

NOTICE

A meeting of the City of Evansville Municipal Services Committee will be held at the location, on the date, and at the time stated below. Notice is further given that members of the Finance and Labor, Public Safety, Plan Commission and Economic Development Committee may be in attendance. Requests for persons with disabilities who need assistance to participate in this meeting should be made by calling City Hall at (608)-882-2266 with as much notice as possible.

City of Evansville **Municipal Services Committee**
City Hall, 31 S Madison St., Evansville, WI 53536
Tuesday, September 29, 2026 at 5:00 p.m.

AGENDA

1. Call to Order
2. Roll Call
3. Motion to Approve the Agenda
4. Motion to Waive the reading of the minutes of the August 25, 2026 Regular Meeting and Approve them as printed
5. Civility Reminder
6. Citizen appearances
7. New Business
 - A. Motion to Recommend Park Store Phase 1 Rehabilitation Contract to Bauer Builders in the amount of \$181,058.00
 - B. Discussion and Motion to Recommend Evansville Water & Light Electrical Service Manual
8. Electric & Water Utility
 - A. Project Updates
 1. Longfield Street
 2. Doudlah Farms
 3. CHS
 - B. Monthly Reports
 1. Electric Reports
 - a. Usage & Outages
 - b. Disconnections
 2. Water Usage Reports
 - C. WPPI Energy Report
 1. Discussion and Motion to Approve the payments of the Value Local Utility (VLU) Funds to:
 - a. Evansville Education Foundation for \$ ____
 - b. Evansville Chamber of Commerce for \$ ____
 - c. AWARE for \$ ____
 - d. Evansville Care Closet for \$ ____
 - e. B.A.S.E (Building a Safer Evansville) for \$ ____

f. _____ for \$ _____

9. Public Works

A. Wastewater Utility

- 1. Review Utility Account Policy Handbook - Billing Adjustments/Credits (sec. 10-2)**
 - a. Follow up Sewer Credit for 3023-10 pending conditions of sump pump photos
 - b. Discussion and Possible Motion to Approve Sewer Credit for 2580-10 at 100% of \$433.73 amount for lawn watering
 - c. Discussion and Possible Motion to Approve Sewer Credit for 2467-10 at 100% of \$254.45

B. Stormwater Utility

C. City Engineer Report

D. Cemetery Report

E. Parks and Recreation Report

10. Old Business

A. Hail Damage Repairs Update

B. Update on Municipal Services Campus Planning

C. WPPI Rate Case

11. Next Meeting Dates:

A. October 27, 2026, at 5:00 p.m.

B. 2026: December 3 at 3:00 p.m.

C. 2027: January 26, February 23, March 30, April 27, May 25, June 29, July 27, August 31, September 28, October 26, November 30, December 28 at 5:00 p.m.

12. Adjourn

City of Evansville **Municipal Services Committee**
City Hall, 31 S Madison St., Evansville, WI 53536
Tuesday, August 25, 2026 at 5:00 p.m.

MINUTES

- 1. **Call to Order:** Corridon called the meeting to order at 5:03 p.m.
- 2. **Roll Call:**

Members	Present/Absent	Others Present
Aldersperson Ben Corridon	P	Scott Kriebs, Municipal Services Director
Aldersperson Lita Droster	A	Dale Roberts, Public Works Foreperson
Aldersperson Bill Hurtley	P	Jason Sergeant, City Administrator
		Darren Jacobson, WPPI Representative
		Brian Berquist, Town & Country Engineer
		Steve Hagen, Resident

- 3. **Motion to Approve the Agenda, moving 8C before 7 and 9C after 8C, and editing account number on 9A2 by Hurtley, seconded by Corridon. Motion passed 2-0.**
- 4. **Motion to Waive the reading of the minutes of the July 28, 2026 Regular Meeting and Approve them as printed by Corridon, seconded by Hurtley. Motion passed 2-0.**
- 5. **Civility Reminder:** Corridon issued a reminder that all City Business shall be conducted with civility and decorum.
- 6. **Citizen appearances:** None
- 7. **New Business**
 - A. **Discussion of Evansville Water & Light Service Manual:** Kriebs shared the history of this project with help from WPPI. Kriebs is hoping to have the Standard approved at the next meeting so that it can be distributed to be implemented January 1st.
 - B. **Discussion and Motion to Approve Request to Write Off Balance of \$1358.93 by Corridon, seconded by Hurtley. Motion passed by Roll Call 2-0.**

Kriebs shared that without a waiver, no account information can be shared or discussed.
- 8. **Electric & Water Utility**
 - A. **Project Updates:** Kriebs shared that there are several water meters that are not reading. Communication has been ignored and will be escalating to potential water shut off to get the equipment situation taken care of. The Union Townline Substation is on track to have it energized by the end of the year. There was additional discussion about tree trimming.
 - B. **Monthly Reports**
 - 1. **Electric Reports**
 - a. **Usage & Outages:** There was discussion about not always knowing the cause of outages.
 - b. **Disconnections:** Corridon shared that more information regarding disconnections would be appreciated.
 - 2. **Water Usage Reports:** There was discussion about the increase in numbers: more houses, leaks in ground, lawn watering, new commercial properties, etc.

- C. WPPI Energy Report:** Jacobson covered information on Value Local Utility Funds. Looking to replicate donations from last year: \$3000 to Evansville Education Foundation, \$2000 to Chamber of Commerce, \$2500 to AWARE and Care Closet, and \$3491 to B.A.S.E.

9. Public Works

- A. Wastewater Utility:** Roberts shared that the asphalt roofs have been replaced and still waiting for the steel and dome roofs.
1. **Discussion and Motion to Approve Sewer Credit for 3023-10 at 100% of \$106.56 eligible amount for water not going to Wastewater Treatment Plant, with condition that they send a photo showing that the sump pump does not go into the sewer by Corridon, seconded by Hurtley. Motion passed 2-0.**
 2. **Discussion and Motion to Approve Deny Sewer Credit for ~~2580-10~~ 2846-10 at 100% of \$224.06 amount for lawn watering by Corridon, seconded by Hurtley. Motion passed 2-0.**
 3. **Discussion and Motion to Approve Sewer Credit for 10012-1 at 100% of \$115.49 amount for lawn watering with the condition that a credit for erosion control is within the policy guidelines, and is denied if outside of policy guidelines by Corridon, seconded by Hurtley. Motion passed 2-0.**
- B. Stormwater Utility:** Roberts shared that most of the Retention Ponds have been mowed and a new brush mower should be next month.
- C. City Engineer Report:** Berquist shared the delayed progress on Longfield Street. Restoration from last year is moving along due to hiring a new company, which will be deducting the cost from Rock Road. Subdivision work has begun as well: Capstone is starting sewer and new concrete on Windmill Ridge.
- D. Cemetery Report:** Roberts shared that everything has been calm. The dirt pile has been shrunk down and has neighbor appreciation.
- E. Parks and Recreation Report:** Roberts shared that the Circus left some ruts so there is some restoration to be done. The old pool storage tanks have been removed and a new drain by the Park Store has been installed. Kriebs reported that the Circus shared that about 1500 people attended between all 3 days.

10. Old Business

- A. Hail Damage Repairs Update:** Sergeant shared that waiting for City Hall to be completed.
- B. Update on Municipal Services Campus Planning:** Sergeant reported that the estimated cost to be \$3 million for phase 1.
- C. WPPI Rate Case:** There have been a couple minor requests for information that have come in and been responded to.

11. Next Meeting Dates:

- A.** September 29, 2026, at 5:00 p.m.
- B.** 2026: October 27 at 5 p.m. & December 3 at 3 p.m.

12. Adjourn:

Corridon adjourned the meeting at 6:11 p.m.



712 Lois Drive
Sun Prairie, WI 53590

Phone: 608-222-8941
Fax: 608-222-0862

Date: 8/28/2026

Name: Evansville Camp Store Remodel

Attn: Jeremy Cynkar

Address: Leonard-Leota Park, 340 Burr W Jones Circle, Evansville, WI 53536

Proposal

Bauer Builders is pleased to submit our proposal for the Evansville Camp Store Renovation Project located at Leonard-Leota Park in Evansville, Wisconsin. We appreciate the opportunity to provide pricing for this project and look forward to the possibility of working with the City of Evansville and project stakeholders.

Based on our review of the available project documents and site conditions, Bauer Builders proposes to perform the work for the following amounts:

Base Bid:

\$181,058.00

Alternate No. 1:

Fold-Up Service Window and Stainless-Steel Counter:

\$13,570.00

Alternate No. 2:

Seasonal-Use Heating and Electrical Equipment Connections:

\$11,526.00

Assumes gas service is available at the building and outside air requirements are not required by the State.

Bauer Builders is a Wisconsin-based general contractor committed to delivering quality craftsmanship, safe jobsite practices, and dependable project management. All work will be performed and supervised by experienced construction professionals, utilizing skilled union tradespeople to ensure the highest standards of workmanship, productivity, and safety throughout the project.

Our team understands the importance of completing projects efficiently while minimizing disruptions to ongoing park operations. We are committed to maintaining open communication, coordinating closely with project stakeholders, and delivering a successful renovation project that meets the City's expectations.

Exclusions:

- Payment and Performance Bond.

****Note:** This proposal and pricing are valid for thirty (30) days from the proposal date shown above. Due to fluctuations in material costs, labor rates, tariffs, supply chain conditions, and other factors beyond Bauer Builders' control, pricing may be revised after this period to reflect current market conditions.

Sincerely,

Jacob Bauer

VP Of Operations

_____ Client Signature	_____ Printed Name	_____ Date
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_____ Contractor Signature	_____ Printed Name	_____ Date
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2026 ELECTRIC SERVICE MANUAL

Prepared for:

Evansville Water & Light



PREPARED BY:

PSE | Engineers & Consultants

July 24, 2026



2026 ELECTRIC SERVICE MANUAL

For

Evansville Water & Light

A Public Power Community Est. 1901

PSE | Engineers & Consultants

2424 Rimrock Road
Suite 300
Madison, WI 53713
(866) 825-8895

www.powersystem.org

Headquarters: 2424 Rimrock Road, Suite 300, Madison, WI 53713 | 866.825.8895 | www.powersystem.org

Additional Locations: Cincinnati, OH | Denver, CO | Marietta, OH | Prinsburg, MN | St. Paul, MN

Legal Terms of Manual

CONFIDENTIALITY OF MANUAL. This electric service manual (ESM) is confidential and is for the sole and exclusive private use of Evansville Water & Light (EW&L). It is not to be copied or disseminated to any other party without the express written consent of EW&L and PSE.

USE OF MANUAL. This manual includes methods, calculations, designs, specifications, and other tangible materials that are considered instruments of service, proprietary, and are protected per the agreement terms between EW&L and PSE. Use of all information contained in the manual is specifically restricted to the transaction for which the engineering and consulting services were performed. Use of or reliance upon the manual by other parties, or other transaction, is strictly prohibited. No third party shall have any right arising from this manual and may not rely on the contents within.

UNAUTHORIZED USE OF MANUAL. Neither PSE nor EW&L shall be responsible or liable for any direct, indirect, incidental, or consequential damages (including legal fees and court costs) arising out of or connected in any way to the unauthorized use, mollification, or application of this manual or the proprietary information, methods, calculations, designs and specifications set forth in this manual, whether in whole or in part.

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**Updates to this manual may be necessary from time to time.
Please consult the Evansville Water & Light website for the most up-to-date information.**

Contractors – It is your responsibility to read and understand all specifications in this manual required by Evansville Water & Light.

1 General Information

Reserved For Notes:

1.1 Contact Information



Wisconsin State Statute 182.0175 requires one to notify Diggers Hotline of intent to excavate and to allow a minimum of 3 working days prior notice before digging. Persons causing damage to underground facilities without calling Diggers Hotline will be responsible for the damage and may be subject to a fine up to \$2000. Call before you dig.

Diggers Hotline contact information:

Toll Free **800-442-8511** (Dial **811**)
Hearing Impaired (TDD) **800-542-2289**
diggershotline.com

Evansville Water & Light – Electric Department Contacts

31 S Madison St.
P.O. Box 529
Evansville, WI 53536

Main Phone: (608) 882-2266

Utility Operation Hours:

Monday - Friday 7:30 am – 4:00 pm

Scott Kriebs, Municipal Services Director

s.kriebs@evansvillewi.gov
(608) 882-2262

General Engineering Company, Electrical Inspector

(608) 742-2169
https://gec.soliant.cloud/fmi/webd/GEC_BuildingPermitApplication#_blank

City website: https://evansvillewi.gov/services_by_department/municipal_utility/

Service Forms

The Evansville Water & Light Utility Service Application & Agreement can be found at

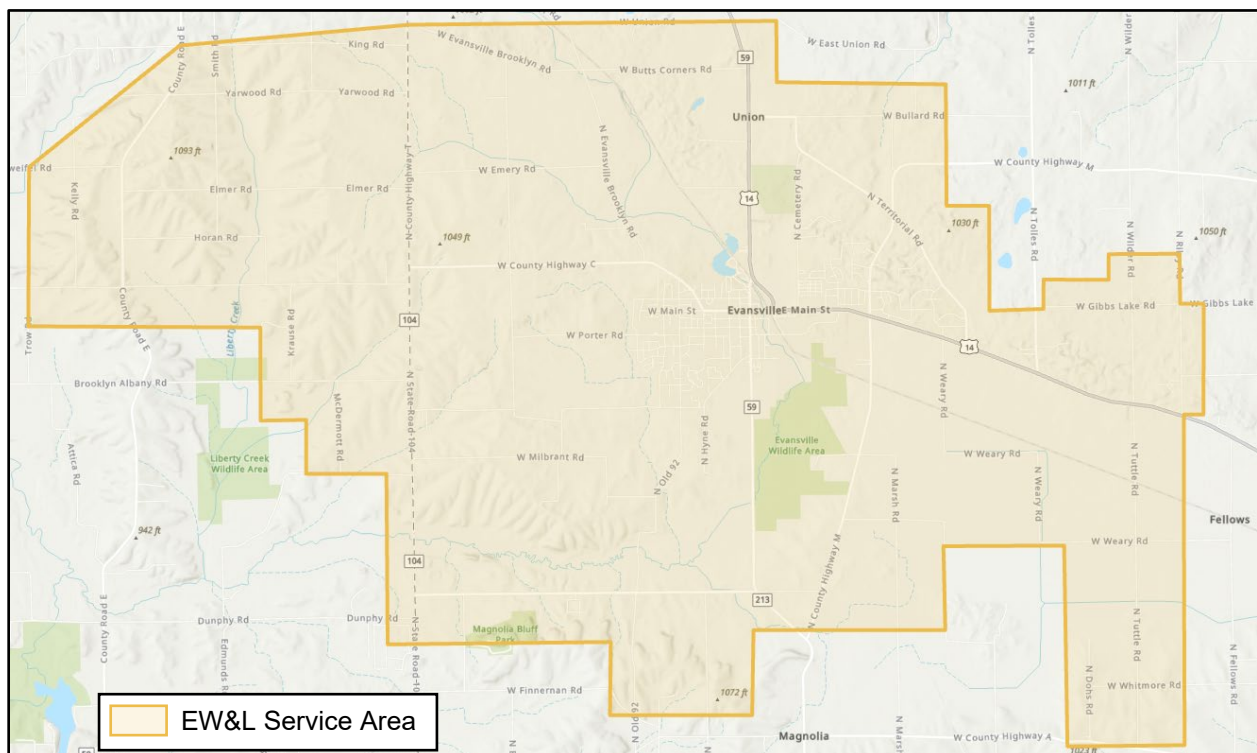
https://evansvillewi.gov/services_by_department/municipal_utility/utility-forms.php

For additional service related questions, contact the Utility at (608) 882-2262.

1.2 Service Area

Evansville Water & Light (EW&L) operates and maintains four substations; 162 miles of overhead line, and 22 miles of underground electric distribution line operating at 7.2/12.47 kV; and maintains all city streetlights. EW&L has over 4,872 meters serving 3,513 customers and provides 24-hour emergency service to the community.

EW&L buys and delivers electricity to customers in its service territory (below) from its energy provider, WPPI Energy. WPPI is a not-for-profit regional power company with generation facilities and services. WPPI is a consortium of 51 Municipal Utilities - all purchasing power together under a secure, low-cost, responsible power supply contract. Through WPPI Energy, EW&L can offer many programs and incentives to its customers.



1.3 Purpose

This document serves as the Evansville Water & Light Electric Service Manual (ESM). The purpose of this ESM is to supply essential information to the Utility, its customers, employees, contractors, architects, engineers, builders, and others concerned with the planning, construction, and operation of electric service installations in the Evansville Water & Light service area. Evansville Water & Light's objective is to assist customers in obtaining safe and efficient electric service.

Throughout the ESM, Evansville Water & Light may also be referred to as EW&L and/or the Utility.

A "Customer" is an individual, firm, association, corporation, partnership, irrevocable trust or other business organization that meets the service qualifications of the Utility and whose application for service has been approved by the Utility.

Information supplied in the ESM is intended to cover typical electric installations. Please consult the Utility for special cases not specifically covered in the ESM.

The information contained in the ESM does not cover in detail the requirements of the Utility's rates, extension rules, or general rules. The Utility should be consulted regarding the specific information concerning these matters.

This edition of the ESM shall supersede all previous editions. The information contained in the ESM will be revised and added to from time to time. For the most recent edition please contact Evansville Water & Light.

1.4 Code Compliance

All the information contained in the ESM is to be used in conjunction with the Utility's Policies and Procedures, the National Electric Code (NEC), the National Electric Safety Code (NESC), and all applicable local, state, and federal regulations.

Customer equipment must be installed in accordance with all applicable electrical codes. In some areas, state and municipal electrical inspections are required prior to service connection.

The Utility reserves the right to refuse to extend service or discontinue service where a customer's installation does not comply with these provisions and requirements as stated.

Prior to initial electrical service, an electrical inspection from the local electrical inspector and/or approval from Utility is required.

The Utility may de-energize any service if a dangerous, or unsafe condition exists on the customer's premises.

Customers are responsible for maintaining their electrical wiring and equipment in safe operating condition.

1.5 Interpretations and Definitions

The following terms and definitions are used throughout this ESM.

- A. **“Shall”** denotes a rule or mandatory requirement which must be followed. The words “must” and “will” are also treated like “shall.”
- B. **“Should”** recommends a desirable practice for a specific condition.
- C. **“May”** indicates a possible option.
- D. **Definitions:** The local Authority Having Jurisdiction (AHJ) will make the final determination as to the building classification.
 - 1. **“Building”** is defined as a structure which stands alone, or which is separated from adjoining structures by fire walls. Check with the local AHJ as to whether the building in question is a single building or classified as more than one building.
 - 2. **“Structure”** other than a building is defined as a substation, pole, pedestal, vault, pad mounted switchgear, communication tower or other structure identified by the Utility.
 - 3. **“Electrically Isolated Building”** is defined as a building where there are no continuous metallic paths to any other building or structure. These metallic paths include but are not limited to electric conduit and wiring (phase, neutral, or grounds), communication systems (telephone, coaxial cable, data lines, etc.) and metallic piping (water, steam, hydraulic, augers, fencing, etc.) Separation to other buildings, structures, and equipment must be sufficient to prevent lightning flashover.
 - 4. **“Row-house”** is defined as three or more contiguous living units, not more than three stories high. It is separated by firewalls having a minimum one-hour fire resistive rated construction which extends from the foundation to the underside of the roof deck with no doors or windows in the firewall.
 - 5. **“Zero Lot Line Building”** is defined as buildings separated by a common firewall as allowed by the local AHJ

1.6 Service Reliability

- A. EW&L’s goal is to provide continuous electric service, restore service promptly, and maintain its facilities with minimal inconvenience to customers. However, EW&L does not guarantee continuous service, standard voltage or frequency at all times. EW&L shall not be liable for any loss, injury, or damage resulting from interruptions of service not due to negligence on its part.
- B. Customers who operate equipment that is sensitive or require a higher quality of service may find it necessary to install, at their own expense, power-conditioning equipment to protect, mitigate, or otherwise provide the standard of service needed by their load.
- C. EW&L shall have the right to cause service to any customer to be interrupted or limited at any time without liability, by automatic devices or otherwise, when in the judgment of the

Utility is such that interruption or limitation of service is necessary or desirable due to emergency conditions.

1.7 Point of Service

The energy supplied by the Utility changes ownership at the point of service. This is the location where the customer's wiring starts and Utility's ends. The point of service differs for different service types and is as follows:

- A. **Overhead Services:** The point of service is where Utility's service drop wire attaches to the customers service mast wires.
- B. **Single-Phase and Three-Phase Self-Contained Underground:** The point of service is where the Utility's wires terminate in the meter pedestal/cabinet.
- C. **Single-Phase and Three-Phase Instrument-Metered Underground:** The point of service is at the secondary terminals of the Utility's pad-mounted transformer.
- D. **Primary Metered Services:** The point of service is at the primary metering point.

