the Company's facilities to serve a Customer will be made in accordance with provisions of the Company's filed Tariff. When the Customer requests the Company to install facilities that are more costly than those normally furnished by the Company, the Customer may be required to pay the additional costs. The Company will be pleased to discuss the terms and conditions of extending its facilities to supply service upon request.

4.03 REQUIREMENTS FOR A RESIDENTIAL STRUCTURE TO BE CONSIDERED A PERMANENT INSTALLATION

Masonry or Wood Structure ("Stick built" or Modular) Type Home

- (a) Directly connected to a public water system, water well, or other reasonable source of potable water.
- (b) Directly connected to an approved septic system, a public sewage system, or an alternate sewage method meeting all applicable local requirements.
- (c) Containing a living area, kitchen, and bathroom.
- (d) Located on a permanent foundation.

Mobile or Manufactured Home

- (a) Directly connected to a public water system, water well, or other reasonable source of potable water.
- (b) Directly connected to an approved septic system, a public sewage system, or an alternate sewage method meeting all applicable local requirements.
- (c) Wheels and axles removed.
- (d) Underpinnings or some type of permanent connection.

The term connection as used in (d) above is a means for anchoring the mobile or manufactured home to earth, and does not refer to an electrical connection.

Vehicular-type units primarily intended as temporary living quarters, to include, but not limited to, recreational vehicles ("RV's"), motor homes, travel trailers, truck campers, park trailers and camping trailers, shall not be considered as permanent.

Mobile or manufactured homes for purposes other than as a dwelling unit (i.e. on-site offices, mobile dressing rooms, banks, clinics, stores, or mobile displays) shall not be considered as permanent.

4.04 INSTALLATION AND RESPONSIBILITY

It is necessary for the protection of the Customer that all work, wiring and apparatus be installed and maintained in a safe manner by a **qualified electrician**. A **qualified electrician** is one who has the skills and knowledge related to the construction and operation of the electrical equipment, systems and installations and has received safety training on the hazards involved. Some jurisdictions require electrical work to be performed by a licensed electrician. The Customer, in accepting service from the Company, assumes full responsibility for the safety of his or her wiring and equipment. The Customer agrees to indemnify and save the Company harmless from any liability that may arise as the result of the use of service supplied to the Customer by the Company.

The Customer shall not operate any apparatus which creates a condition that interferes with the Company's operation and prevents the Company from supplying satisfactory service to the Customer or to other Customers. This includes, but is not limited to, operating equipment which interferes with the satisfactory operation of other Customers' radio, television and communication equipment (see Section 4.14).

The Company reserves the right to place restrictions on the type and manner of use of all the Customer's electrical equipment which is connected to the Company's lines, especially prohibiting any large loads of highly fluctuating or low power factor characteristics.

4.05 CUSTOMER ALTERATIONS AND ADDITIONS

The Company's facilities used to provide service have definite capacity limitations and can be damaged by overloads. Therefore, the Customer shall notify the Company prior to increasing the load requirements or making alterations to the service entrance equipment so that facilities of proper capacity may be provided. At that time, the Company will assign a Work Request number for the work. The Customer shall reference the Work Request number in all correspondence with the Company. Failure to properly notify the Company of such additional requirements may result in damage to the Customer's and/or the Company's equipment. The Customer shall be responsible for all expenses and/or damages to the Customer's and/or Company's facilities resulting from failure to give proper notification. The Customer may also be subject to charges by the Company for work required to meet the Customer's alterations. The Customer should contact the Company for information concerning charges for such work. A certificate of electrical inspection approval shall be required from a Company-approved electrical inspection agency.

