High Usage Electric Service Restoration Policy

13268 Version 01
Approval Date 09/29/2015

1.0 PURPOSE

The purpose of this document is to describe the policy that Colorado Springs Utilities ("Utilities") uses to respond to and restore a customer's electric service due to a suspected overload.

2.0 SCOPE

This policy applies to Service Response and Customer Response from Customer Services Department, Electric Construction, Electric Services Administration and Energy Field Operations from Energy Construction, Operations, and Maintenance (ECOM) Department and any administration team member affiliated with any of the above mentioned areas.

3.0 SAFETY REQUIREMENTS

All Colorado Springs Utilities safety and health policy and procedure requirements shall be integrated into any referenced operational procedures in this document. All safety related policies and procedures contained in this document must comply with the Safety and Health Program Manual.

4.0 TERMS AND ABBREVIATIONS

ECOM Energy Construction, Operations, and Maintenance

Premise The physical location where service is provided.

Regional Building A regulatory entity outside of Colorado Springs Utilities responsible for providing various inspections through a construction process, ensuring regional standards and codes are met.

5.0 ROLES AND RESPONSIBILITES

5.1. Service Response and Customer Response are responsible for:

5.1.1. Responding to electric service concerns related to the premise meter.

5.1.2. Notifying Electric Service Administration and Dispatch when a meter is pulled and not reconnected in accordance with this policy.

5.2. Electric Services Administration is responsible for:

5.2.1. Verifying Regional Building Initial Inspection completion information regarding customer's construction and infrastructure and notifying Regional Building and Dispatch if an inspection is required.

5.2.2. Receiving Regional Building inspection completion information and notifying Energy Field Operations when the service can be reenergized.

APPROVED

© 2015 City of Colorado Springs on behalf of Colorado Springs Utilities. All rights reserved. This document shall not be reproduced without the express written consent of Colorado Springs Utilities

5.3. Electric Construction is responsible for:

5.3.1. Performing the necessary construction tasks to upgrade Utilities' service equipment to meet the service entrance ratings.

5.4. Energy Field Operations is responsible for:

5.4.1. Responding to service outages at a premise and indentifying the cause of the outage.

5.4.2. Determining appropriate equipment size and coordinating necessary upgrades with Electric Construction in accordance with this policy.

5.4.3. Notifying Electric Service Administration and Dispatch when a service is not reconnected in accordance with this policy.

6.0 POLICY

In the event that a customer loses service due to a suspected overload, Colorado Springs Utilities will respond and restore the service under the following conditions and criteria. Utilities may deviate from the listed process as reasonably determined appropriate by Utilities' management. The goal of this process and all decisions made under it is to protect the safety of Utilities' electric system and Utilities' customers.

6.1. Clear External Cause of Service Failure

6.1.1. In the event of a service failure caused by a clear external cause (e.g. fallen tree branch, auto accident), Utilities may reconnect a customer's service based on the Utilities' representative's assessment of the situation and safety concerns.

6.2. In the event of a service failure due to a suspected overload, the customer's service will be reconnected under the following conditions.

6.2.1. The customer will allow the Utilities' representative responding to the outage to visually confirm the premise's service entrance rating (main breaker or disconnect size).

6.2.2. If Utilities' equipment is not rated to match the premise's service entrance rating, Utilities' service equipment will be upgraded to meet the service entrance ratings. All customer owned equipment (e.g. meter socket, service mast) shall be compatible with the upgraded equipment in accordance with the Electric Line Extension and Service Standards.

6.2.3. If Utilities' equipment ratings are equal to or greater than the premise's service entrance rating, the service will not be

APPROVED

© 2015 City of Colorado Springs on behalf of Colorado Springs Utilities. All rights reserved. This document shall not be reproduced without the express written consent of Colorado Springs Utilities

reconnected until the customer obtains a Regional Building Department permit and inspection.

6.3. In some cases, high usage at a premise will result in the overload and failure of the transformer serving the premise. Since transformers serve multiple customers, Utilities will refuse or replace the transformer to restore service to all customers. After the first failure, Utilities will monitor the load at the transformer to determine if the overload condition still exists. Utilities will also identify and monitor the service for the high usage premises.

6.4. In some cases, high usage at the premise will result in overload and failure of the meter. Meters that have failed due to overload will not be replaced nor the service energized until the customer obtains a Regional Building department permit, corrects the overload situation and has an inspection.

APPROVED

7.0 REFERENCE DOCUMENTS

Source/Standard	Document #	Title/Description	QBD Status
N/A			

8.0 ATTACHMENTS

Attachment Number	Title
None	

© 2015 City of Colorado Springs on behalf of Colorado Springs Utilities. All rights reserved. This document shall not be reproduced without the express written consent of Colorado Springs Utilities