1.8 Application for Service

Application for a new service or changes made to an existing service shall be made in writing and made in advance of the required service date. This will permit EW&L to plan and schedule work to provide service by the date requested. Please be ready to provide the following information: service address, service type (single or three-phase), service voltage, service size, service class (residential, commercial, or industrial), expected project timeline, load calculations, and site plan.

- A. **Application Forms:** The proper application form for service shall be submitted when applying for service. All service forms can be found at [https://evansvillewi.gov/services by department/municipal utility/utility-forms.php](https://evansvillewi.gov/services%20by%20department/municipal_utility/utility-forms.php)

Questions regarding your new service or the application process can be made by contacting the EW&L office at (608) 882-2262.

- B. **Service Location:**

- 1. The customer shall contact the Utility for assistance and approval when determining the location of the electric service on the building or structure supporting the electric service.
 - 2. The customer shall provide EW&L with all load information and the proposed service entrance size and voltage requirements with the application for service. In some instances, EW&L may request a load calculation.
- C. **Line Extension:** After review of the site and facilities in the area, the Utility will notify the customer if a line extension contract is required and if any additional charges will be required to cover the cost to extend electric service facilities. When this occurs, a contribution is necessary before the line extension can be scheduled for installation. No overhead road crossings creating clearance hazards are allowed. If a road crossing is

required, the extension must be underground. The Utility shall utilize the most direct, readily accessible, and engineering feasible route to determine additional charges.

D. Easements:

1. The customer requesting the service shall obtain any easements needed. The Utility will provide the easement document. Any costs involved in obtaining the easement will be the responsibility of the customer.
2. Construction will not begin until easements are obtained.

E. Site Preparation:

The customer shall be responsible for the initial clearing of the right-of-way required for line construction.

1. For overhead construction, trees and brush should be trimmed back 10 feet plus the distance equal to the four-year growth cycle on both sides of the line. 10 feet shall be the minimum distance trimmed.
2. For underground construction, the grade shall be within 6 inches of final grade. Also, any trees, brush, stumps, etc. shall be cleared back to make a path of at least 10 feet in width.
3. Any equipment re-installations required because of grade changes will be at the expense of the customer.
4. The customer can request the utility to do clearing work. In such an instance, the customer shall make a contribution to the utility in an amount equal to the utility's estimate of the cost thereof. Such a contribution shall be nonrefundable, except that after completion of the extension the utility will determine the actual cost of clearing work, recompute the contribution required, and will refund the excess, if any, of the contribution over that required as based on such actual cost.
5. Underground installation routes shall be frost free. Any frost charges incurred during installation will be passed on to the customer.

F. Wiring Inspections:

1. Customer wiring installations shall comply with any local, state, national electrical codes, state and local electrical codes, and the service rules of the utility.
2. A Certificate of Electrical Inspection may be required before the Utility will energize the service.
3. The Utility reserves the right to inspect for compliance with this ESM but assumes no responsibility for inspection of the customer's installation.
4. If Utility personnel are on site and notice the installation may be unsafe, the Utility reserves the right to request an inspection prior to energizing the customer.

- G. **De-energized/Disconnected Services:** If an electric service has been disconnected or de-energized, for any reason, for a period greater than 12 consecutive months; the service equipment owned by the Utility shall be removed. If an electrical service is to be reconnected, a reinspection is required. Restarting any service subject to this removal will be treated as a new service and the customer will be responsible for all installation charges.

Important Note: Customers and/or electrical contractors shall not schedule construction until they are ready for the Utility to complete the installation.

1.9 Service Size and Voltages

The Utility furnishes 60 hertz alternating current, single and three-phase, at various voltages. It shall be noted that not all voltages are readily available in all areas, and service extension charges may apply to extend the necessary distribution facilities. The Utility should be consulted as to the type of service available in any area before wiring layouts are made, equipment is purchased, or when extensive wiring changes are contemplated.

The types, sizes, and nominal voltages of services furnished are shown below as an example. These voltages shall conform to the *ANSI Voltage Standard C84.1*.

- A. Single-phase, 120/240 Volt, Three Wire: This service voltage configuration is available to Customers where the maximum service entrance does not exceed 600 amps (limited by loading on a 167 kVA transformer).¹ The maximum single-phase 120-volt and 240-volt motor sizes shall be limited to 2.5 and 5.0 horsepower respectively. Larger services and motor sizes must receive approval from the Utility.
- B. Single-phase, 120/208 Volt, Three Wire: This service voltage configuration is available in a few designated areas. The maximum service entrance shall not exceed 200 amps. The maximum single-phase 120-volt and 208-volt motor sizes shall be limited to 2.5 and 5.0 horsepower respectively. Larger motor sizes must receive approval from the Utility.
- C. Three-phase, 480 Volt, Three Wire Delta: **This service voltage configuration is closed to new services and service conversions.**
- D. Combination Single and Three-phase, 120/208/240 Volt, Four Wire Delta: **This service voltage configuration is closed to new services and service conversions.**
- E. Three-phase, 120/208 Volt, Four Wire Wye: This service voltage configuration is available to Customers where the maximum service entrance does not exceed 2,500 amps (limited by loading on a 1,000 kVA transformer).² The maximum single-phase 120-volt and three-phase 208-volt motor sizes shall be limited to 10 and 40 horsepower respectively. Larger motor sizes must receive approval from the Utility.
- F. Three-phase 277/480, Four Wire Wye: This service voltage configuration is available to Customers where the maximum service entrance does not exceed 3,000 amps (limited by loading on a 2,500 kVA transformer).² The maximum single-phase and three-phase motor

¹ 600 Amp Continuous or 800 Amp Intermittent Duty Service.

² Continuous Duty Service.

sizes shall be limited to 10 and 40 horsepower respectively. Larger motor sizes must receive approval from the Utility.

- G. Single and Three-phase, Primary Voltage: Primary voltage service may be available to Customers where it is deemed appropriate and available. The maximum single-phase and three-phase motor sizes shall be limited to 10 and 40 horsepower respectively. Larger motor sizes must receive approval from the Utility. Primary voltage service must be approved by EW&L. The Customer is responsible for the protection of all customer-owned equipment.

A summary of service voltages and other electric service information is provided in **Figure 1-1** at the back of this ESM. Customers should contact EW&L to verify what voltages and service sizes are available.

1.10 Number of Services:

The Utility will normally supply the following to each Customer:

- One service drop or service lateral
 - One class of service
 - One meter
- A. The following shall be considered as exceptions to the rule, if allowed by the NEC and/or state and local codes. Reference *NEC 230.2*:
1. Special Conditions – Additional services shall be permitted to supply the following:
 - a. Fire pumps.
 - b. Emergency systems.
 - c. Legally required standby systems.
 - d. Optional standby systems.
 - e. Parallel power production systems.
 - f. Systems designed for connection to multiple sources for the purpose of enhanced reliability.
 2. Special Occupancies – By special permission, additional services shall be permitted for either of the following:
 - a. Multiple occupancy buildings where there is no available space for service equipment accessible to all occupants.
 - b. A single building or other structure sufficiently large enough to make two or more services necessary.
 3. Capacity Requirements – Additional services shall be permitted under any of the following:
 - a. Where the capacity requirements are in excess of 2,000 Amperes at a supply voltage of 600 Volts or less.
 - b. Where the load requirements of a single-phase installation are greater than what the serving agency normally supplies through one service.

- c. By special permission.
4. Different Characteristics – Additional services shall be permitted for different voltages, frequencies, or phases, or for different uses, such as for different rate schedules.
- B. Where more than one point of delivery or more than one point of metering is necessary because of interruptible service rate, dual fuel, governmental requirements or regulatory rules which require separate meters for each dwelling and commercial unit in a multi-dwelling unit residential building, mobile home park, and commercial building. This rule applies to any existing building which undergoes alterations involving a change in type of occupancy or substantial remodeling.
- C. Exceptions to the above rules may be made when clearly warranted due to unusual engineering or economic circumstances. Any exception shall be compliant with the NEC, must be approved by EW&L, and will be at the Customer's expense.
- D. The Utility may refuse to supply two separate services on large electrical service entrances where there is no indication of sufficient load.

1.11 Short Circuit Duty Requirements

The Customer's service equipment and other devices shall be adequate to withstand and interrupt the maximum available short circuit current.

Definitions:

1. **Short Circuit Current Requirements (SCCR)** – The prospective symmetrical fault current at a nominal voltage to which an apparatus or system is able to be connected without sustaining damage exceeding defined acceptance criteria (*NEC 100*).
2. **Fault Current** – is an abnormal current in an electrical circuit due to a fault, usually a short circuit or abnormally low impedance path. Fault Current comes in three varieties: phase-to-neutral fault, phase-to-phase fault and phase-to-earth ground fault.
3. **Ampere Interrupting Capacity (AIC)** – This applies to circuit breakers and their ability to open and protect a circuit with a specific amount of current flowing in the circuit. Short Circuit Current Ratings are from 10,000 to 65,000 amps.
4. **Arc Flash Current** – The current that sustains an arc flash, which is a dangerous and explosive release of energy caused by an arc fault in an electrical system. Arc flash current depends on:
 - The system voltage
 - The impedance of the arc
 - The gap between conductors
 - The type of enclosure or open-air condition
 - Arc flash system values change over time due to changes throughout the electrical system. Customer's equipment shall be adequate to withstand and interrupt the maximum available fault current on the Present System as of the date of the request to connect.

Informational Note: The Short Circuit Current Ratings listed in the tables below are the maximum theoretical fault current values calculated at the secondary terminals of the transformer on a 7.2/12.47 kV system. These numbers do not take into account service wire sizes or lengths. These numbers are for informational purposes. The Utility should be consulted for actual available fault current, as it may differ from these values.

A. Single-phase Metering:

Minimum Short Circuit Current Ratings

120/240 Volt, Single-Phase & 120/208 Volt, Single-Phase	
Service Ampacity	Minimum SCCR
100 amp	10,000
150 amp	22,000
200 amp	22,000
320 amp	22,000
400 amp	35,000
600 amp	35,000

Notes:

1. Total service ampacity ratings of all present and future service entrance equipment connected to the same overhead service drop or underground service lateral.

B. Three-phase Metering:**Minimum Short Circuit Current Ratings**

120/208 Volt Three-Phase	
Service Ampacity	Minimum SCCR
200	22,000
400	35,000
600	65,000
800	100,000
1200	100,000
1600	100,000

277/480 Volt Three-Phase	
Service Ampacity	Minimum SCCR
400	35,000
600	65,000
800	65,000
1200	65,000
1600	65,000

Notes:

1. Total service ampacity ratings of all present and future service entrance equipment connected to the same distribution transformer.

C. Available Fault Current for Arc Flash Studies: Consult with the Utility.

1.12 Inspections and Maintenance

In areas where electrical inspectors are provided, the inspector is the AHJ on all issues dealing with customer owned electrical wiring facilities.

1.13 Service Connections

Evansville Water & Light will make all service connections to its electrical system. The Utility shall immediately disconnect any unauthorized connections or alterations to its electrical facilities and other equipment.

The Utility shall be notified when it is necessary to cut the meter seal due to situations where the electric service must be disconnected during an emergency, or where it necessary to access the meter socket by a qualified person. No persons, other than employees or agents of the Utility, may relocate meters or other equipment owned by the Utility.

1.14 Conductor Identification

The customer's neutral conductor shall be identified by white tape, white insulation, white paint, or other techniques permitted by NEC Article 200.

On four-wire, delta connected secondary, the phase conductor having the higher voltage to ground (i.e. wild leg) shall be identified by orange insulation, orange tape, by tagging, or other effective means. Such identification shall be placed at each location where a connection is made if the grounded conductor is also present.

1.15 Utility Facilities and Equipment on Customer Premises

- A. The Utility shall have the right to install, inspect, and maintain its equipment on the Customer's premises as necessary to furnish proper service. All such equipment will remain the Utility's property, and the Utility shall have the right to remove equipment upon discontinuance of service.
- B. The customer shall provide, without cost to the Utility, the necessary easements and/or right-of-way for Utility personnel to install, maintain and access electric facilities that provide service to the customer. This shall include permission to trim and/or remove trees and brush that may interfere with the installation and operation of the Utility's facilities.
- C. The Customer shall be responsible for utility equipment damages and losses resulting from Customer interference, tampering, or negligence.

1.16 General Service Entrance Requirements

- D. Electrical wiring should only be done by those who have been trained in wiring techniques, code requirements, and safety. The Utility will not inspect Customer wiring or provide electrical code interpretations.
- E. Service entrances shall have ample capacity per NEC Article 220 for any electrical load that may be expected to develop. All current carrying components of the metering installation shall have an ampacity rating equal to or greater than the required ampacity rating of the service entrance conductors
- F. A single main breaker or fused disconnect is required. For services greater than 200 amps, two main breaker/fused disconnects are permitted.
- G. The rating of the service disconnect is to be not less than the calculated load to be carried and not the actual load carried. (*NEC 230.79*)
- H. Adjustable breakers whose maximum rating, either individually or in combination, exceed the rating of the self-contained meter are prohibited.
- I. The equipment grounds, (green and bare conductors) must be bonded to the neutral in the main distribution panel. Equipment grounding conductors are not permitted in the meter socket or other entrance equipment.

- J. Grounding electrode conductors are not allowed to be installed in meter pedestals or meter sockets. The only exception is free standing meter pedestals containing a main disconnect.
- K. The following table shows minimum conductor sizes for residential 120/240 single-phase, three wire service entrances.

Service Size	Minimum Service Entrance Conductor (AWG or kcmil) ¹		Minimum Grounding Electrode Conductor (AWG/kcmil) ²
	Copper	Aluminum	Copper
100	#4	#2	#4*
150	#1	2/0	#4*
200	2/0	4/0	#4
400	400	600	1/0

¹ Per NEC 310.15 and applies for wire/cable types THW, THWN, THHN, and USE.

² Per NEC 250.66 and table 250.66

* Sizes shown exceed NEC, however are preferred for standardization.

- L. Conduit for underground services must be gray, Schedule 40 PVC. Conduit for risers must also be gray, Schedule 80 PVC.
- M. Rigid metal conduit is required for overhead masts to the weatherhead unless the weatherhead is below the roofline and secondary messenger is appropriately secured to the structure.
- N. All overhead masts should be back-guyed if the service drop attachment point is more than 48 inches above the roof. No couplings are allowed in the service mast above the roof line. The top section of conduit must be securely anchored to the building just above any coupling.
- O. Raceways containing service conductors or cables, or service entrance cable not contained within a raceway, may not extend longer than 8 feet into a building to the service disconnect or the first service disconnect of a group of disconnects. Wisconsin State Electric Code SPS §316.230 (3)(B)

1.17 Service Entrance Upgrades

The Customer shall give the Utility reasonable notice of substantial load increases (permanent or temporary) that may require increased Utility electric system capacity. The Customer shall be required to convert to a service voltage presently provided by the Utility if the load increase requires replacement of a main service disconnect.

The contractor or Customer must replace everything from the weatherhead to the panel unless given other instructions from the AHJ ahead of time. This would include the weatherhead and associated piping, the meter socket, the service entry raceway, as well as the wire.

Grounding and bonding must be updated as well to meet current NEC code. This would include ground rods, water bonds, and gas bonds.

Panel changeouts will require the same procedures unless permission has been granted ahead of time by the EW&L Electrical Inspector.

Customers who fail to notify the Utility will be charged for the cost to replace any damaged Utility equipment.

1.18 Service Disconnect and Meter Sequence

The location of the Customer-owned service disconnect, unless specifically approved by the Utility, shall be on the load side of the metering (**meter-switch-fuse**) sequence.

Exception #1 - In multiple meter locations where the National Electric Code requires a main disconnect, the sequence shall be:

Main Service Disconnect → Meter → Switch → Fuse ... “Cold Sequence”

Exception #2 - For all 277/480Y volt services with self-contained meters, the sequence shall be:

Switch → Meter → Switch → Fuse ... “Cold Sequence”

1.19 Customer Installations

- A. The customer installs, owns and maintains the service entrance equipment and provides a secure location for holding service wires and service entrance equipment to the building or structure. All service entrances shall include a service disconnecting means, over-current protection and Utility approved metering equipment located in the vicinity of where electric service is supplied to the building or structure.
- B. The NEC states where the service disconnects may be located. This ESM states where utility owned service conductors shall be located, terminated and metered.
 1. The National Electrical Code in Section 230.70(A) limits the location of the service disconnect to a readily accessible location either outside of the building or inside nearest the point of entrance of the service conductor's location.
 2. The Wisconsin State Electrical Code, Chapter *SPS 316*, states where the customer owned service entrance conductors and service disconnects may be located.
 3. The Wisconsin State Electric Code in *SPS §416.230(3)(b)* states that conduits for service conductor located according to *NEC 230-70(A)* can extend no more than 8 feet into the building from the point they enter the inside of building through the outside wall or concrete floor.

Informational Note: The Wisconsin 8 ft. rule is in addition to NEC 230.70(A). In Wisconsin, service entrance disconnects, when located inside, must be near the point of entrance of the service conductor and must be within 8 ft. of where the conductors enter the building through the outside wall or concrete floor.

4. This ESM limits the location and termination of utility-owned service conductors to an installation on the outside of the customer's building or structure.

1.20 Communication Tower Installation

- A. All communication towers are considered structures. The Utility will provide either one underground service lateral, or one overhead service drop to a tower site, regardless of the number of tower users.
- B. The tower owner will be responsible for providing metering and service entrance facilities to serve all tenants utilizing the tower facilities.
- C. Metering shall be made accessible to Utility personnel. Metering shall be installed in one of the following ways:
 1. Outside of the customer's secure area.
 2. Inside a common fenced area or separately fenced area and provide provisions for a Utility lock. The metering shall be located 4' to 5' from the edge of the fence to facilitate reading the meters through the fence.
- D. When additional customers request service, NEC Article 220 load calculations are required before the new service(s) will be energized.
- E. The tower owner is required to install sufficient meter positions when the first tenant goes on the tower to accommodate all possible tenants. Label each position as Unit #1, Unit #2, etc. Do not use tenant names as tenants may change.
- F. Communication towers are considered a commercial account.

2 Temporary Service

Reserved For Notes:

2.1 General

The following are general technical requirements that apply to temporary services.

- A. A service application shall be required for all temporary services. The Utility will work with the customer to determine the location of the temporary service
- B. Temporary services shall be located as near as possible to the location of permanent service to the building or structure. Abnormal conditions involving compliance with the foregoing provision will be cleared with and permission granted by the Utility prior to locating the Customer connection
- C. The Customer shall reimburse the Utility for its costs to install and remove the temporary service. In addition, the Customer is responsible for the energy usage costs used while the temporary service is active.
- D. The Customer is responsible for requesting disconnection of any temporary service. Failure to request disconnection will result in continuation of monthly service charges.
- E. All temporary service shall be maintained in a safe manner in order to keep the Utility harmless from injury to persons or property. The service shall remain temporary only for a reasonable time and must be made permanent when the Utility directs such action.
- F. Customer-owned temporary service entrances are not permitted on Utility-owned poles.
- G. Any required return trips because of clearance problems, or unsafe and inappropriate equipment, will be at the Customer's expense.
- H. Must use GFCI protected outlets.
- I. Working space clearances as defined by *NEC 110.26*, shall be required for temporary services.
- J. The service entrance of a temporary service must meet all requirements of NEC Article 230 Parts I through VIII that are required for permanent service entrances.
- K. Temporary services shall not be in service for more than 180 days without approval from the Utility.
- L. Only the Utility shall connect the temporary service to its system.

2.2 Temporary Overhead Services

Please refer to the permanent overhead service section for additional requirements. **Figure 2-1** Temporary Overhead Service at the back of this ESM illustrates a typical acceptable temporary overhead service arrangement. Customers shall consult with the Utility for their specific arrangement guidelines. The following are technical requirements that apply to temporary overhead services:

- A. The Customer shall cover all costs associated with the install and removal of any overhead temporary service.

- B. The Utility shall specify the location of temporary service pole(s) to avoid clearance problems. The temporary service pole(s) will need to be clear of the route for permanent service.
- C. The service drop to the temporary service pole shall not exceed 100 feet.
- D. The service attachment shall be installed at a height that maintains the following clearances:
 - Residential Driveways – A minimum of 16.5 feet.
 - Roads, Non-Residential Driveways, and Surfaces Subject to Truck Traffic – A minimum of 18 feet.
 - Pedestrian Areas – A minimum of 12.5 feet.
- E. The temporary service pole shall be constructed of treated lumber.
- F. If service drop must be attached at a point higher than 12 feet in order to obtain clearances to ground, 2"x4" braces shall be used for increased support.
- G. Temporary services shall not be installed across public streets, roads, railroad tracks, or driveways.
- H. Panel boards shall be service entrance rated. Panel boards with more than two single pole breaker positions require a main disconnect or breaker.