4.06 REQUIREMENTS OF ELECTRICAL INSPECTION

The Company will supply service to new electrical installations when all the requirements contained in this book and the Company's electric service Tariffs, as filed with regulatory agencies having jurisdiction over the Company's operations, have been met. Electrical installations requiring inspections include, but are not limited to the following:

- (a) New services, temporary services, mobile home feeders, service upgrades or modifications (including changes in grounding) and repairs to existing installations (see f below).
- (b) Service disconnected for more than one year.
 - "Service disconnected" INCLUDE cut and de-energized installations.
 - "Service disconnected" DO NOT INCLUDE energized booted but inactive (no usage) installations.
- (c) When tampering resulting in a dangerous condition is detected.
- (d) Where the installation is deemed unsafe by the Company.
- (e) When service poles are replaced.
- (f) Inspections are not required when a main breaker only is replaced in like kind.

A certificate of electrical inspection approval shall be required from a Company-approved electrical inspection agency.

4.07 SWIMMING POOL LOCATION

For safety reasons, the Company does not recommend placing a swimming pool under its existing service drop or other conductors. Specifically, a swimming pool is not to be located within twenty-five (25) feet of the Company's overhead conductors measured horizontally from the edge of the pool without written approval of the Company. The Company's primary and secondary underground cable shall not be installed within five (5) feet measured horizontally from the edge of the pool or its auxiliary equipment.

4.08 STRUCTURES NEAR OVERHEAD LINES

Structures, including signs, flag poles, light standards, antennas or aerials shall not be installed under, over, or in such close proximity to lines carrying electric current that they could be raised into or fall onto such lines or that they cannot be safely maintained. Antennas or aerials shall not be attached to a Company pole or any pole used in supplying electric service to the Customer. Consult the Company for clearance requirements.

Fire hydrants shall be a minimum distance of four (4) feet from Company facilities.

4.09 ATTACHMENTS ON COMPANY-OWNED FACILITIES

Under no conditions will the Customer's facilities or other equipment such as signs, posters, or notices be installed on the Company's poles or other property unless special arrangements have been made with the Company.

4.10 REQUESTED PROTECTION FOR PERSONS WORKING NEAR COMPANY FACILITIES

Upon reasonable advance notification to the Company, by an individual or contractor, that proposed work is to be performed within such distance of the Company's facilities that could be hazardous for the person(s) performing the work, or may otherwise be in violation of federal or state regulations, the Company will cover, de-energize, or temporarily move its facilities in the work area as it deems appropriate under the circumstances. The Company may bill the notifying individual or contractor for the amount of its costs of performing such work.

If circumstances require work outside normal work hours, costs for the overtime period will be computed and billed at overtime rates.

4.11 ACCESS TO CUSTOMER'S PREMISES

The Company's authorized agents and employees shall have access to the Customer's premises, only to the extent needed

by the Company for access to its property and at all reasonable hours, for purposes necessary in connection with supplying and maintaining service, and upon termination of service shall be permitted to remove any or all such property. Authorized Company employees visiting the premises of the Customer for any purposes are furnished with an identification card. The Customer should refuse admission to persons not having proper identification.

4.12 COMPANY'S EQUIPMENT ON CUSTOMER'S PREMISES

The Customer shall provide, without cost to the Company, satisfactory right-of-way and suitable location and housing for the Company's equipment which is necessary for supplying service to the Customer on premises owned or leased by the Customer.

4.13 COMPANY'S RESPONSIBILITY

The Company will use reasonable diligence in providing reliable electric service. However, the Company shall not be liable for any loss, cost, damage or expense to any Customer occasioned by any failure to supply electricity according to the terms of the contract, or by an interruption or reversal of the supply of electricity, if such failure, interruption or reversal shall be due to the elements, public enemies, strikes or order of Court, which are beyond the control of the Company, or any cause except willful default or neglect on its part. Unless caused by an unreasonable practice of the Company, the Company may, without liability, interrupt or limit service to any or all Customers whenever, in the sole judgement of the Company, such action is necessary in order to prevent or limit any actual or threatened instability or disturbance on the electric system of the Company or any electric system interconnected with the Company. Customers should be aware that they could occasionally experience intermittent power interruptions. Since most interruptions are temporary, the Company designs its electrical system to clear these intermittent interruptions without permanently interrupting electric service.