2.3 Temporary Underground Service

Please refer to the permanent underground service section (Chapter 4) for additional requirements. **Figure 2-2** and **Figure 2-3** Temporary Underground Service at the back of this ESM illustrate typical acceptable temporary underground service arrangements. Customers shall consult with the Utility for their specific arrangement guidelines. The following are technical requirements that apply to temporary overhead services:

- A. The Customer shall cover all costs associated with the install and removal of any underground temporary service.
- B. The Customer may install a permanent meter pedestal and breaker panel to avoid using a temporary service.
- C. The temporary service structure will need to be clear of the route for permanent service.
- D. The service lateral to the temporary service structure shall not exceed 100 feet.
- E. The temporary service support structure shall be constructed of treated lumber.

3 Overhead Secondary Service

Reserved For Notes:

3.1 General Requirements

The following general requirements shall apply to overhead secondary services for residential and commercial customers.

- A. The Utility will make all service connections to its electric distribution system. Connection to or alteration of the Utility's facilities by others is prohibited and such action is subject to immediate disconnection. Under emergency conditions, prior approval may be obtained from the Utility to make a temporary service connection.
- B. All overhead service drop conductors are furnished and installed by the Utility.
- C. Overhead service drops shall be kept as short as practical and shall not exceed 150' in length. Any deviations requiring a longer service drop must be approved by the Utility and will be at the Customer's expense.
- D. The Customer shall provide and maintain an adequate service drop attachment to support the service drop conductor.
- E. Only service drop facilities shall be permitted to be attached to a service mast.
- F. A maximum of four service conduit risers shall be allowed at the building or structure.
- G. The service weatherhead is to be located at a height such that the service drop can be attached to the support and still maintain proper code clearance above ground. The maximum allowable attachment height is 20 feet above ground. If greater attachment height is required, the Customer shall obtain prior approval from the Utility.

Grounding requirements are provided in Chapter 5. Metering requirements are provided in Chapter 6.

3.2 General Location of Electric Services

- A. All metering facilities shall be on the exterior of the building.
- B. The proposed service conductor route should be clear of obstructions from trees and have sufficient clearances to windows, doors, vents, and other utilities.
- C. The Customer should consult with the Utility for the proper meter and service conductor attachment locations to the building.
- D. The electric meter may not be installed within 10 feet of any existing or future decks.
- E. Any meter location found unsuitable to the Utility will be required to be moved at the Customer's expense.

Figure 3-1 Overhead Service Location Clearance requirements, at the back of this ESM illustrates clearance requirements from doors, windows, and gas utility equipment.

3.3 Overhead Electric Service Arrangements

The following Figures are provided at the back of this ESM illustrating typical overhead electric service arrangements:

- **Figure 3-2a:** Through the Roof Installations with Non-fused Disconnect
- **Figure 3-2b:** Through the Roof Installations with Fused Disconnect
- **Figure 3-3a:** Wall Mount Installations with Non-fused Disconnect
- **Figure 3-3b:** Wall Mount Installations with Fused Disconnect
- **Figure 3-4:** Pole Mounted Service (Secondary Pole)

4 Underground Secondary Service

Reserved For Notes

4.1 General Requirements

The following general requirements apply to underground secondary services for residential and commercial customers.

- A. An underground service lateral is defined as the Utility's underground conductors from the last pole, pedestal, transformer, or any other Utility facility connecting to the Customer's metering point, termination equipment, or disconnect equipment. The Utility will supply, own, and maintain the underground service lateral in accordance with its service extension rules.
- B. Underground service laterals shall be kept as short as practical and shall not exceed 150' in length. Any deviations requiring a longer service lateral must be approved by the Utility and will be at the Customer's expense.
- C. The Utility will not install underground service laterals across rock quarries, tillable agricultural land, or other locations not suitable for underground cables and equipment.
- D. The Utility will not allow the installation of underground service lateral unless the proposed cable route is clear of all obstructions and within 6 inches of final grade.
- E. The Utility should be consulted before making any changes in grade above the Utility's underground cables.
- F. The Customer shall contact the Utility for approval of the service location prior to installing their service entrance equipment. The Customer will own, maintain, and install all service entrance facilities except the service lateral, meter, instrument transformers, and instrument transformer wiring.
- G. The Utility will make all service connections to its electric distribution system. Connection to or alteration of the Utility's facilities is prohibited, and such action is subject to immediate disconnection.
- H. The Utility will not terminate service laterals inside the Customer's building or Customer-owned switchgear. The termination point shall be outside the Customer's building in free standing or wall-mounted equipment. The Utility will not terminate on a customer's circuit breaker or disconnect switch.
- I. The Customer may provide a trench for underground installation, otherwise EW&L will complete the trench and bill the customer appropriately. Trench depths shall accommodate the following minimal burial requirements:

Minimum Burial Depth for Supply Cable, Conductor, and Ducts ¹		
Application	Voltage (phase-to-Phase)	Depth (in)
All Secondary	0 to 600	24
Single-Phase Primary	601 to 25,000	36
Three-Phase Primary	601 to 25,000	36

1. Where minimum burial depths cannot be met, lesser depths than indicated may be approved by EW&L if supplemental mechanical protection or duct of sufficient strength is provided. EW&L must be consulted in these instances.

- J. Where minimal burial depths cannot be met, lesser depths may be used if supplemental mechanical protection approved by the Utility is provided. The supplemental mechanical protection shall be sufficient to protect the cable or conduit from damage imposed by expected service usage. Where the cable is installed in conduit approved by the Utility, additional supplemental mechanical protection is not required if the conduit is of sufficient strength to protect the cable from expected surface usage.
- K.  Frost Charges apply to the entire service length when appropriate.
- L. All trenches will be backfilled with dirt, free of any construction waste(s) and rocks that are ½" or larger. Unsuitable backfill may be augmented with sand, or ¼" crushed limestone 6" below and 6" above installed cable.
- M. Customer supplied conduits must meet the Utility's standard of gray, PVC, schedule 40 for below ground applications and schedule 80 for above ground applications. The conduit shall also contain a pulling tape with a minimum tensile strength of 1,500 lbs.
- N. The Utility may provide primary and secondary conductors in conduit at an additional charge. Please contact the Utility for current availability and pricing.

Grounding requirements are provided in Chapter 5. Metering requirements are provided in Chapter 6.

4.2 General Location of Electric Services

- A. All metering facilities shall be on the exterior of the building or approved meter pedestal.
- B. The proposed service conductor route should be clear of obstructions from landscaping and have sufficient clearances from other utilities.
- C. The Customer shall consult with the Utility for the proper meter and service conductor locations.
- D. Any meter location found unsuitable to the Utility will be required to be moved at the Customer's expense. **Figure 3-1** Overhead Service Location Clearance Requirements at the back of this ESM illustrate clearance requirements from doors, windows, and gas utility equipment.

4.3 Underground Electric Service Arrangements

The following Figures are provided at the back of this ESM illustrating typical underground electric service arrangements:

- **Figure 4-1a:** Wall Mount Installation – 120/240V with Non-fused Disconnect
- **Figure 4-1b:** Wall Mount Installation – 120/240V with Fused Disconnect
- **Figure 4-1c:** Wall Mount Installation – 277/480V Three-phase
- **Figure 4-2a:** Underground Service Outdoor Service Installations 120/240V with Non-fused Disconnect
- **Figure 4-2b:** Underground Service Outdoor Service Installations 120/240V with Fused Disconnect
- **Figure 4-2c:** Underground Service Outdoor Service Installations 277/480V Three-phase with Non-fused Disconnect
- **Figure 4-2d:** Underground Service Outdoor Service Installations 277/480V Three-phase with Fused Disconnect
- **Figure 4-3a:** Underground Service Meter Pedestal Installation with Non-fused Disconnect
- **Figure 4-3b:** Underground Service Meter Pedestal Installation with Fused Disconnect

4.4 Single-Phase Transformer Pad

Pads for single-phase padmounted transformers are provided by the Utility. The location of the pad shall be determined by the Utility.

4.5 Three-Phase Transformer Concrete Pad

The Utility will provide pad specifications for any transformer requiring a concrete pad. Concrete pads for three-phase padmounted transformers are the Customer's responsibility, however the Utility may provide and install the pad at an additional charge. Contact the Utility for approval, pricing, and availability.

The location of the concrete pad shall be determined by the Utility. The Utility may require the installation of a "foundation wall" below the concrete pad, depending on site conditions and service/transformer size. Verify with the Utility to determine if a foundation wall is needed prior to the installation.

Construction specifications for concrete transformer pads and foundation walls are illustrated in **Figure 4-4** Underground Service Concrete Transformer Pad at the back of this ESM.

4.6 Protection of Padmounted Equipment

Equipment protection using protective posts is required where single-phase or three-phase padmounted transformers are subject to vehicular traffic. Installation and the cost are the responsibility of the Customer. If the Utility installs this protection, the cost will be billed to the Customer or included in the service extension contract. **Figure 4-5** Underground Service

Protective Posts for Padmounted Transformers at the back of this ESM illustrates how protective posts should be installed.

5 Grounding and Bonding

Reserved For Notes

5.1 General Requirements

The grounding of electric installations is essential for the safety of those using the electric service, personnel maintaining the service, and is a safeguard for the customer's equipment.

All installations shall be grounded and bonded in accordance with the *NEC*. It is the responsibility of the Customer and the Authority Having Jurisdiction (AHJ) to verify all applicable code grounding requirements are met. Additional requirements at the service entrance include:

- A. A permanent and effective grounding system shall be provided for all service entrance equipment.
- B. The neutral conductor shall be bonded to the grounding system.
- C. The grounding electrodes and conductor shall be buried a minimum of 6 inches below final grade.
- D. **Figure 5-1** Grounding and Bonding Wall Mounted Meter Details at the back of this ESM illustrates grounding and bonding arrangements for various service entrance configurations.

5.2 Grounding Electrodes

- A. Grounding electrodes identified by *NEC 250.52* include:
 - Metal Underground Water Pipe – *NEC 250.52(A)(1)*
 - Metal Frame of a Building or Structure – *NEC 250.52(A)(2)*
 - Concrete Encased Electrode – *NEC 250.52(A)(3)*
 - Ground Ring – *NEC 250.52(A)(4)*
 - Rod and Pipe Electrodes – *NEC 250.52(A)(5)*
 - Plate Electrodes – *NEC 250.52(A)(6)*
- B. If present on the premise at each building or structure served, each item in *NEC 250.52 (A) 1-7*, shall be bonded together to form the grounding electrode system. Where none of these grounding electrodes exist, one or more of the grounding electrodes specified in *NEC 250.52(A)(4)* through *250.52(A)(8)* shall be installed and used.
- C. Metal underground gas piping systems on the line side of the gas meter shall not be used as a grounding electrode or bonded to the grounding electrode system.
- D. Two ground rods are installed per *NEC 250.53(A)(2)*, at a minimum distance of 6 feet apart. Both ground rods shall be installed to the left or right of the meter socket but not in front.

- E. For all three-phase, four-wire services, the customer's grounded (neutral) conductor shall be terminated on the first service disconnect or series of service disconnects (6 switch rule) per *NEC 250.24(C)*.

5.3 Grounding Electrode Conductor

- A. The grounding electrode conductor shall not run through meter sockets, metering transformer cabinets, or the Utility's portion of a meter pedestal.
- B. The grounding electrode conductor may be terminated in one of the following ways:
- Service disconnect(s).
 - Metering equipment containing a service disconnect.
 - Termination compartment of multiple metering installations.
- C. The grounding conductor shall be one piece in length and supported and protected by rigid conduit or as required by *NEC 250.64(B)* and where physical damage may occur.
- D. The Utility requires a minimum #4 copper grounding electrode conductor. All other grounding electrode conductors shall follow the minimum requirements defined by the NEC.

Size of Largest Ungrounded Service Entrance Conductor or Equivalent Area for Parallel Conductors (AWG/kcmil)		Size of Grounding Electrode Conductor (AWG/kcmil) ¹
Copper	Aluminum or Copper-Clad Aluminum	Copper
#2 or smaller	1/0 or smaller	#4*
#1 or 1/0	2/0 or 3/0	#4*
2/0 or 3/0	4/0 or 250	#4
Over 3/0 through 350	Over 250 through 500	#2
Over 350 through 600	Over 500 through 900	1/0
Over 600 through 1100	Over 900 through 1750	2/0
Over 1100	Over 1750	3/0

¹ Per NEC 250.66 and table 250.66

* Sizes shown exceed NEC, however are preferred by the Utility for standardization.

5.4 Bonding Service and Metering Equipment

- A. The Customer or Customer's electrical contractor shall be responsible for all bonding connections.

- B. The meter socket enclosure, termination cabinet, and metering transformer cabinet shall be bonded to:
 - 1. The system neutral when they are located on the line side of or at the main disconnect.
 - 2. The equipment grounding conductor, when all the following apply:
 - a) Installed on the load side of the main disconnect, and
 - b) Service ground-fault protection does not exist, and
 - c) Located immediately adjacent to the main disconnect.
- C. Bonding shall be provided where necessary to ensure electrical continuity and to have the capacity to safely conduct any fault current likely to be imposed on it.
- D. Intersystem bonding – CATV, satellite dish systems, and telephone companies shall bond to the grounding electrode system, if available. If the grounding electrode system is not readily available, bonding shall be done at the ground terminal bar in the main service entrance equipment (*NEC 250.94(2) or (3)* only). The intersystem bonding shall not be done in or on the metering equipment, refer to *Wisconsin PSC §114.099*.
- E. Meter disconnect switches nominally rated not in excess of 600 volts shall have a short circuit rating equal to or greater than the available short circuit current. These devices shall also be grounded and bonded according to parts V and VII of *NEC 250*.

6 Metering

Reserved For Notes

6.1 General Requirements

Customers shall provide a suitable location for meters and associated metering equipment without charge to the Utility. The Utility shall review and approve the proposed location of metering equipment before it is installed. Additional requirements include:

- A. Meter shall be located outdoors unless special approval has been provided by the Utility.
- B. Meter shall be in an accessible location to permit the Utility to read, inspect and test at reasonable times.
- C. Meter shall be located in a location free of hazardous conditions such as explosive fumes or materials.
- D. Meter face shall generally be 5 feet above final grade unless it is incorporated in an underground pedestal or meter bank.
- E. Meter face shall be no lower than 3 feet above grade and no higher than 6 feet above grade if incorporated in a meter pedestal or meter bank.
- F. Meter and associated equipment shall be located on a solid structure that is free from vibration, possible mechanical damage, and supported to maintain the meter socket in a level and plumb position.
- G. Meter and associated equipment shall be protected from damage by falling ice, snow, or other objects. A protective shield for the meter should be provided where the meter is not shielded by a roof overhang.
- H. Meter and associated equipment shall have a minimum 3-foot clearance in the front, a vertical clearance of 5 feet 6 inches, and 2 feet of horizontal clearance on either side. Where instrument transformer cabinets are used, the clear working space in front of the cabinet shall be 2 feet greater than with the cabinet cover in an extended position, or 3 feet, whichever is greater.
- I. Have a minimum of 4 inches of clearance on all sides of the meter socket.
- J. Residential customers may use a residential or commercial meter socket. Commercial, farm, and non-residential customers shall use a commercial meter socket.
- K. All meters located on a commercial property shall meet commercial requirements.
- L. Have a single disconnecting means for group-metered installations of more than six meters.
- M. Have pedestal style meter sockets for outdoor locations if the design permits. This is applicable for installations of up to 4-meter positions.
- N. In addition to the above requirements, multiple meter installations shall also:
 - 1. Be grouped at a location suitable to and approved by the Utility. Have each meter socket and service switch permanently marked with the location being served.

2. The location being served shall be similarly labeled. The identifications shall be on the outside of the metering panels (for the meter readers and tenants), inside the meter enclosure on a non-movable surface and at the service panel that the meter serves. Inside identification is often done with a permanent black marker or white paint.

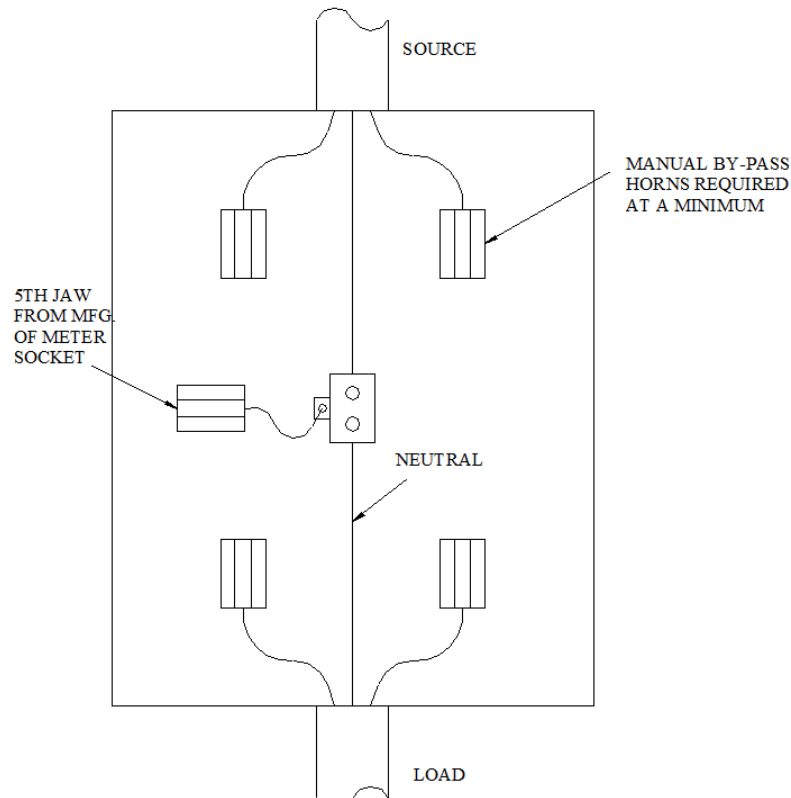
The meter **shall not**:

- Be installed in a patio, porch, deck, or carport area, or areas likely to be enclosed. Changes to the Customer's service area shall not result in making an existing metering location unsafe or inaccessible for reading, inspecting, or testing. The Customer will be required to make changes to this wiring if such changes do not comply with these rules. If after a reasonable length of time has passed after receiving a non-compliance notification from the Utility and the Customer has not suitably brought the installation into compliance, the Utility will terminate service until the non-compliance has been remedied.
- Be installed on mobile homes.
- Have Customer or Customer-owned lightning arrestors or surge protection devices installed in metering equipment. The Customer should install these devices on the load side of the service over current protection devices. Similarly, metered and unmetered conductors shall not be installed in the same raceway or conduit, nor shall any Customer meters or instruments be connected to the Utility's meter wiring.

6.2 Single-Phase, Self-Contained Meters

- A. Single-phase, 120/240 Volt, services with an electric panel rating of 400 Amperes or less will be metered with 100, 200 or 320 class, self-contained meters. 320 class meters are used for 400 Ampere services.
- B. Single-phase, 120/280 Volt, network services are limited 200 class, self-contained meters which are rated at 200 Amperes. Services greater than 200 Amperes under this category shall use a balanced load three-phase service to supply single-phase loads.
- C. The fifth jaw can be added to most new single-phase 120/240 Volt meter sockets for single-phase, 120/208 Volt, network services. The fifth jaw shall be added at the 9 o'clock position, anchored to the meter socket, and secured as shown in the following illustration.

METER SOCKET - SINGLE PHASE 120/208 VOLT NETWORK SERVICE



D. Typical meter installation arrangements for single-phase, self-contained, meters are illustrated in the following Figures at the back of this ESM:

- **Figure 2-1: Temporary Overhead Service**
- **Figures 2-2 & 2-3: Temporary Underground Service**
- **Figures 3-1 through 3-5: Overhead Services**
- **Figures 4-1 through 4-3: Underground Services**

E. Meter and grounding arrangements are illustrated in **Figure 5-1** at the back of this ESM.

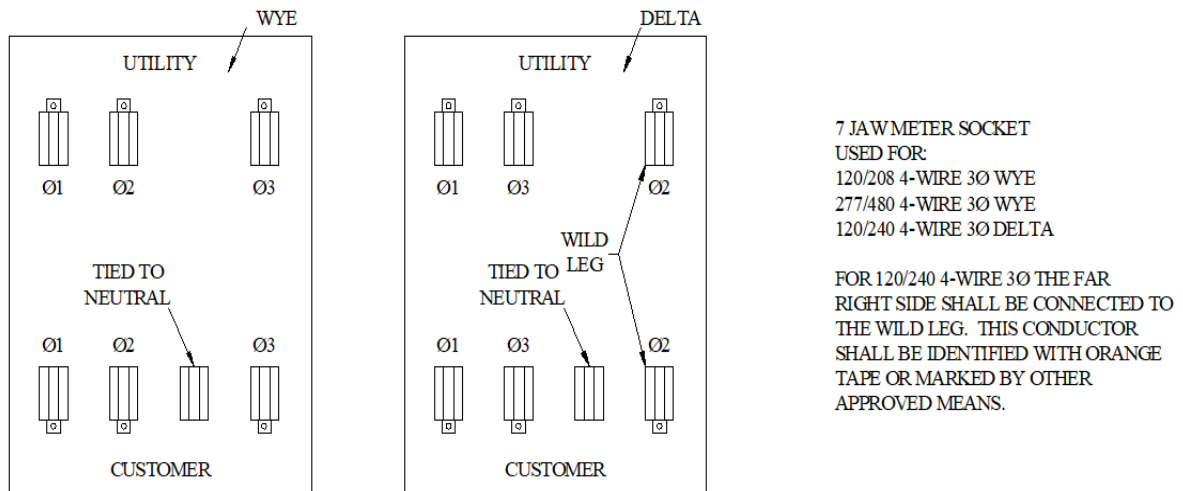
F. The service disconnect shall be located in the meter pedestal if the service panel is more than 8 feet from the outer building wall.

6.3 Three-Phase, Self-Contained, Meters

A. Three-phase, 120/208 Volt and 277/480 Volt, services with an electric panel rating of 200 Amperes or less will be metered with 200 class, self-contained, meters.

B. Minimum meter socket requirements shall include:

1. Rated up to 400 Amperes, 600 Volts, ringless, clamp type jaws, sealable, with wrench operated connectors.
 2. A manual levered bypass switch designed to permit visual checking of the bypass connections with the meter installed. The socket must also be designed so that the cover cannot be installed in the bypass closed position.
- C. The following illustrates the typical electrical connections for three-phase, four wire, applications at 400 Ampere or less. (Note: Four-wire delta applications only pertain to existing installations and are no longer provided as new services by the Utility)



- D. Termination enclosures may be necessary with certain wiring, spacing, clearance or equipment choices. The Customer shall consult with the Utility before planning or utilizing these enclosures.

6.4 Instrument Transformer Metering

- A. Commercial installations over 200 Amperes will be evaluated to determine the appropriate meter class.
- B. Current transformers (CT) for underground and overhead services shall be installed in an approved cabinet, typically pad-mounted or wall-mounted at the discretion of the Utility. All low side wiring on the current transformers will be done by the Utility. Polarity marks (H1 or white dot) on the CT window must face in the direction of the supply. Conductors from the utility supply shall enter the CT at the end with the polarity mark. All conductors of one phase shall pass through the same current transformer. The Utility will furnish all current transformers.
- C. Voltage transformers (VT) may be required on all transformer rated 480-volt services. Voltage transformers shall be mounted in the same cabinet as the current transformers. On overhead services, they may be mounted on the mast head along with the current transformers. The voltage transformers should be mounted in a location where the conductors will not interfere with proper access. The Utility will furnish the voltage transformers and complete all voltage transformer wiring.

- D. Instrument transformer cabinet must have provisions for a padlock and meter seal, must be weather tight, and must be large enough to allow ample space for CTs, VTs, and conductors.
- E. The instrument transformer cabinet must be bonded and grounded as illustrated in **Figure 5-1** Ground and Bonding Wall Mounted Meter Details and **Figure 6-1** Metering Instrument Transformer Metering Guideline provided at the back of this ESM.
- F. **Figure 6-1** Metering Instrument Transformer Metering Guideline, provided at the back of this ESM, illustrates the typical arrangements for three-phase current transformer cabinets.

6.5 Overhead (600 to 800) Ampere Service with Current Transformer Metering

- A. This metering requirement is applicable for overhead services from 600 Amperes through 800 Amperes. For 400 Amp single-phase services, a 320 Ampere plug-in meter socket is standard for residential and some commercial services. The Customer shall submit its plan to the Utility for review and approval before using CT cabinets. Other general requirements are noted below.
- B. The Customer shall install the meter socket, current transformer cabinet, and conduit between the meter socket and CT cabinet. The Utility will supply the meter, current transformers, and meter wiring. PTs, CTs, and metering are not allowed in or on any of the Utility's electrical facilities.
- C. The CT cabinet must be bonded in accordance with applicable electrical codes. A bonding conductor table can be found in **Figure 6-1** Meter Instrument Transformer Metering Guideline provided at the back of this ESM.
- D. The minimum clear space in front of the CT cabinet shall be 3 feet or 2 feet beyond the maximum cover swing distance, whichever is greater.
- E. In existing four wire, 120/240 Volt, three-phase installations, the wild leg shall be located on the right side and identified with orange tape. (Note: Four wire delta applications only pertain to existing installations and are no longer provided as new services by the Utility)
- F. The Customer should contact the Utility for an approved list of meter sockets, meter pedestals and current transformer cabinets.

6.6 Underground (400 to 3,000) Ampere Service with Current Transformer Metering

- A. This metering arrangement is applicable to underground service from 400 to 3,000 Amps using bolt-in current transformers only. For 400 Ampere single-phase services, a 320 Class self-contained meter is standard for residential and certain commercial services.

- B. The Customer shall consult with the Utility early in the planning and design phase on metering and current transformer layouts to obtain timely approval before ordering equipment.
- C. The CT cabinet must be mounted outdoors.
- D. The CT cabinet must be bonded in accordance with applicable electrical codes.
- E. The following summarizes the typical arrangement for three-phase current transformer cabinets.
 - 1. The minimum depth of the CT cabinet is 24".
 - 2. Doors shall be hinged and have a lockable hasp.
 - 3. Buses should be braced to support conductors and CTs.
 - 4. CTs must be adjustable for depth and height.
 - 5. Buses shall be adequately braced to support CT's and conductors.
- F. PTs, CTs, and metering are not allowed in or on any of the Utility's electrical facilities.
- G. See **Figure 6-1** Metering Instrument Transformer Metering Guideline, provided at the back of this ESM, for instrument transformer metering guidelines.
- H. Minimum working clearance in front of the CT cabinet shall be 3 feet, or 2 feet beyond the maximum cover swing distance, whichever is greater.
- I. For existing four-wire, 120/240 Volt, three-phase installations, the wild leg shall be identified with orange tape or other appropriate means. *(Note: Four-wire delta applications only pertain to existing installations and are no longer provided as new services by the Utility)*

6.7 Multiple Meter Installations (2 to 4 Meters)

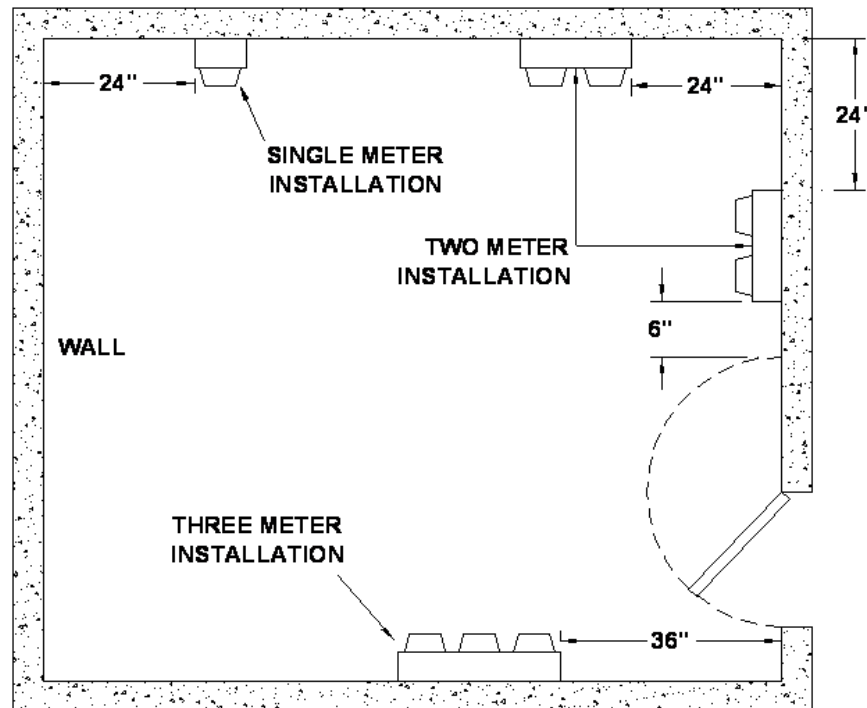
- A. All multi-meter socket equipment must be approved by the Utility before installation.
- B. Meter sockets must be ringless style, 200 Amp minimum rating, clamp type jaws, sealable, wrench operated connectors, with a protective shield covering the jaws.
- C. The design of the meter socket shall be such that the cover cannot be installed with the bypass closed.
- D. Each meter position must be permanently labeled on the inside and on the exterior of the meter socket identifying the service panel. If possible, avoid exterior labeling on removable portions of the socket.
- E. Each meter socket must have a horn type or manual lever by-pass, be ringless, and UL approved.

- F. A minimum clear working space of 3 feet in front and 2 feet on either side of the meter panel must be maintained. Headroom shall be a minimum of 6'-6". The main entrance enclosure or termination enclosure shall be at least 4" from any barrier or wall. Also, meter sockets shall be located no closer than 10" to a barrier or wall.
- G. Each meter socket must be identified with the same permanent label identification as the space it meters both inside and outside of the metering panel. If possible, this identification should be placed on a non-removable part of this metering equipment.
- H. Customers shall furnish, install, and maintain the metering equipment. This includes all meter sockets, switches, fuses, circuit breakers, termination enclosures, load conductors, lugs, and associated equipment.
- I. Meters shall be individually sealable.

6.8 Indoor Meter Clearances

Indoor meters are normally not allowed and require Utility approval. The following requirements shall apply for any type of metering installation located indoors.

- A. The Utility shall review and approve the proposed location of metering equipment before it is installed.
- B. A key shall be provided by the owner to the utility for 24-hour access. No other materials shall be stored in the indoor metering area.
- C. Meters shall not be installed on walls where they will be behind an open swinging door.
- D. Meters require protective barriers if traffic through a doorway could cause damage to the meter. A minimum clearance of 12 inches is required from the center line of the meter-connection device to the barrier.
- E. The minimum separation distance from meter stacks on adjacent walls is 24 inches.
- F. A 3-foot minimum working space shall be provided in front of all metering.
- G. The location of the electric meter must comply with the minimum clearances shown in the following illustration.



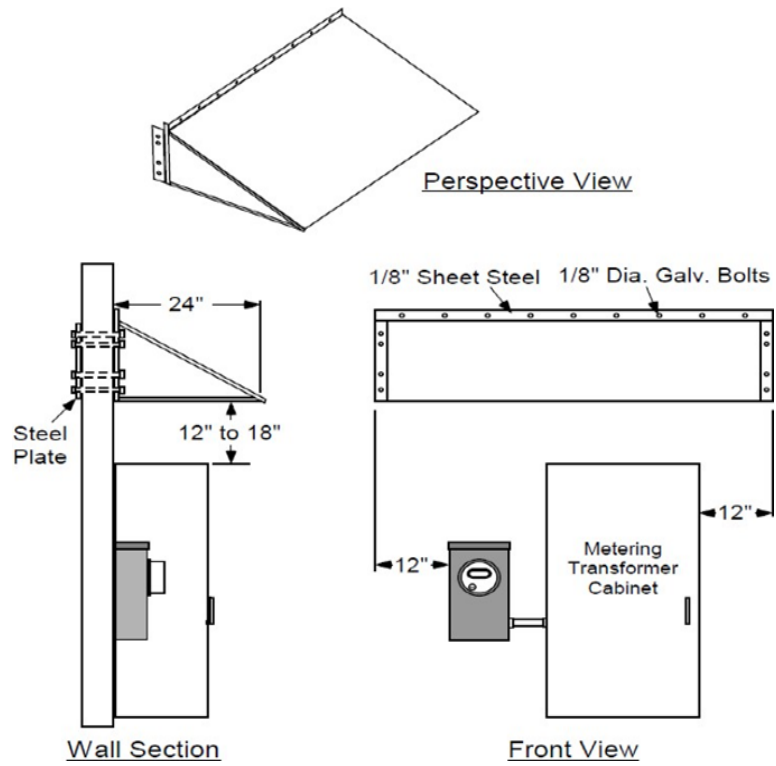
6.9 Meter Seals

The Utility will seal all meters, meter facilities and points of access to un-metered wiring on the customer's premises. All cabinets, conduit fittings, and equipment enclosures containing un-metered conductors shall be made sealable before the service is energized. It is illegal for customers or contractors to remove meters or seals. Contact the Utility if access to any Utility-sealed cabinet is required. Violation of this rule could result in immediate disconnection and prosecution.

6.10 Meter Ice and Snow Shield

The customer is responsible for protecting Utility meter(s) and customer's own metering equipment from damage caused by falling ice, snow, or other objects. If protection is not provided for meter equipment by adequate roof overhang the customer shall construct a protective shield, or the metering equipment location shall be moved to a safe area. The customer will be charged for meter replacement if damage occurs and typically an outage will be required to replace any damaged equipment. An adequate roof overhang shall extend a minimum of 18" – 24" out from the face of the wall to which the meter is mounted.

The following illustrates typical ice and snow shield configurations.



7 Manufactured and Mobile Home Services

Reserved For Notes

7.1 Overview

This chapter covers service requirements for all manufactured homes constructed to the requirements of the United States Housing and Urban Development (HUD) standards and all mobile homes. The term MANUFACTURED HOME as used in this chapter shall also apply to all mobile homes (see definition of mobile home). This chapter does not cover campgrounds.

7.2 Definitions

Mobile Homes: NEC 550.2: A factory-assembled structure or structures transportable in one or more sections that are built on a permanent chassis and designed to be used as a dwelling without a permanent foundation where connected to the required utilities; these include the plumbing, heating, air-conditioning, and electric systems. (The term “mobile home” refers to factory-built homes that were produced prior to June 15, 1976; when the HUD requirement went into effect.)

Manufactured Homes: These are homes built entirely in the factory under a federal building code administered by the U.S. Department of Housing and Urban Development (HUD). The Federal Manufactured Home Construction and Safety Standards (commonly known as the HUD code) went into effect June 15, 1976. Manufactured homes may be single- or multi-section and are transported to the site and installed. The federal standards regulate manufactured housing design and construction, strength and durability, transportability, fire resistance energy efficiency, and quality. The HUD code also sets performance standards for the heating, plumbing, air-conditioning, thermal, and electrical systems. It is the only federally regulated national building code. On-site additions, such as garages, decks, and perches, often add to the attractiveness of manufactured homes and must be built to local, state, or regional building codes.

Manufactured homes will have a plate (sticker) located on the end of transportable section:



If the manufactured home is built to *NEC 550.32A* there will be a sticker located near the panel indicating a four-wire feeder is required, these homes will be provided service according to this chapter:



If the manufactured home is built to meet the conditions of *NEC 550.32B*, the manufacturer will place a sticker on the outside of the home near the service panel indicating that grounding is required prior to connection of service, these homes will be provided service according to ESM Chapters 1 through 6:



Modular Homes: These factory-built homes are built to the state, local, or regional code where the home will be located. Modules are transported to the site and installed. These homes will have a state sticker (right) indicating that it has been constructed to the applicable state code requirements if installed in Wisconsin.

Panelized Homes: These are factory-built homes in which panels – a whole wall with windows, doors, wiring, and outside siding – are transported to the site and assembled. The homes must meet state or local building codes where they are sited.



Pre-Cut Homes: This is the name for factory-built housing in which building materials are factory-cut to design specifications, transported to the site and assembled. Pre-cut homes include kit, log, and dome homes. These homes must meet local, state or regional building codes.

Modular homes, panelized homes, and pre-cut homes will be supplied electric service according to ESM Chapters 1 through 6.

7.3 General Requirements

Manufactured and mobile home service extensions shall comply with the following standards:

- A. The Utility will provide and install the service cable to individual or group metering points for manufactured homes. The Customer will provide and install the meter socket(s) and service equipment. Manufactured homes receiving service at a central location shall obtain prior approval from the Utility for each installation. Group metering installations shall follow the same rules as individually metered units.
- B. Each meter socket shall be permanently marked or tagged to coincide with the address or unit of the location served. Appropriate marking shall consist of a permanent plaque and/or directory. A permanent marking shall also be inside each meter socket base. Meters shall not be installed until these requirements are met.
- C. Service will be 120/240 Volt single-phase.
- D. Minimum rating of a manufactured home service entrance shall be 100 amps. Receptacles shall have overcurrent protection no greater than their rated capacity.

- E. The manufactured home service entrance equipment shall contain a means for serving an accessory building, structure, or additional electrical equipment located outside a manufactured home by a fixed wiring method.
- F. Manufactured home service entrance equipment is permitted to have additional receptacles for connection of electrical equipment located outside the home and all such 120-volt, single-phase, 15 and 20-amp receptacles shall be protected by listed ground-fault circuit interrupter (GFCI) protection.
- G. All branch circuit breakers and feeder breakers shall be connected on the load side of a single service entrance breaker.
- H. A field installed manufactured home service entrance shall be located adjacent to the manufactured home and not mounted on or in the manufactured home and not more than 30 feet from the home. If the manufactured home is placed on a permanent foundation a conventional service may be installed on the foundation, if the following provisions are met:
 - 1. Service entrance rated equipment is located immediately adjacent to the meter pedestal or is an integrated part of the meter pedestal.
 - 2. The service entrance shall contain a means for serving an accessory building structure of additional electrical equipment outside the manufactured home by a fixed wiring method.
 - 3. A four-wire feeder is run from the load side of the service entrance to the electrical panel in the manufactured home.
- I. Typical mobile home service installation arrangements for single-phase, self-contained, meters are illustrated in the following Figures provided at the back of this ESM:
 - **Figure 3-4: Pole Mounted Service (Secondary Pole)**
 - **Figures 4-2a-d: Outdoor Service Installation**
 - **Figures 4-3a-b: Meter Pedestal Installation**

Please contact the Utility to discuss the arrangement for installations involving more than one meter at a single location.

8 Farm Services

Reserved For Notes

8.1 Overview

This chapter includes single and three-phase services to farms, acreages where animals may be present, and/or irrigation installations. The service shall connect to an approved field-built structure. The Utility will not install underground service laterals across rock quarries, tillable agricultural land, or other locations not suitable for underground cables and equipment.

8.2 Non-Farm Services

Services for installations not covered in this chapter shall be installed in accordance with services as shown in ESM Chapter 3 and Chapter 4.

8.3 Farm Pole Top Services

- A. The farm service yard pole or field-built structure is owned by the Customer. This pole or field-built structure shall be located on the Customer's property. Under no circumstances may the customer's pole or field-built structure be located in road right-of-way.
- B. Utility distribution poles shall not be used as farm service yard poles, for fencing, signage, or any other non-Utility purpose.
- C. The transformer should be located 20 feet from the Customer's service entrance and any other Customer owned structure/facilities for potential neutral isolation request in the future. If this cannot be achieved due to physical limitations, the transformer may be located 12 feet but no more than 30 feet from the Customer's service.
- D. For safety concerns, the Customer shall consult the Utility before installing any equipment on a yard pole or field-built structure.
- E. All underground circuits extending from the yard pole or field-built structure shall be feeders or branch circuits (*NEC 547*).
- F. The Customer shall protect the yard pole or field-built structure and equipment on it from damage by vehicles and/or farm equipment. The yard pole or field-built structure and equipment on it shall be maintained in good operating condition and repaired or replaced, at the Customer's expense, when warranted.
- G. All meters shall be installed so the meter faces an area that is accessible and clear.
- H. The Customer's pole top transfer switch (*NEC 547.2 Site Isolation Device*) shall be approved by the Utility as a single switch unit mounted in one enclosure. The site isolation device shall disconnect all underground conductors on the premise from utility service.
- I. Pole top switch installations shall have a minimum switch size of 400 Amps.
- J. The bonding conductor from the pole top transfer switch and all grounding and grounded conductors for the Customer's wiring system shall be connected together at the yard pole.

K. Customers are encouraged to convert to three-phase, 480/277 volt whenever practical and when appropriate for present loads or future expansion. To convert to three-phase, a Customer shall have:

1. A three-phase loads or immediate plans to install such.
2. A farm load that has exceeded single-phase service sizes offered by the Utility.