4.14 RIGHT TO REFUSE OR DISCONTINUE SERVICE

Since it is the Company's obligation to provide safe and satisfactory service to all Customers, the Company reserves the right to refuse or discontinue service without notice if, in the opinion of the Company, the Customer's wiring, equipment or appliances are unsafe for receiving electric service or are harmful to the service of other Customers. The Company will make a reasonable effort to notify the Customer prior to disconnection and shall inform the Customer of the steps that shall be taken to have service restored.

The Company reserves the right to refuse or discontinue service with or without notice, and without liability, under various circumstances other than those mentioned above. These circumstances are set forth in the Company's Tariff as filed with the applicable regulatory agencies and the rules and regulations of the commissions.

4.15 STAND-BY GENERATOR SERVICE

The generator and all wiring installations connecting the generator to the Customer's wiring shall be installed in accordance with the NEC. The Customer assumes full responsibility for the installation and safe operation of the generator. The Company reserves the right to discontinue service to the Customer, without notice, any time it is discovered that the generator is improperly connected to the Customer's circuits or is otherwise unsafe.

4.16 TRANSFORMER VAULTS

When conditions are such that it is necessary to install transformers within a building on the Customer's premises, the Customer will provide a suitable vault to house the transformers and accessories.

Customers shall secure vault specifications from the Company and consult the Company regarding the location and construction of transformer vaults while building plans are being prepared.

Vaults or rooms shall be so located as to be easily accessible by direct entry from outside the building, for the purpose of installation, maintenance and removal of Company equipment. Vaults shall be of standard fireproof construction, be adequately ventilated and drained. Customer shall provide and install oil containment in vaults where oil-filled Company equipment will be located. Vaults shall comply with the NEC and any applicable codes.

Transformer vaults shall contain only the transformers and their auxiliary equipment. The Customer's secondary fuses, switches, circuit breakers and the Company's meters shall not be installed in the transformer vault. The Company requires, out of consideration for the safety of all concerned, that it be notified and give its permission to a Customer or agent to perform work on the Customer's facilities which are included in the vault (see Sections 8.02 and 8.06).

The Company reserves the right to serve other Customers from the Company's equipment located in vaults on the Customer's premises, provided this does not interfere with the Customer's service.

5.0 OVERHEAD SERVICE REQUIREMENTS (600 VOLTS OR LESS)

5.01 GENERAL

Customers desiring overhead service shall contact the Company, prior to the start of construction, to obtain the point of service drop attachment at the Customer's building or other support, type of metering facilities to be used, cost and other information relative to this type of service.

The Company will provide overhead electrical service in accordance with the state regulatory agency requirements for overhead extension or, in the absence of such requirements, in accordance with the Company's electric service Tariff. The Company shall **not** be required to provide rear-lot construction to any Customer. The Company shall provide service from facilities located along public roadways that the Company has a legal right to occupy or on public lands and private property across which satisfactory rights-of-way or easements may be obtained.

If the Company requests, the Customer shall furnish the Company, at no charge, property plats, utility plans, grading plans, roadway profiles, load requirements and other items showing details of proposed construction in a reasonable time to allow the Company to engineer, design, acquire materials and construct its facilities in a safe, efficient manner.

MARYLAND ONLY: The Maryland Public Service Commission generally requires extension of service to new buildings for residential, commercial and industrial occupancy to be made underground. However, where the Commission permits overhead construction, provisions of this section will apply.

5.02 SERVICE DROP

The Company shall provide, install, own and maintain the service drop conductors from the overhead distribution system to the point of attachment to the Customer's overhead service entrance (125 feet maximum).

The Company will furnish and the Customer will install the service bracket necessary for the attachment of the Company's service drop conductors. In cases where a service mast is required, only power service drop conductors shall be attached to the service mast.

The Customer shall provide and maintain a safe, substantial support for the Company's overhead service connections. In no case will the Company be responsible for the condition of any Customer's building or structure to which service conductors are attached, unless caused by an unreasonable practice of the Company. Cinder blocks, stucco, veneered and similar type walls usually require Company approved anchor bolts, or