When converting to three-phase, the Customer shall make appropriate wiring changes on their side of the meter to utilize and balance all three phases as best as practical.

L. For animal confinement facilities and associated/connected premises, one service per property applies. All exceptions shall be approved at Utility discretion.

M. The Utility will not install additional service drops or laterals to any farm building or farm structure when any portion of the building or structure is located within 150 feet of the yard pole distribution center. If another service may be warranted, the separation between the services shall be 300 feet minimum, measured in a straight line.

N. A separate service may be installed to a building on the farm site if that building is not part of the farm operation. The separate service shall not originate from the yard pole.

O. All farm use meters shall be installed on the yard pole or field-built structure. A house (or houses) on a farm site may be considered as part of the farm operation and may be metered as part of the farm service or metered separately from the yard pole or field-built structure. Meters for house services not involved with farming operations are not permitted on the yard pole and may require a separate transformer.

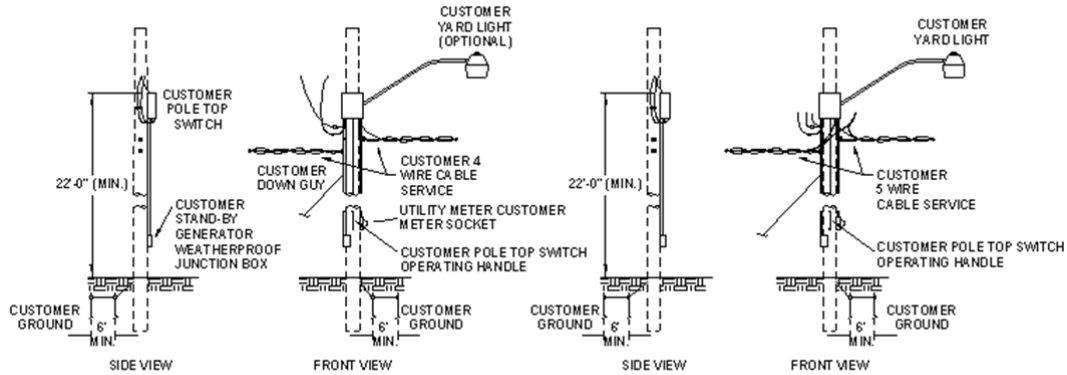
P. *Informational Note: To prevent flicker issues caused by farm loads, customers not involved with farm operation should be served from a separate transformer provided there are no electrically conductive pathways between the two services. Large motors should also be reviewed by the Utility.*

Q. Farms with two or more services on the same tract or parcel of land shall maintain a permanent plaque at each service location indicating its usage (NEC 547).

R. Customer underground circuits extended from the yard pole shall have overcurrent protection. All Customer wires on the yard pole shall be installed in conduit.

S. The Customer's drip loop conductors shall provide a minimum of 36" leads from the pole top switch.

T. The following illustrates typical farmyard pole arrangements.



8.4 Key-Interlock Systems – Farm Standby Generation

Keyed interlock systems for standby generation may be allowed at farm installations with prior approval from the Utility. Labeling and instructional placards shall be installed by the customer as shown below.



9 Special Services

Reserved For Notes

9.1 Cable and Communication Power Supplies

Cable and communication power supply service is available at 120/240 Volt, three-wire, single-phase. The cable or communication company should contact the Utility to ensure that this voltage is available at the desired location.

The following requirements apply:

- A. All installations must conform to all applicable electrical codes and the Utility's requirements for clearances, climbing space, and working space.
- B. No pole-attached services are allowed. A separate underground service is required for any cable and communications power supply.
- C. Only qualified and authorized representatives for the cable or communication company shall make this installation. Those representatives shall be trained and knowledgeable of clearance requirements and working rules of the NESC and requirements of OSHA. The qualified and authorized representatives shall be trained and competent in:
 - 1. Identifying and distinguishing electric utility system components and exposed live parts.
 - 2. The techniques necessary to determine the nominal voltage of exposed live parts.
 - 3. The minimum safe approach distances corresponding to the voltages to which the qualified representatives will be exposed.
- D. The cable or communication company shall furnish and install all equipment and materials except the Utility's meter.
- E. The meter socket shall be a minimum of 100 Ampere, ringless, and have manual bypass horns for 120/240 Volt three wire service.
- F. The service entrance conductors shall be run in non-metallic conduit. The service entrance conductors shall use 600 Volt insulation and shall extend a minimum of 36" beyond the weatherhead. The Utility will make the service connections.
- G. The service disconnect, power supply unit, meter socket and cable television cable shall be located in the same quadrant on the pole. There shall also be a maximum of 6" between the service entrance conductors and the cable television cable.
- H. Service grounding shall comply with the NEC which requires a separate ground, ground lead, and two ground rods for the service.
- I. The service conductor should be sized for the actual disconnect size utilized.
- J. **Figure 9-1** Special Services Typical Cable & Communication Power Supply Arrangement provided at the back of this ESM illustrates typical cable and communication power supply arrangements.

9.2 Unmetered Decorative Holiday Lighting

Unmetered decorative holiday lighting service is available to local governmental units only with Utility approval. A master agreement between the Utility and the governmental unit is required. The Utility reserves the right to deny such attachments. The preferred method is to meter this service.

Decorations and festoonery should be removed when billing is terminated. All decorative materials and service equipment must be of approved materials. Decorations shall not be strung between utility poles. **Figure 9-2** Special Services Typical Decorative Holiday Lighting Arrangement (Unmetered and where permitted) provided at the back of this ESM illustrates a typical decorative lighting arrangement.

The following requirements apply:

- K. All installations must conform to all applicable electrical codes and the Utility's requirements for clearances, climbing space, and working space.
- L. All work must be done by trained and qualified personnel.
- M. The service entrance may be 120 Volts or 120/240 Volts, depending on the load requirements and the availability of the supply voltage at the service location.
- N. Service equipment should be securely bonded or lagged to the pole. Drilling of holes in poles is not permitted without specific authorization from the Utility.
- O. Service entrances shall not be installed on poles with transformers, regulation, switching or protective devices, or on corner poles.
- P. If the entire installation is above communications conductors, the receptacle can be as close as 40" above the communications conductors.
- Q. Non-current carrying metallic parts of decorations operating at less than 150 Volts to ground may be installed no closer than 20" to communications cable or 20" above and 24" below communications conductors.
- R. An earth ground is not required, provided that a separate grounding conductor is run from the entrance switch enclosure with the service entrance conductors and connected to the secondary neutral by the Utility. The green ground wire must connect the switch box, receptacle, and conduit.
- S. The weatherproof receptacle must have a minimum ground clearance of 10 feet.

9.3 Communication Tower Installation

All communication towers are considered to be structures. The Utility will provide either one underground service lateral or one overhead service drop to a tower site regardless of the number of tower users.

The tower owner shall be responsible for providing metering and service entrance facilities to serve all tenants utilizing the tower facilities. The owner shall contact the Utility in advance to plan

a suitable metering arrangement and location. Meters will be located outside of the fenced-in tower site.

Services for cell towers may require the use of special filtering equipment. Consult with the Utility before installing. The cost of any additional filtering equipment or other protective device will be borne by the Customer.

10 Primary Services

Reserved For Notes

10.1 General Requirements

Primary service (service at voltages above 600 Volts) is only available upon Utility approval. The Customer must make application to the Utility for the proposed primary service and obtain approval of the location, equipment, and design before starting installation of the service entrance.

The Utility furnishes, installs, and maintains the primary service and metering equipment in accordance with the Utility 's applicable rates and extension rules. The Customer furnishes, installs, and maintains all service entrance facilities at the service point other than the metering equipment, regardless of the metering location.

Other general requirements for primary metered service include:

- A. The Customer's system beyond the metering point must comply with all applicable NESC, NEC, state, and local electric code requirements.
- B. Service entrance equipment located at the point of service shall include:
 - 1. a three-phase, gang-operated load break disconnecting means and over current protection for a three-phase-service, or;
 - 2. a single-phase handle operated disconnect and overcurrent protection for a single-phase service.
- C. Overcurrent protection shall be provided for all branch lines and transformers.
- D. Customers shall only use grounded wye/grounded wye five-legged or triplex core transformers. Customers may only use delta-wye wound transformers with advance approval from the Utility. Customers may not use three-legged transformers because they can cause substantial overvoltage damage to the Utility and Customer owned equipment during single-phase outages.
- E. The disconnecting device shall be located to provide a visible open and operating capability to both the member and the Utility.
- F. Clearances and separations must be maintained to the Utility's metering equipment. Refer to Chapter 11 for required clearances.
- G. The sequence of the equipment toward the load shall be meter-switch-fuse with any variations approved by the Utility.
- H. **Figure 10-1** Primary Services Primary Metering Options provided at the back of this ESM illustrates the typical primary service metering schematic and point of service.

11 Clearances

Reserved For Notes

11.1 General

The NESC, NEC, OSHA and public road authorities specify minimum clearance from electric lines and equipment for safety. Unless otherwise noted, all clearances are from surface-to-surface, and all distance requirements are measured center-to-center.

11.2 Vertical Clearance Requirements for Overhead Conductors

The table below provides preferred minimum vertical clearance requirements for overhead secondary and primary conductors. These clearances are under the following conductor temperature and loading conditions, whichever produces the largest final sag:

- A. 120-degree Fahrenheit, no wind displacement
- B. Maximum conductor temperature for which the line is to operate, with no wind displacement.
- C. 32-degree Fahrenheit, ½" radial ice, no wind displacement.

Some of these clearances may be reduced if allowed by NESC exceptions. Verify with the Utility before applying lesser clearances than those identified in the below table.

Preferred Minimum Vertical Clearances to Overhead Conductors		
Nature of Surface Underneath Conductors	Secondary Voltage Conductors (ft)	Primary Voltage Conductors (ft)
Ground below drip loop of service conductor.	12.5	N/A
Streets, alleys, parking lots, driveways, and other areas subject to truck traffic.	16.5	18.5
State and county roads	20.0	20.0
Roofs, balconies, and decks.	11.5	13.5
Roofs not readily accessible, and outside a 6' radius from service mast, where <u>insulated</u> service wire is attached to a service mast.	3.0	N/A
Roofs not readily accessible, and inside a 6' radius from service mast, where <u>insulated</u> service wire is attached to a service mast.	1.5	N/A
Signs, chimneys, billboards, antennas, flagpoles, banners, and tanks.	6.0	8.0

11.3 Horizontal Clearance Requirements for Overhead Conductors

The table below provides preferred minimum horizontal clearance requirements for overhead secondary and primary conductors.

Some of these clearances may be reduced if allowed by NESC exceptions. Verify with the Utility before applying lesser clearances than those identified in the below table.

Horizontal Clearances to Overhead Conductors		
Nature of Object Horizontal to Conductors	Secondary Voltage Conductors (ft)	Primary Voltage Conductors (ft)
Building walls, projections, windows, balconies, fire escapes signs, chimneys and antennas from conductor not attached to the building.	5.5	7.5
Windows, balconies and fire escapes from <u>insulated</u> service wire attached to the building.	3.0	N/A

11.4 Padmounted Transformer Clearances

The Utility shall approve the location of all padmounted transformers. Padmounted transformer locations shall be in accordance with the requirements of NEC, NESC, and National Fire Protection Association (NFPA). In addition, they are to be located far enough from the building overhang so they will not be subject to damage by falling snow and ice.

Padmounted transformer locations shall be graded for proper drainage and be readily accessible by truck or other means for change-out. Where danger of snow plowing or traffic damage exists, bollards or other barriers shall be provided for protection. Costs for these barriers shall be borne by the Customer.

Transformers shall have a minimum separation of 5 feet from natural gas service equipment. A minimum separation of 5 feet shall be maintained between transformers and liquid petroleum facilities on site but not filled on site. If the liquid petroleum facilities are filled on-site, the minimum separation is 10 feet.

A 10-foot clearance is required in front of the padmounted transformer doors.

The following clearances apply to the location of oil-insulated padmounted transformers near buildings.

A. Non-Combustible Walls

(Includes wood framed brick veneered buildings, metal clad steel framed buildings, asbestos-cement-board walled metal framed buildings and masonry buildings with a one hour fire rating.)

1. Padmounted oil-insulated transformers may be located a minimum distance of 2 feet from the roof overhang of a non-combustible walled building if all clearances are maintained from doors, windows, and other building openings.
2. If a combustible first floor overhang exists, a 10-foot distance from the edge of the transformer to the edge of the overhang or its associated roof overhang (combination of vertical and horizontal distance) shall be required in addition to other clearance requirements.
3. **Figure 11-1** Clearances Padmounted Oil Insulated Transformer Clearance from Non-Combustible and Combustible Walls provided at the back of this ESM illustrates clearances from non-combustible walls.

B. Combustible Walls

(Includes wood buildings and metal clad building with wood framed construction.)

1. Padmounted oil-insulated transformers shall be located a minimum of 10 feet from the roof overhang of combustible walled buildings if all clearances are maintained from doors, windows, and other building openings.
2. If a combustible first floor overhang exists, a 10-foot distance from the edge of the transformer to the edge of the overhang or its associated roof overhang (combination of vertical and horizontal distance) shall be required in addition to other clearance requirements.
3. **Figure 11-1** Clearances Padmounted Oil Insulated Transformer Clearance from Non-Combustible and Combustible Walls provided at the back of this ESM illustrates clearances from combustible walls.

C. Doors, Windows, and Building Openings

(Building openings are defined as operable and stationary windows, air intakes and exhaust vents.)

1. Padmounted oil-insulated transformers shall not be located within a zone extending 20 feet outward and 10 feet to either side of a building door used primarily as an entrance or exit. Doors to electrical equipment rooms are not considered a primary entrance.
2. Padmounted oil-insulated transformers shall not be located within a zone extending 10 feet outward and 10 feet to either side of an opening located at the level of the transformer. If the opening is located above the transformer, the distance from the top of the transformer to the opening shall be a minimum of 10 feet.
3. **Figure 11-2** Clearances Padmounted Oil Insulated Transformer Clearance from Doors, Windows & Openings provided at the back of this ESM illustrates clearances from doors, windows, and other openings.

D. Fire-Resistant Barrier Walls

(Includes reinforced concrete, brick, or concrete block barrier walls with a three-hour fire rating.)

1. If the above clearances cannot be established, a barrier wall may be required.

2. The barrier wall shall have a minimum distance of 2 feet from the padmounted oil-insulated transformer.
3. The barrier wall shall extend three feet beyond each side of the padmounted oil-insulated transformer. The height of the barrier shall be 3 feet above the top of the padmounted oil-insulated transformer.
4. If a combustible first floor overhang exists, the barrier wall must be a minimum distance of 2 feet from the roof overhang.
5. The barrier wall shall extend to a projection line from the corner of the padmounted transformer to the furthest corner of a window, door or opening.
6. **Figure 11-3** Clearances Padmounted Oil Insulated Transformer Clearances with Fire-resistant Barrier provided at the back of this ESM illustrates clearances with fire-resistance barriers.

E. Fire Escapes

1. Padmounted oil-insulated transformers shall be located such that a minimum clearance of 20 feet is maintained from a fire escape.
2. This distance can be reduced if a fire resistance barrier is constructed around the padmounted oil-filled transformer (side wall and roof). The barrier shall extend a minimum of one foot beyond the transformer in all directions. A clearance of 10 feet is required in front of the padmounted transformer doors. Adequate transformer accessibility and ventilation must be provided.
3. **Figure 11-4** Clearances Padmounted Oil Insulated Transformer Clearances from Fire Escapes provided at the back of this ESM illustrates clearances from fire escapes.

11.5 Clearance from Gas Lines

The separation in any direction between buried gas and electric and/or communications facilities shall be a minimum of 12 inches. If this clearance cannot be attained, the gas line shall be protected from damage that might result from the proximity of the electric supply or communication direct-buried system.

11.6 Clearance from Wells

Overhead open supply conductors shall not run over the top of wells. The horizontal clearance with conductors at rest shall not be less than $\frac{3}{4}$ of the vertical clearance to ground. The horizontal clearance shall not be less than 10 feet while the conductors are displaced by wind.

Underground supply cable shall have at least a 5-foot separation to the well installation.

11.7 Clearance from Sewer Equipment

The horizontal separation between direct-buried cable and other underground sewer equipment should not be less than 12 inches, to permit maintenance access to either facility without damage to the other.

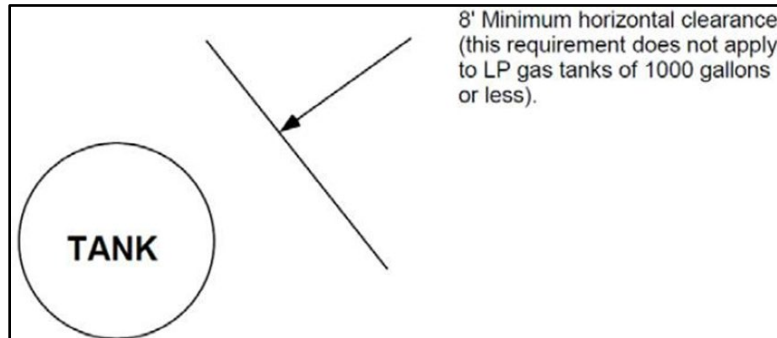
The separation in any direction between buried electric conductors and drain fields, alternate fields, or septic tanks should be at least 5 feet if less than 480 Volts and 10 feet if 480 Volts or more.

11.8 Clearance from Material Storage Areas

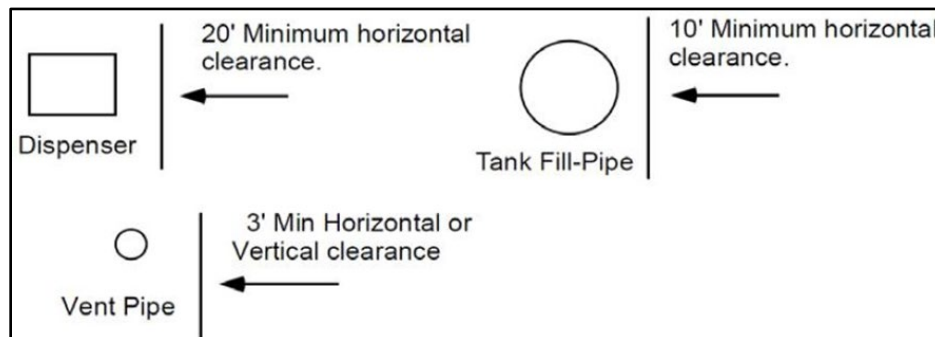
Overhead lines shall not be run over designated material storage areas where material is regularly stored and handled by cranes, dump trucks, elevators, or other types of high machinery, unless the clearance of such lines is adequate to permit the full use of the equipment.

11.9 Clearance from Fuel Storage Tanks

Electric lines shall not be run over above-ground flammable liquid or liquefied petroleum gas (LPG) storage tanks. A horizontal clearance of not less than 8 feet is required for services and secondary cables and 15 feet for all other conductors. LPG tanks with a capacity of 1,000 gallons or less or tanks enclosed in a building or fully covered by a roof or canopy capable of preventing a falling overhead supply conductor from directly contacting the tank are exempt from this requirement.



A horizontal clearance of not less than 20 feet is required from gasoline dispensers, not less than 10 feet is required from tank fill pipes, and not less than 3 feet is required from tank vent pipes.



Underground supply cables shall not come within 10 feet of above ground or below ground fuel storage tanks. Underground cables shall not go under fuel storage tanks.

11.10 Clearance from Antennas

Outdoor antennas and supporting structures attached to buildings shall have a horizontal clearance from utility electric lines greater than the total height of the antenna and supporting structure.

Service cables of 150 Volts or less to ground shall have a minimum clearance of 3 feet 6 inches from the antenna and supporting structure except a minimum clearance of 2 feet is permitted from the service conductor drip loop.

11.11 Requirements for Conductors under Structures

Any electric facilities proposed to pass under structures must be approved by the Utility. All such approved facilities shall be installed in conduit.

11.12 Clearance from Swimming Pools

Utility owned supply cables operating at 750 Volts or less shall have at least 22.5 feet of clearance in any direction from the pool's water level, edge, base of diving platform, or anchored raft. The clearance shall be at least 14.5 feet in any direction from the diving platform, tower, water slide, or other fixed, pool-related structures.

11.13 Clearance Envelope for Grain Bins

NESC rule 234F specifies the minimum clearances of wires, conductors, cables, and rigid live parts from grain bins.

- A. The horizontal clearance requirement on the loading side of a grain bin filled with portable auger/elevator systems is increased to the sum of the grain bin height plus 18 feet. A clearance of not less than 18 feet is required in all directions from probe ports in the grain bin roof to all wires, conductors and cables. **Figure 11-5** Clearances Clearance Envelope for Grain Bins Filled by Portable Equipment provided at the back of this ESM illustrates clearances from grain bins filled by portable augers, conveyors, or elevators.
- B. A vertical clearance of at least 13.5 feet and a horizontal clearance of at least 15 feet shall be maintained between grain bins with permanently installed elevator systems and open supply conductors operating from 0-22,000 Volts. The distances are measured from the outermost and uppermost parts of the grain bin/elevator structure. **Figure 11-6** Clearances Clearance Envelope for Grain Bins Filled by permanent Equipment provided at the back of this ESM illustrates clearances from grain bins filled with permanently installed augers, conveyors, or elevators.

Consult with the Utility prior to siting new bin installations. If NESC clearance violations are found, the cost for moving Utility facilities shall be borne by the Customer.

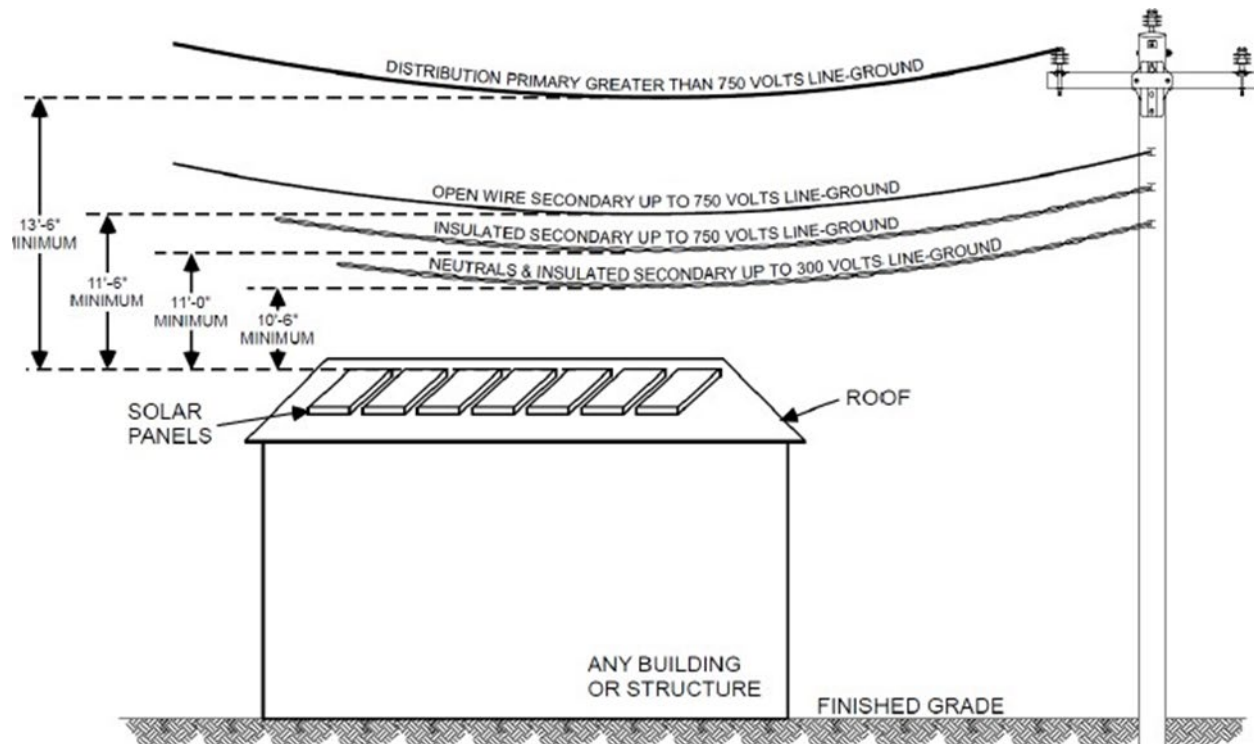
11.14 Recreational Vehicles (RVs) Mobile Homes, Manufactured Homes, and Trailer Park Clearances

RV and mobile home parks shall conform to *NEC 550, 551, and 552* as required by code in addition to state and local laws.

- A. Recreational Vehicles:** Open conductors 1000 volts and less, nominal, shall have a minimum vertical clearance of 18 feet and a minimum horizontal clearance of 3 feet in all areas subject to recreational vehicle movement. See *NEC 551.79 Clearance for Overhead Conductors*.
- B. All other Areas:** Clearances shall conform to the NEC and/or the rest of this chapter.

11.15 Solar Panel Clearance Requirements

A minimum vertical clearance of 10.5-feet is required from any Utility secondary or service conductors that cross over any building or structure containing solar panels. Additional clearances are required based on the type of conductor spanning over the location of the proposed solar panel installation.



12 On-Site Generation and Distributed Energy Resources (DER)

Reserved For Notes

12.1 General

Customer owned emergency, standby, and parallel generation systems are also referred to distributed energy resources (DER). These systems are subject to the Utility's distributed generation policy in addition to transmission owner, federal, state, and local rules. The Utility's rules include:

- A. The Customer shall inform the Utility of plans to install and connect any generating equipment to its electrical system.
- B. The generating equipment shall not introduce potentially dangerous situations to the Utility's personnel or the public.
- C. Generation that can operate either momentarily or continuously in parallel with the Utility's facilities shall incorporate protective devices (relays, circuit breakers, etc.) and metering equipment as specified by the Utility's specific interconnection agreement with the Customer.
- D. The interconnection of a DER facility to an electric service must be to the same electric service that is common to the electrical system of a building or premises where the DER facility is physically installed. Conversely, a DER facility **CANNOT** be interconnected with an electric service that is not common to the electric system of a building or premises where the DG facility is physically installed.

12.2 Standby Generation

This section addresses any customer owned generation system not operated in parallel with the Utility's electric distribution system including closed transition type transfer switches that parallel the generator system and the normal supply for a maximum of 100 milliseconds (1/10 second).

Definitions:

Closed transition = make before break, no disruption to load

Open transition = break before make, requires disruption to load

12.2.1 Safety

- A. No generator may be electrically connected to the Utility's distribution system without the written consent of the utility and with adequate physical arrangements to prevent hazard to life and damage to utility property.
- B. The customer shall fill out a standby generation application, available from the Utility, prior to installing standby generation. This application will suffice as the written consent of the utility when returned to the customer. Accompanying this application shall be a one-line diagram utilizing ANSI electrical symbols and spec sheets for the generator and any transfer or disconnect switches installed with the generator.
- C. **Figures 12-1a-n** On-site Generation (Distributed Energy Resources) General configuration at the back of this ESM provide drawings intended to aid the interconnection application process.

- D. Transfer switches may only be located before the main service disconnects where they meet the short circuit duty (AIC Rating).
- E. The customer's transfer device shall be installed to mechanically prevent any possibility of power from the customer's standby source feeding back onto the Utility's distribution system.
- F. It is the responsibility of the Customer to comply with all rules and labeling requirements of the NEC or any other jurisdictional codes.

12.2.2 Transfer System Requirements

- A. The Utility shall approve automatic transfer systems.
- B. The Customer may supply any portion of their electrical load from a standby generator.
- C. The Customer shall install a transfer switch or contactor in order to transfer load from ungrounded conductors between the normal supply and standby generator.
- D. All transfer switch devices that meet UL 1008 Rated and designed with open transition connections will not require a Standby Generation Disconnect.
- E. Transfer Switches that do not meet UL 1008 shall have a lockable, visually open break in the circuit that isolates the utility normal supply from the customers transfer switch. This break, referred to as the Standby Generation Disconnect, shall be accessible to the Utility and should be located within 10' of the meter, unless otherwise labeled. A circuit breaker may be considered if installed with a locking mechanism and approved by the Utility.
- F. Permanent labeling is required; Labeling shall be rigid engraved plastic, engraved self-sticking brass, or engraved self-sticking aluminum with a minimum of ¼ inch block lettering. Customer shall install a label at the disconnect reading: "Standby Generation Disconnect".

12.2.3 Transfer Switch Options

A. Permitted:

- 1. Manual or automatic double throw switches
- 2. Double throw relays
- 3. Mechanically interlocked switches
- 4. Breakers with factory designed mechanical interlocks

B. Not permitted:

- 1. Key interlocked switches or breakers
- 2. Switches that plug into the meter-socket
- 3. The addition of splices or taps in meter sockets and metering transformer cabinets
 - **Exception:** Key interlocked switches or breakers are permitted for existing Farm Services with prior Utility approval.

12.3 Parallel Generation

This section includes distributed or Customer-owned generation interconnected in parallel and operating with the Utility's electric distribution system. Collectively, these generation and battery energy storage systems are known as Distributed Energy Resources (DER).

12.3.1 Permission to Interconnect

DER interconnection may be an option for single and three-phase customers. Characteristics of the Utility's electrical system vary by circuit. Not every size, voltage, or type of generator can be interconnected at every location.

The Customer shall supply the Utility with the required electrical drawings and application for the proposed DER prior to installation. The Utility may specify and require certain protective schemes based on the size, location, and other factors for the generating unit proposed. Customers shall utilize [PSC Form 601: Wisconsin Standard Distributed Generation Application Form](#). The form linked here and included in Appendix I of this ESM must be completed and submitted with fees to meet PSC119.04(2). An example of the procedure the Utility follows for processing DER requests can be found in Chapter [PSC 119.04](#) of the WI Administrative Code. Once approved, the Customer and the Utility will enter a Distributed Generation Interconnection Agreement by way of [PSC Form 6029](#) or [PSC Form 6030](#), which are also included in the Appendix II and III of this ESM.

12.3.2 Relevant Codes

All DER installations shall comply with the National Electrical Code (NEC) and state electrical codes. For Wisconsin Public Utilities, Wisconsin Administrative Code Chapter *PSC 119 – Rules for Interconnecting Distributed Generation Facilities* shall be followed. Wisconsin Utilities require the use of the proper WI PSC 119 forms. These forms and additional information may be obtained at:

<https://psc.wi.gov/Pages/ForConsumers/MoreResources/CustomerOwnedGeneration.aspx>

The proper supplemental form(s) shall be submitted with the standard application based on the DER technology/technologies intended to interconnect with the Utility's distribution system.

12.3.3 Metering Equipment

- A. A bi-directional meter is required at all DER facilities to properly meter forward and reverse energy flow. This meter will be placed at the time of commissioning the DER system, assuming the DER system is working properly.
- B. Metering equipment may require replacement to accommodate DER metering. Such as, but not limited to:
 - 1. Round-ring sockets
 - 2. Rusted or damaged sockets or cabinets
 - 3. Sockets or cabinets with inadequate internal or external clearances.
- C. Modifying or installing lugs in a meter socket, pedestal, or instrument metering transformer cabinet other than what is listed on the manufacturer's drawing associated with the UL Listing is not allowed.

- D. Metering equipment shall be accessible to the Utility's personnel. Accessible means the metering equipment shall be capable of being reached/accessed for programming, reading, probing, inspections, and service without climbing, removing obstacles, utilizing ladders, entering locked areas, etc. Metering equipment that is not readily accessible will be required to be made accessible by the customer before interconnection of the DER will be allowed.
- E. The DER facility shall only be interconnected with a single metered service.

Informational Note: This means the Customer is not allowed to feed DER from one building's electrical system into another building's electrical system when the two buildings are fed from separate metered electrical services.

12.3.4 Distribution System Modifications

All required modifications and additions to the Utility's electrical distribution system in order to accommodate DER facilities will be at the Customer's expense.

12.3.5 DER Primary Metering

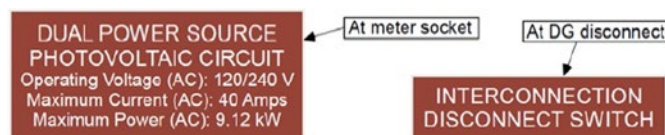
All primary metered customers shall meet the requirements of ESM Chapter 10. Contact the Utility for requirements related to specific installation of DER facilities on a primary service.

12.3.6 Optional Standby Generation Used in Conjunction with DER

Where a Customer operates both DER and an optional standby generator, the standby generator shall be installed in accordance with the connection and transfer switch requirements of ESM Chapter 12, Section 2.

12.3.7 LABELING REQUIREMENTS

- A. It is the responsibility of the Customer to comply with all labels required by the NEC or other jurisdictional codes and requirements.
- B. The Customer shall provide and install a "Dual Power Source" label at the meter socket indicating the operating voltage, maximum current, and maximum power of the solar PV system that is installed. Customer shall provide an "Interconnection Disconnect Switch" label at the DG disconnect. Example labels shown below:



- C. Permanent labeling is required; labeling shall be rigid engraved plastic, engraved self-sticking brass, or engraved self-sticking aluminum.
- D. Labeling shall use a minimum of ¼ inch block lettering.

12.3.8 Point of Interconnection (POI)

- A. Preferred Methods

1. DER Connected via properly sized sub-breaker downstream from the main in-service panel
2. Meter socket/pedestal with Main for Alternative Energy
3. Meter socket /pedestal with factory installed dual lugs, 320A
4. Attached to instrument metering transformer cabinet with available lugs

B. Optional Method

1. Insulation piercing connectors on the line side of customer's service entrance overcurrent protective device (Breaker/Fuse)

C. Not Permitted when connecting DG on the line side of customer's service entrance overcurrent protective device (Breaker/Fuse).

1. Splices
2. Split bolts
3. Tap connectors
4. Installing more cables than lugs are designed to handle
5. Modifying or installing lugs on any equipment on the line side of the overcurrent protective device, other than what is listed on the manufacturer's drawing associated with the UL Listing. All single throw disconnect switches shall be connected such that their blades are de-energized when the switch is in the open position.
6. Any other modifications to meter sockets/pedestal or instrument metering transformer cabinet

12.3.9 Interconnection Disconnect Switch (Disconnection Device) Requirements

- A. A device capable of disconnecting DER facilities from the electrical distribution system shall be installed at every DER site. The disconnection device shall be located within 10 feet of the utility electric meter on residential and single building structures. The disconnection device shall be located in an accessible location and within line of sight of the electric meter.
- B. Disconnection device shall be mounted at a height between 30 and 72 inches.
- C. Disconnection device shall open with a visual break, be able to be locked open, be capable of disconnecting and de-energizing distributed generation, and shall conform to state requirements.
- D. The disconnection device should disconnect DER only and should not disconnect any load.
- E. Any DER connection on the line side of the main service disconnect(s) shall have a service entrance rated disconnect switch with overcurrent protection.
- F. For farm services utilizing a site-isolating device, DER interconnections shall not be allowed on the line side of the site-isolating device as defined by *NEC 547.9*.
- G. Sample one-line diagrams for DER interconnections are shown in **Figures 12-1a** through **12-1k** at the back of this ESM. The Utility should be consulted for all DG installations.

12.3.10 Battery Energy Storage Systems (BESS)

- A. Battery energy storage systems shall use UL-1741 listed utility-interactive inverters.
- B. Energy storage system transfer devices are subject to the same requirements as standby generation system, see ESM Chapter 12.
- C. Sample one-line diagrams for DER containing a BESS are shown in **Figures 12-1m and 12-1n** at the back of this ESM. The Utility should be consulted for all DER and BESS installations.

12.3.11 Cord-and-Plug Connected Distributed Generation

Cord-and-plug connected generation systems (sometimes referred to as “plug-in solar,” “portable solar,” or “balcony solar”) consist of inverter-based generation equipment connected to a customer’s electrical system through a receptacle or other non-permanent connection method.

At the time of publication of this manual, cord-and-plug connected generation systems are not specifically addressed by EW&L’s standard interconnection practices and may present technical and safety concerns when applied to typical residential and commercial electrical systems.

A. Technical Considerations

Cord-and-plug connected generation may introduce risks including, but not limited to:

- 1. **Breaker masking**, where generation connected downstream of branch-circuit overcurrent protection reduces the current seen by the protective device while conductors remain subject to overload conditions.
- 2. **Uncontrolled points of interconnection**, resulting in generation being connected to branch circuits with unknown conductor size, length, loading, or shared neutral configurations.
- 3. **Loss of effective overcurrent coordination**, as generation may be introduced on the load side of protective devices intended to protect building wiring.
- 4. **Reduced utility visibility and isolation capability**, as these systems may not include a utility-accessible disconnecting means or clearly defined point of interconnection.
- 5. **Variability in product compliance**, including uncertainty regarding inverter listing, anti-islanding performance, and compatibility with applicable NEC, UL, and IEEE standards.

B. Utility Review and Approval

Any customer-owned generation that operates in parallel with EW&L’s electric distribution system remains subject to utility review and approval. Customers proposing non-traditional or portable generation methods shall consult with EW&L prior to installation.

EW&L reserves the right to:

- 1. Require additional documentation, inspection, or testing
- 2. Require modification or relocation of the point of interconnection
- 3. Deny interconnection where safety, reliability, or code compliance cannot be demonstrated

C. Future Standards and Regulatory Changes

EW&L recognizes that standards, codes, and state regulations related to inverter-based and portable generation technologies continue to evolve. This manual may be updated as applicable state law, NEC provisions, UL listings, or utility interconnection standards change.

13 Equipment Requirements to Maintain Power Quality

Reserved For Notes

13.1 General

This chapter covers the requirements for customer-owned equipment that may affect the quality of the service provided by the Utility. Supplemental to the requirements identified in this ESM, Customer installations, Customer-owned equipment, power quality parameters, and other operating standards must also comply with the Utility's Engineering Manual.

13.2 Service Impairing Equipment

- A. Service impairing equipment, because of its use, can lower the quality of power to other customers. Equipment that cannot be modified to prevent this shall be eliminated or controlled within performance limits required by the Utility. If the customer meets these limits but still causes issues, such as but not limited to flicker, harmonic distortion, voltage fluctuation, the customer causing the issues shall have the equipment installed, at their expense, that addresses the service impairment.
 - 1. Common types of service impairing equipment include welders, arc furnaces, electric motors, augers, conveyors, plasma cutters, motor driven compressors, instantaneous water heaters, distribution generation (Inverter based resources), power factor correction equipment, or other equipment having highly fluctuating or large instantaneous demands.
 - 2. Other types of service impairing equipment include those with loads that cause harmonic distortion, such as data centers, inverter-based equipment, rectifiers and variable frequency drives.
 - 3. Equipment causing high-frequency current or harmonic distortion shall comply with *IEEE Standard 519-2022*.
- B. The customer shall obtain pre-approval from the Utility before installing equipment such as those listed above.
- C. In most circumstances, the Utility's electrical supply facilities are adequate to serve normal load additions. Customers installing service impairing equipment shall be billed the costs for additional facilities, metering, and alterations specifically required to prevent impairment of service to other customers caused by this service impairing equipment.

13.3 Phase Balance

Where a Customer connects single-phase equipment to a three-phase service, the single-phase equipment shall be connected to prevent unbalance of the loads on the three-phase service more than 10 percent. Such a Customer shall maintain a power factor of 90 percent (or as otherwise specified in the Utility's tariffs). When these requirements cannot be met, the customer shall apply for a separate single-phase service.

- A. Customers shall make appropriate wiring changes on their side of the meter to utilize and balance all 3 phases as best as practical.
- B. Each phase conductor should carry a minimum of 25 percent of the total kVA at normal operating and maximum load conditions.

- C. Exceptions to this rule may exist in certain locations as approved by the Utility.
- D. Exceptions may also include lightly loaded systems.
- E. Imbalance shall not create negative system impact, negative customer impacts, or safety

13.4 Power Factor Correction

Power factor correction may be driven by the state regulatory commissions, wholesale providers, transmission owners or others.

- A. The Customer may be required to limit the size of static power factor correction installations or to maintain effective control of the capacitors in order to prevent excessively high voltage at the service location.
- B. Customer owned power factor corrective equipment shall be installed on the load side of the service disconnecting device and metering.

13.5 Protection, Control, and Safety

- A. The Customer is responsible for providing protection, uninterruptible power supplies, or other accessories needed to prevent undesirable operation of other Customer's equipment or the Utility's sensitive equipment created by voltage or current waveform distortion within the thresholds established in IEEE Standard 519.
- B. The Customer shall be responsible for the protection against voltage fluctuations, transients, sags, and swells, or phase loss wherever these or unexpected restarting could cause damage to the Customer's equipment or result in personal injury.
- C. A control apparatus equipped with approved reverse-phase relays shall be installed by the Customer on all poly-phase motor installations for:
 - 1. Elevators, hoists, and cranes.
 - 2. Manufactured processes where accidental reversal of rotation is liable to cause injury to persons or damage to machinery, equipment, or work in progress.
- D. The Customer is responsible for notifying the Utility in advance of planned load increases as well as planned service modifications or upgrades. Advance notification will permit the Utility to evaluate the adequacy of the existing facilities to serve the load increase and/or service capacity of the facilities, if necessary.

13.6 Motors and Associated Equipment

To prevent impairment of service to other customers, it is necessary to establish limits for the allowable starting currents of motors.

Prior to selecting and purchasing motor equipment, it is the Customer's responsibility to consult the Utility to determine the availability of specific service voltages and capacity limitations at any location. Customer installed motors shall not cause problematic momentary voltage fluctuations on the Utility's electric distribution system. The table below is an example of motor sizes that may

be installed if the starting current does not exceed the limits illustrated under the various services and starting types listed at a Utility voltage of 7.2/12.47 kV. Multiple motors starting simultaneously shall be classified as one motor.

Service Type	Motor Type	Maximum HP*	Source Voltage at Starter	Reduced Voltage or Frequency Starter Type	Maximum Locked Rotor Amps	Maximum kVA Inrush
1Ø	1Ø	5.0 hp	120	None (Across the Line)	260	30
1Ø	1Ø	7.5 hp	240	None (Across the Line)	200	45
1Ø	1Ø	10 hp	240/480	Autotransformer & Solid State	200/100	45
1Ø	1Ø	15 hp	240/480	Variable Frequency Drive	200/100	45
1Ø	3Ø	10 hp	240/480	Rotary Converter, 20 kVA	200/100	45
3Ø	3Ø	40 hp **	120/208	Across the Line **	620	225
3Ø	3Ø	40 hp **	277/480	Across the Line **	270	225

These are general guidelines. it is the Customer's responsibility to consult the Utility to determine the availability of specific service voltages and capacity limitations at any location.

* Based on NEC locked rotor indicating code letters A-G.

** As with single-phase motors, the allowable size of these 3-phase motors can be increased with use of reduced voltage/frequency starters or soft-start motors.

Upon request of the Customer, the Utility will evaluate services for motor starting conditions that exceed the maximum allowable kVA motor inrush. kVA motor starting inrush may or may not be permitted at locations where the Utility facilities are adequate.

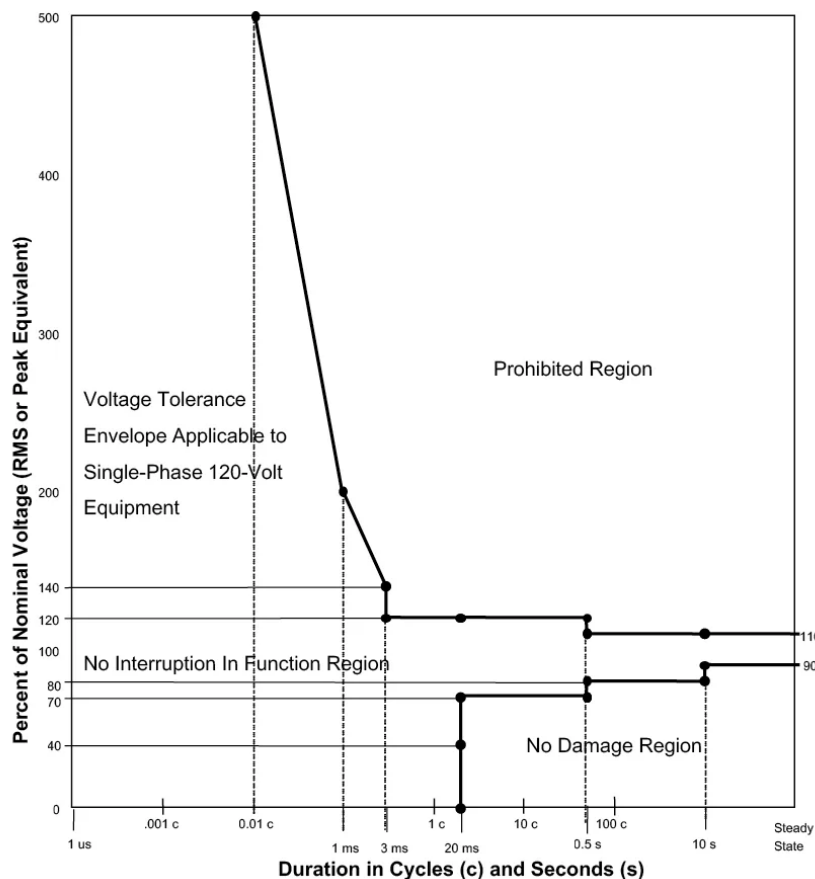
Single-phase to three-phase rotary phase converters may be connected only if the inrush current of the rotary converter itself does not exceed that for single-phase motor kVA inrush listed in the previous table. Rotary phase converters typically require a kVA rating twice that of the largest three-phase motor they supply. After the rotary converter attains full speed, the starting of the motor fed from the phase converter must not cause current on the source side of the converter to be greater than that allowed for the converter on its source side.

When reduced voltage starters are applied to motors to minimize flicker, the motor starting torque is also reduced. The Customer is responsible for verifying that the reduced voltage or lower frequency applied to the motor will allow starting for all required load conditions.

Motors subject to frequent starts and inrush currents, such as elevators and hoist and rock crushers, when connected to the secondary distribution system, shall have their starting current limited to 100 amperes at 208-240 volts basis.

The Customer is responsible for complying with *IEEE Standard 141* and *ANSI C84.1 Electric Power Systems and Equipment* with respect to power quality and voltage regulation, and any other applicable industry standards.

Voltage fluctuations at the point of common connection in the sub-transient and transient (near instantaneous) realm, due to Customer's controlling of motor(s), must not adversely affect sensitive electronic equipment installed at this or other Customer locations, or the Utility's equipment. The standard voltage tolerances for operating electronic equipment represented by the Information Technology Information Council (ITI) curve shall not be infringed upon. The ITI curve is an update of the CBEMA curve shown below.



Motors used to drive equipment that creates an extreme variation in electric load over a short period of time in a continuous manner, such as sawmills, electrical welding machines, x-ray machines, arc furnaces, etc., are subject to engineering review before they will be allowed to be connected to the Utility's distribution system.

Motors that create a voltage rise when switched off, which cause the voltage flicker to exceed the values stated herein are not allowed. Voltage flicker limits that are exceeded when motors are switched off require mitigation methods typically found in a solid-state starter or a variable speed drive where the ramp down feature gradually reduces the load so as not to create an excessive rise in voltage flicker above the stated limits herein.

For larger motors that do not meet the limitations stated herein, the locked rotor current limits, or the maximum number of starts per hour, preapproval in writing of the installation will be required by the Customer after an engineering evaluation and before connection is permitted. The Customer's design criteria are intended to limit the primary line voltage flicker to 3 percent or less and limit the secondary voltage flicker to 5 percent for the Customer. Approval by the Utility of a motor based on analyzing the effect of voltage flicker does not necessarily imply that the motor meets other requirements, such as harmonics.

13.7 Electric Water Heating

All electric water heaters shall be connected in accordance with local and state plumbing codes.

Water heaters shall be equipped with resistive heating elements which may be connected to 120 Volts or 240 Volts. If connected at 120 Volts, the maximum heating element is 1,650 Watts. If connected at 240 Volts, the maximum heating element size shall be 5,500 Watts. Water heaters having two or more elements shall have the heating elements interlocked to limit the connected load to the above limits.

Instant recovery water heaters with wattages above 5,500 require the permission of the Utility to connect. If allowed by the Utility, the Customer may be responsible for the cost of transformer and secondary conductor upgrades required to accommodate the water heater.

13.8 Electric Space Heating

Electric space heating equipment designed to operate at 120 Volts shall be limited to 1,650 Watts controlled by a single thermostat. Electric space heating equipment designed to operate at 208 Volts and greater shall be limited to 6,000 Watts controlled by a single thermostat. Equipment exceeding 6,000 Watts shall be energized in stages not exceeding 6,000 Watts per stage and at time intervals between stages of at least 3 seconds.

13.9 Electric Welders and Furnaces

Electric welders and furnaces may not cause interference or impairment to the service of other Customers. The Utility requests notification before a welder or furnace is connected to ensure that its facilities have adequate capacity and that service to other Customers is not impaired.

13.10 Harmonics and High Frequency Equipment

The Utility will provide electric service to the Customer in compliance with the latest version of *IEEE Standard 519*. In return, the Customer is responsible to comply with the same Standard in respect to current harmonic distortion.

Customer owned utilization and production equipment causing high frequency current or harmonics must comply with *IEEE Standard 519*.

All wiring carrying high-frequency current shall be located as remotely as possible from the meter and wiring of the building. The Utility may require the Customer to install an isolation transformer or filters to protect the meter and metering devices, and limit service interference to adjacent Customers.

13.11 Air Conditioners

Air conditioners for use at 120 Volt single-phase are limited to a maximum locked rotor current of 50 amps and a maximum of 4 starts per hour.

Air conditioners and heat pumps for use at 240 Volts or 208 Volts single-phase are limited to locked rotor currents as follows and a maximum of 4 starts per hour.

BTU per Hour Rating (BTUH)	Total Locked Rotor Current Limitation
up to 20,000	60 amperes
20,000 to 36,000	60 amperes plus 3 amperes per 1,000 BTUH in excess of 20,000 BTUH
over 36,000	Consult with Utility

Note: 12,000 BTU = 1 Ton

Please refer to the table in Section 13.5 for starting limitations on three-phase air conditioners.

14 Electric Vehicles

Reserved For Notes

14.1 General

This chapter covers Electric Vehicle (EV) charging and public charging stations. All sections of this ESM apply in addition to *NEC 625* and all applicable local and federal electrical, building and fire codes.

For more specific information, Customers should consult with their Utility directly.

14.2 Electric Vehicle Charging

- A. Customers considering installing an Electric Vehicle Charging Station should work with a licensed electrical contractor to fully understand the costs involved.
- B. In many cases, a second meter is not required, and Customers may wire from their existing service panel.
- C. Customers should consult with the Utility to explore possible different rate options such as Time-of-Use Rates.

14.3 Electric Vehicle (EV) Charging – Service Capacity

14.3.1 Existing Service – Adequate Service Capacity

A. Level I EV Charging (120V):

- 1. Requires a dedicated circuit and standard outlet.
- 2. A second meter is not required.
- 3. The Customer should verify with licensed electrician if the existing wiring is sufficient to accommodate a Level I EV Charging Station.
- 4. **Figure 14-1a** EV Charger Configurations Level I (120V) and Level II (240V or 208V) at the back of this ESM provides an example of a typical Level I charger configuration.

B. Level II EV Charging (240V Residential or 208V Commercial)

- 1. Requires a dedicated circuit and outlet with adequate capacity
- 2. The Customer should verify with licensed electrician if the existing wiring, service panel, and meter are sufficient to accommodate a Level II EV Charging Station.
- 3. **Figure 14-1b** EV Charger Configurations Level I (120V) and Level II (240V or 208V) at the back of this ESM provides an example of a typical Level II charger configuration.

14.3.2 Existing Service – Inadequate Service Capacity

If the existing electric service is deemed inadequate by a licensed electrician to supply a Level I or Level II EV Charging Station, several options exist for the customer:

- 1. Replace or upgrade service panel
- 2. Replace or upgrade metering equipment
- 3. Install a duplex (ganged) meter socket (**Figure 14-1c** EV Charger Configurations Remote Building or Structure at the back of this ESM)

14.3.3 Remote Building or Structure

A Remote Building or Structure has a dedicated service:

If remote building or structure has an existing electrically isolated service, a Level I or Level II EV Charging Station may be added based on previous sections

B Remote Building or Structure does not have a dedicated service:

A second electric service may be allowed in order to install a Level II EV Charging Station on an unattached garage or remote building/structure as long as the remote building/structure is isolated electrically from any building with an existing electric service.

14.4 Level III DC Fast Charging

Level III DC Fast Charging (DCFC) Stations require a separate, stand-alone 480V service. Customers should first consult with the Utility to verify that the correct service voltage is available at the Customer location. All previous sections of the ESM for establishing a new service point apply to Level III DCFC locations. **Figure 14-1d** EV Charger Configurations Level III DC (480 V) at the back of this ESM provides a typical configuration for a Level III DCFC charger.

Appendix I – PSC Form 6031: Wisconsin Standard Distributed Generation Application

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Appendix II – PSC Form 6029: Distributed Generation Interconnection Agreement (20 kW or less)

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Appendix III – Distributed Generation Interconnection Agreement (Greater than 20 kW to 15 MW)

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Appendix IV – Standard Figures & Drawings

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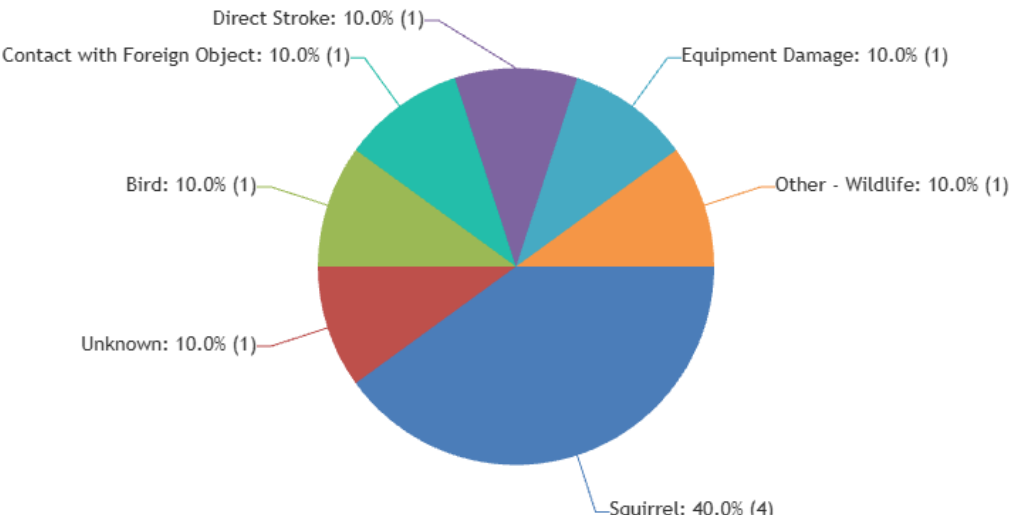
Search Criteria Used

Start Date: 08/24/2026; End Date: 09/26/2026;
Substations: EVN; Report on Outage Count

Statistics

Total Customers Affected	Average Customers Affected Per Outage	Count
1028	102.8	10

Primary Cause Distribution



Cause	Count
Squirrel	4
Unknown	1
Bird	1
Contact with Foreign Object	1
Direct Stroke	1
Equipment Damage	1
Other - Wildlife	1

DISCONNECT
DATE 17-Sep

DPA's Sent	Disconnection Notices	Sevices Disconnected	DPA's On File	VOICE SHOT	End of Day	Still off
RESIDENTIAL	145	12	2	47 CALLS	4	1 from April
COMMERCIAL	19	2			6	1

as of 9/25

There is still 1 service off from April 2026
This property is vacant at this time.

CITY OF EVANSVILLE



Evansville
Water & Light
A Public Power Community Est. 1901

UTILITY ACCOUNT POLICY HANDBOOK

Effective May 1st, 2025

Adopted by the Municipal Services Committee March 25th, 2025. Revised April 29th, 2025 and March 31st, 2026

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PURPOSE AND SCOPE

1-1 Purpose and Scope

The purpose of this manual is to provide staff and utility customers with a general frame of reference on how billing, payments, agreements, and disconnections will be conducted.

SEGREGATION OF DUTIES

2-1 Staff

- No person shall adjust a bill for any reason set forth in this policy, in Public Service Commission (PSC) regulations or any other policy or statute and collect payment of the same adjusted bill.
- If a staff member makes an adjustment to a bill due to an error or agreement, another staff member must take payment.

REQUEST FOR INFORMATION

3-1 Request for Information

As allowed by the Public Service Commission's (PSC) administrative rules, if another person, including a family member, requests a customer's information, the City shall follow Wisconsin Statute 196.137 concerning sharing municipal utility customer information. This statute defines customer information as "any information received from customers which serves to identify customers individually by usage or account status." Under this statute, a utility is prohibited from releasing customer information to any person except:

- Agents, vendors, partners, or affiliates of the municipal utility that are engaged to perform any services or functions for or on behalf of the City.
- In connection with an issue of municipal securities and to the extent the City determines release is necessary to comply with securities disclosure obligations to a lender, a purchaser, potential purchaser, investor, or potential investor, in municipal securities.
- In connection with the preparation of real estate closing documents, a title agent, insurer, lender, mortgage broker, or attorney providing legal services.
- In connection with a real estate transaction or appraisal of real property, a real estate broker or salesperson licensed under Wisconsin Statute chapter 452, or an appraiser certified or licensed under Wisconsin Statute chapter 458.
- In connection with the foreclosure of real property, a lender or prospective purchaser.
- Transmission and distribution utilities and operators within whose geographic service territory the customer is located.
- The commission or any person whom the commission authorizes by order or rule to

receive the customer information.

- The owner of a rental dwelling unit to whom the City provides notice of past-due charges pursuant to Wis. Stat. 66.0809 (5).
- An owner of real property provided with municipal utility service or the owner's designated agent or representative.
- Any person who is otherwise authorized by law to receive the customer information.

When necessary, the City may need to consult its legal advisor(s) or the PSC when determining if the requesting party meets one or more of these exclusions.

APPLICATION FOR SERVICE

4-1 Owner Occupants

- An Application for Service is required for water and/or electrical service to be provided.
- Customers are required to provide the following information (full name and date of birth) and one of the following identification, driver's license, passport, or last 4 of SSN, as identified in PSC 113.0408 (2) (c) for service to remain in their name.
- Closing companies can submit a service application on behalf of the customer.
- The City will ask for the best contact information (i.e. cell phone or home phone) to contact the customer in case of emergency, service interruption or billing concerns.
- The utility shall disconnect service if the application is not returned within thirty (30) days.

4-2 Rental Properties

- Service may remain in the landlord's name until the tenant completes the 'Application for Service' or remain in the landlords name if they choose per an arrangement with the tenant.
- Customers are required to provide information (full name and date of birth) and one of the following identification, driver's license, passport, or last 4 of SSN, as identified in PSC 113.0408 (2) (c) for service to remain in their name.
- The City will ask for the best information to contact the customer (i.e. cell phone or home phone) in case of emergency, service interruption, or billing.

The landlord or property owner has 14 days to notify the City of a change in tenant or customer. Failure to notify the City may result in back billing being the full responsibility of the property owner(s) until the following billing cycle.

CLOSING AND TRANSFERRING ACCOUNTS

5-1 Practice

- The City closes all accounts with a final bill when a transfer is required. The purpose of the final bill is to show a clear point of transfer (date and use) allowing both parties clear and separate financial obligations.
- Unless the new customer's information is already on the account to be transferred, a new 'Application for Service' form must be completed.
- When faced with an account owner that is unreachable, the City reserves the right to hold transferring the account until the City is satisfied that the listed account owner has abandoned the account so as not to violate Wis. Stat. 196.137.
- In case of an unreachable customer, proof of the right to transfer or close the account may include but is not limited to lease agreements / deed transfer for the same service location, letter stating power of attorney, death certificate, will and trust, estate or more that shows the transfer of property and/or guardianship of the account owner.
- The City does not keep copies of these forms or copies of driver licenses, only the 'Application for Service'.

5-2 Fees

- Title companies requesting the closing or transfer of an account with water service will be charged twenty dollars (\$20) per parcel ID.

PAYMENT OPTIONS

6-1 Online payment and in Person

- Online payments can be made through MyAccount.
- Payments cancelled for non-sufficient funds (NSF) shall be subject to a NSF fee per Chapter 2-245 of the Municipal Code.
- No employee of the City shall physically create or assist in the creation of these on-line accounts for individual customers. Employees may verbally assist customers but may not physically set up digital *MyAccount* access, digital wallets, autopay, or make any payments. Under no circumstances shall a City employee enter payments on behalf of a Customer into *MyAccount*.

6-2 ACH Accounts

- Accounts can be set up at City Hall.
- Customers must complete and sign a Direct Payment Form with bank routing and account numbers.
- A voided check or financial institution verified account information shall be attached to the form to provide staff with the necessary routing and account information.

6-3 Low Income/Emergency Assistance

- Assistance is available year-round, through the state [Energy Assistance](#) program. Heating Assistance [applications](#) are taken from September to May and Crisis [applications](#) are taken during the disconnection time frame from April-October (or until the funds run out). Heating Assistance is sent to the customers' heating source, either WE Energies or the City. Crisis funds are sent directly to the City and applied to the customer's account. The notification process during this period provides the necessary reminders and time for an account owner to file for assistance.
- Confirmation of receiving low income or emergency assistance will be used to:
 - Restore power to a customer after it has been disconnected for non-payment.
 - Used as payment to prevent disconnection.
- The City will only accept confirmation via phone, email, mail, or fax directly from the source of assistance.
- If a Customer leaves the service area, remaining assistance funds shall be returned to the assistance resource, not the customer.

6-4 Cash

- Cash transactions shall follow the City's Cash Handling Policy.
- All cash denominations paid in \$20.00 or greater shall be checked with a counterfeit marker.

6-5 Checks

- All checks shall be stamped for "Deposit Only".
- The City will not cash checks for any nominal amount.
- The City will not accept any postdated checks.
- The City will not accept third (3rd) party check.

6-6 Returned Payment Process

- Payments cancelled for a returned transaction shall be subject to a returned payment fee as permitted in Chapter 2-245 of the Municipal Code, also see [Fee Schedule 2-245](#).
- The transaction is reversed in the cash receipt system.
- Staff documents the customer's account as having a returned payment.
- A letter is sent to the customer of the returned transaction via certified mail.
- The customer has up to 10 business days to make good on the returned payment.
- If not corrected within 10 business days, information shall be sent to the Police Department for an Ordinance violation.
- The City shall refuse payment from individuals or to accounts when two returned transactions have occurred within 12 months. Customers will not be able to make a payment using a method that was returned as described above for at least 12 months. In cases of reported fraud or similar, the City Administrator/ Finance Director/ Finance Director can authorize an exception.
- Returned payment and associated fees must be paid in full to avoid disconnection.

- If a payment was received to avoid disconnection, see the disconnection policy below

6-7 Credit or Debit Card

- Credit card can be taken in person at City Hall or online through [*MyAccount*](#).
- The City shall check the back of credit cards for signatures and ask for identification if:
 - The card owner information does not match the account information.
 - The card signature line requests an identification check.
 - The signatures of the receipt and the back of the card do not match.
- Any additional charges for service and use of a credit or debit payment system shall be charged to the customer at the time of the transaction.
- City employees shall make in person credit card transactions directly through PSN or a credit card terminal if available.
- *MyAccount* payments should be made directly by the Customer

BUDGET PLANS

7-1 Budget Plans

Budget Plans are used to allow customers a steady method of payment based on 12 months of data. Followed in accordance with [PSC 113.0406\(5\)](#).

- Accounts must be made current with no past due amounts to be eligible for a Budget Plan.
- A Budget Agreement must be completed, signed, and returned by the account holder.
- In determining a Budget Plan, the City will add the last 12 months of bills and divide them by 11, rounding to the nearest dollar increment provided by the City's utility billing software to determine the monthly budget amount.
- The City will notify the customer if there is need for a change to the customers budget plan via letter mailed to the billing address.
- The City requires that the customer returns a signed amended budget form agreeing to the changes.
- The City will review budget plans of 6 months or greater twice (2) a year ending every June and December.
- Failure by the customer to pay monthly and timely will result in disqualification of a budget plan. All new and renewed budget plans missing two (2) payments within 12 months will result in disqualification from future budget plans for 12 months.
- Failure to pay the full amount as set in a budget plan shall constitute a missed payment in determining qualification.
- Exceptions may be made when Energy Assistance is applied to an account.
- Any account credit balance in excess of \$600 should be refunded to the customer.

[3/31/2026]

DEFERRED PAYMENT AGREEMENTS (DPA) FOR OWNER/CUSTOMERS

8-1 Deferred Payment Agreements (DPA) –

An agreement consisting of two distinct components: (1) payment of a reasonable amount of the outstanding bill; and (2) installments on the remaining outstanding balance. The terms set out below have been found to be reasonable by the Municipal Services Committee (MSC) and where necessary, approved as part of the City's tariff with the PSC.

8-2 Procedure

- To start a DPA the utility requires a minimum of 50% of the total account balance.
- A DPA will be for the remaining balance to be paid within a 3-to-4-month period due on the 25th of each month.
- DPAs shall be paid in full by August 25th of the current year.
- Current bills shall be paid in full by the DPA payments.
- Customer will need to sign a DPA agreement, and the amount of the DPA plus current bill will be printed on the utility bill every month until DPA is paid in full.

8-3 Default of a DPA Procedure

- If the customer is disconnected due to default on a DPA, the City shall not amend the agreement, and the customer is responsible to become current on the DPA.
- The default will be recorded on the customer's account.
- The DPA must be paid in full by August 25th of the current year or face assessment and/or collection processes.

8-4 Amending, Extending, or Altering a DPA

- The staff shall not grant an exception but present the unique situation and remedy to the City Administrator/ Finance Director on a case-by-case basis. Disconnection will be delayed until a decision is made by the City Administrator/ Finance Director.

8-5 Disqualifications for DPA

If the customer is a Residential tenant, the following process needs to be followed in accordance with WI Act 274:

- The residential tenant has greater than \$100.00 of account arrearages that are more than 90 days past due.
- The residential tenant has defaulted on a payment extension in the past 12 months.
- The residential tenant is responsible for account arrearages that were placed on any property owner's tax bill in the utility's service territory in the past 24 months.
- The residential tenant has a balance that accrued during the winter moratorium that is more than 80 days past due.

PAYMENT EXTENSIONS

9-1 Payment Extensions

- All payment extensions are approved by the City Administrator/ Finance Director.
- Payment extensions are shorter term agreements meant to improve collection on accounts to avoid the collection process.
- Rules for accepting a DPA do not apply to a Payment Extension with the only exception being 50% down payment and 100% of all NSF and reconnection fees.
- Only one payment extension may be granted per calendar year to an individual person, excluding Medical Necessity considerations.
- Notes shall be placed on the account about payment arrangements the customer may wish to make during the disconnection moratorium.

BILLING ADJUSTMENTS/CREDITS

10-1 Billing Adjustment

- City staff have the authority to adjust bills to match meter readings and tariffs/rates only. If the meter reading shows a level of use, the bill matches that use and the account has the appropriate tariff applied, staff cannot alter the bill.
- Staff shall notify the City Administrator/ Finance Director when a billing adjustment happens.

10-2 Spiked Use & Overpayment

- City staff has the authority to adjust bills to match meter readings and tariffs/rates only.
- The City cannot credit back any electric or water use per the PSC.
- If there is a large, above average, spike in water use due to a leak, credit towards the sewer bill may be granted by the Municipal Services Committee (MSC.)
- Sewer credits are calculated based on a 6-month average prior to the leak. The leak must be corrected and the use showing a return to the average.
- Only excess water that did not enter the sanitary sewer system can receive credit via the Consent Form and MSC approval.
- Only the variable charges can be credited.
- An account may be refunded any credit balance more than \$1,000.

[3/31/2026]

10-3 Consent Form

All sewer billing adjustments require a consent form to be completed by the customer. The consent form must be signed by the customer and include their name, account

number, and a reason or circumstances for the appeal. This is a requirement so the MSC may discuss the customer's account in a public meeting, and vote on crediting the account.

10-4 Meter Dispute

- If there is a dispute on the electric or water meter's accuracy, the City will work within Public Service Commission (PSC) guidelines.

DISCONNECTION PROCESS

11-1 Disconnection Process

- Commercial customers will be disconnected all year round if they are \$60.00 or more past due.
- Residential customer's electric service will be disconnected from April 15 to Oct 31 if they are \$60.00 or more past due.
- The City will send out, via U.S. Mail, disconnection notices 10 calendar days prior to the date of disconnection.
- As a courtesy, the City will attempt to make customer contact by phone 48 hours before disconnection. If contact by phone was not made, the City will place reminder cards on the door facing the street of the building to be disconnected (not the preferred entry of the customer) up to 24 hours before disconnection.
- Services will be disconnected starting at 11:00 am on the date noted on the disconnection notice.
- Once City staff has been sent to disconnect the meter, service may still be disconnected even if payment was received prior to actual disconnect but after 11:00 am on the date of disconnection.
- After receiving the first disconnection notice, if a customer's payment is returned, the customer's service will be disconnected without further notice, if within 48 hours of the disconnection date.
- After receiving the first disconnection notice, if a customer's payment is returned, 48 hours or more past the disconnection date, a new disconnection notice of no less than 24 hours will be placed upon the physical location of the delinquent account, usually the door facing the street.
- When a disconnection or reconnection creates a concern for the safety of City staff, the City Administrator/ Finance Director or Municipal Services Director may provide an alternative solution.
- The City notifies landlords if their tenants utility bills are past due.

11-2 Reconnection Process

- If applicable, all returned payment fees must be paid in full.
- The customer must either pay the past due balance plus \$40.00 reconnection fee or arrange a DPA plus the \$40.00 reconnection fee.
- Reconnection fees are for the costs of the City performing reconnections.
- Reconnections will not begin until after City staff have completed all disconnections.
- City staff will remain available to physically reconnect customers until 4:00 pm on the day of disconnection.
- City staff will remain available to make arrangements or accept payments until 4:00 pm on a standard business day.

11-3 Disconnection Moratorium

- The disconnection moratorium is November 1st to April 15th of each year.
- No residential disconnects can occur at this time.
- If disconnected prior to November 1st for non-payment, the City is not obligated to reconnect services until the account is made current.
- Late fees, interest and other charges shall be added during the disconnection moratorium.

FINAL BILLING

12-1 Rates and Fees

- The utility customer shall be billed the full amount owed based on utility use as of the transfer or disconnection date.
- All non-variable fees shall be pro-rated at 30 days.

12-2 Notice

- Customers, property owners and closing companies are responsible for giving adequate notice to the City to process the final bill.
- Producing final bills for owners of one to ten units (1-10) shall require notice of no less than three (3) business days.
- Producing final bills for owners of eleven units or more (11+) shall require a notice of no less than five (5) business days.

12-3 Billing and Information

- When a property is changing owners, but not the utility customer, a final billing process must still be completed. The utility customer may have two separate bills representing the period of time for each owner, both due at the same time because of billing automation.
- A forwarding address is required for all final bills.

- If no forwarding address is provided by the account holder, the City shall mail the bill so that it may be forwarded by the US Postal Service.
- After 4 attempts, paper bills will no longer be printed and mailed.

COLLECTIONS

13-1 State Debt Collections (SDC)

- The City will only submit to collections accounts/bills that are final.
- Per the agreement with SDC, the account must have a balance of \$50.00 or more past due.
- To meet SDC requirements of bills being 90 days past due the City shall:
 - After 60 days of being past due (past due means past the original due date of the bill not paid) the City shall send notice of its intent to file with SDC.
 - After providing 30 days' notice the City shall file with SDC.
- After the account or bill is sent to SDC, an alert is placed on the account to accept payments through SDC only.
- The City shall continue the collection process until the bill or account can be transferred to tax collection (if eligible) or until deemed uncollectable.

13-2 Tax Roll Collection

- Accounts in the name of tenants ("renters") shall be paid in full and made current by August 31st each year. The City notifies landlords of their tenant's status every month if any bills are past due.
- All amounts not collected and ineligible for SDC shall be sent to the City Treasurer for tax roll collection after November 15th of each year.
- The City Treasurer will send the collection to the County prior to November 20th for placement on the tax bill.

MEDICAL NECESSITY

14-1 Heat Advisory

During a heat advisory issued by the National Weather Service the City will make reasonable attempts to reconnect services to customers who have been disconnected when there is a potential threat to health or life. Upon expiration of the heat advisory the City shall disconnect service without further notice.

14-2 Twenty One (21) Day Medical Postponement

Postponement is a temporary solution to provide the customer with a window of time to make arrangements, this is not a permanent cycle of discounted utilities.

Per Section 113.0301 of the Public Service Commission (PSC) Administrative Code, the City

shall postpone the disconnection of or reconnect service for a customer with medical needs for up to 21 days. The customer must prove that disconnection will aggravate an existing medical condition or interrupt emergency care. The customer must provide the following:

- A statement identifying the medical need for uninterrupted or reconnected service from a Wisconsin licensed physician, public health official, social services, or law enforcement.
 - The statement must identify the medical need or protective services emergency.
 - The statement must specify the period during which disconnection will aggravate the circumstances.
- A reasonable payment arrangement to continue the service on an extended basis under a DPA or payment extension.

The City will take extenuating circumstances, such as infirmities of aging, developmental, mental, or physical disabilities, the use of life support systems, or like infirmities incurred at any age, or the frailties associated with being very young, into consideration prior to disconnecting or reconnecting service. The City considers these circumstances a high threshold to meet and prove. These circumstances shall be a matter of life and safety, not comfort.

The postponement may be extended greater than 21 days by renewal of the statement or an agreement, both to be reviewed and potentially approved by the MSC when there is evidence of reasonable communication between the City and customer and attempts by the customer to make payments.

Notes of such arrangement and review shall be placed on the account.

The customer must sign a consent form stating their name, account number, and the reason or circumstances for the extension of postponement. This is a requirement so the Municipal Services Committee may discuss the customer's account and circumstances in a public meeting and vote on the account postponement.

SEVERABILITY

15-1 Severability

If any statement, procedure, or directive within this policy shall, for any reason and to any extent, be invalid or unenforceable, the remaining shall remain in full force and effect.

EMPLOYEE ACKNOWLEDGEMENT FORM

I hereby acknowledge the following:

1. I have received the City of Utility Account Policy Handbook, Effective May 1st, 2026.
2. I have had the opportunity to review the Handbook and opportunity to ask for clarification of any of its requirements.

Signed: _____ Date: _____

**CITY OF EVANSVILLE
RESOLUTION #2020-15**

9A

Amending the City of Evansville's Fee Schedule – Sewer Credit

WHEREAS, Wisconsin Statutes section 66.0628(2) holds, “Any fee that is imposed by a political subdivision shall bear a reasonable relationship to the service for which the fee is imposed;” and

WHEREAS, nothing herein shall alter a rate payers ability to use a deduct meter per tariff, rather adds to the rate payers ability to receive a sewer credit without a deduct meter.

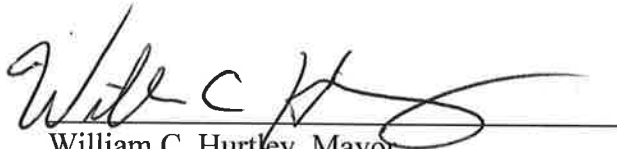
NOW, THEREFORE, BE IT HEREBY RESOLVED by the Common Council of the City of Evansville that the City of Evansville's Fee Schedule is amended, effective upon adoption, as follows:

		Current	Sewer Credit
126-404	Unpolluted Water Credits –		
	Lawn watering credit with building permit requiring vegetation for soil erosion prevention	NA	100% overage above average
	Repairs, leaks, or unattended faucets draining to ground	NA	100% overage above average
	Repairs, leaks, or unattended faucets draining to sanitary sewer	NA	75% overage above average
	Pool Filling	NA	Deduct Meter Required

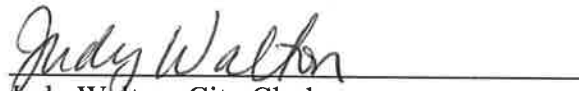
NOW, THEREFORE, BE IT FURTHER RESOLVED by the Common Council of the City of Evansville that eligibility requires:

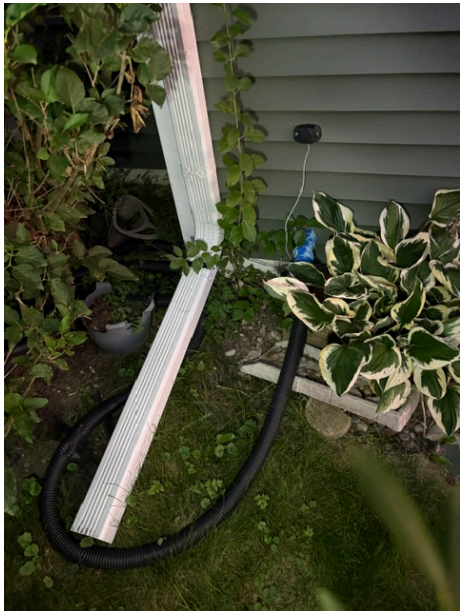
- Request to the City within 90 days of the event occurring.
- Repairs to leaks are complete.
- Previous level of use has been reestablished.
- Credits shall last no more than 3 consecutive billing cycles.

Passed and adopted this 9th day of June, 2020.


William C. Hurtley, Mayor

ATTEST:


Judy Walton, City Clerk





CITY OF EVANSVILLE

Consent to Disclose Form

City Hall
31 S. Madison St
PO Box 529
Evansville, WI 53536

Requesting Entity Name: Evansville Water and Light

Contact Person: Marisa Miller or Donna Hammett

Mailing Address: 31 S Madison St, PO Box 529, Evansville, WI 53536

Phone: 608-882-2266 Fax: 608-882-2282 Email: m.miller@evansvillewi.gov or
d.hammett@evansvillewi.gov

INFORMATION REQUESTED

The person or entity identified above requests customer information, including billing and usage data related to: ☐ electric; ☒ water; ☒ sewer; or ☐ all services provided by the utility.

Such information includes your account balance, payment history and total use per billing period. The information provided by the utility may include any other information regarding your account contained in utility records.

Customer Explanation/Need for review:

THE INCREASE IN WATER USAGE IS DUE TO CONSTRUCTION RENOVATION PROJECT IN THE HISTORIC DISTRICT. THE PROPERTY @ 224 Church St. has gone through a complete renovation/construction that includes the lawn and landscaping. There has been NO one living at the project since the inception of the construction process.

31 S. Madison St, Evansville WI 53536 / Phone 608.882.2266 / Fax 608.882.2282

www.evansvillewi.gov

CUSTOMER'S CONSENT

Your information is treated as private by the utility and can only be disclosed as permitted by Wis. Stat. § 196.137. You are not required to authorize the disclosure of your customer information, and your decision not to authorize the disclosure will not affect your utility service.

By signing this form you acknowledge and agree that you are the customer(s) of record for this account and that you authorize the utility to disclose your customer information to the requesting entity listed on this form. This consent is valid until you terminate your service, or withdraw consent by sending a written request with your name and service address to the utility at the address specified at the top of this form. You may terminate this consent at any time.

Please complete this form and return it to the utility by mail, email, or fax as listed above:

CUSTOMER NAME: Patrick Carr ACCOUNT NUMBER: 2580-10

SERVICE ADDRESS: 224 Church St.

SIGNATURE OF CUSTOMER(S): [Signature] DATE: 8/11/21

SIGNATURE OF CUSTOMER(S): _____ DATE: _____

Office Personnel Only

On the date ____ / ____ / ____ the _____ reviewed this account information and determined: _____

Attest: _____

	CITY OF EVANSVILLE Consent to Disclose Form City Hall 31 S. Madison St PO Box 529 Evansville, WI 53536
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Requesting Entity Name: Evansville Water and Light

Contact Person: Marisa Miller or Donna Hammett

Mailing Address: 31 S Madison St, PO Box 529, Evansville, WI 53536

Phone: 608-882-2266 Fax: 608-882-2282 Email: m.miller@evansvillewi.gov or d.hammett@evansvillewi.gov

INFORMATION REQUESTED

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Customer Explanation/Need for review:

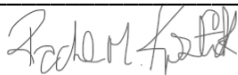
I leave town for work (construction) every other week. Upon my return at 1230 Friday morning I noticed a sound. Like something was running. Kind of sounded like the water softener does. I went to the basement and found the water pipe leading to outside looked like it was leaking. Thats when I found my back yard area flooded and the spigot turned on. I left a voicemail the following day (Friday) to follow up and try to see what had happened. I spoke with Donna, very nice lady, she also said that I maintain a fairly low usage consistently on my bills.

CUSTOMER'S CONSENT

Your information is treated as private by the utility and can only be disclosed as permitted by Wis. Stat. § 196.137. You are not required to authorize the disclosure of your customer information, and your decision not to authorize the disclosure will not affect your utility service.

By signing this form you acknowledge and agree that you are the customer(s) of record for this account and that you authorize the utility to disclose your customer information to the requesting entity listed on this form. This consent is valid until you terminate your service, or withdraw consent by sending a written request with your name and service address to the utility at the address specified at the top of this form. You may terminate this consent at any time.

Please complete this form and return it to the utility by mail, email, or fax as listed above:

CUSTOMER NAME: Rachel Kostick ACCOUNT NUMBER: 2467-110
SERVICE ADDRESS: 539 Porter Rd, Unit 4, Evansville WI 53536
SIGNATURE OF CUSTOMER(S):  DATE: 8/18/2026
SIGNATURE OF CUSTOMER(S): _____ DATE: _____

Office Personnel Only

On the date ____ / ____ / ____ the _____ reviewed this account
information and determined: _____

Attest: _____