

SECTION 19

POLICY

CUSTOMER CONTRIBUTIONS

CUC will provide electrical service to all customers located within 85ft of a gazetted street or highway and including a line extension of up to 1000ft providing the customer complies with the requirements of CUC.

CUC will extend its electrical system along any gazetted street or highway, however a “contribution in aid of construction” may be required if the extension exceeds 1000ft the amount of this cost will be estimated by CUC’s Planning Department, and payment is required before commencement of work.

Contributions in aid of construction are refundable in whole or part, when additional customers are connected on the same line extensions paid for by the first customer, subject to depreciation at 10% per year, with amortization complete at seven years, i.e. if no new connections are made in 7 years no rebate will be forthcoming.

The customer will be responsible for the full cost of providing temporary service, and payment is required before commencement of work.

TEMPORARY SERVICE REQUIREMENTS

CUC will connect a temporary service to a structure installed by the customer, with approval from CUC's Planning Department.

Any costs involved must be paid by the customer before work can commence.

A 100-ampere meter socket is acceptable for temporary service. A meter deposit and service application are required before the meter can be installed.

The Electrical Inspection Authority has requested that all temporary services be disconnected when the permanent service has been connected and the meter installed. If the customer wishes to extend a temporary service a request must be made, in writing, to the Electrical Inspection Authority. The Electrical Inspectorate will advise CUC of their decision.

SERVICE POLICY

CUC will not connect a customer's service if it is located such that the service cable must cross over the roof; alternate arrangements, at the expense of the customer, must be provided; this will include that installation of the dwelling from an existing pole. CUC will not install a pole, to provide service to a customer that is not readily accessible to our trucks for repair and maintenance.

CUC will not reconnect a service, after replacement or repair, that does not conform to CUC's requirements.

Poles installed for the sole purpose of a customer's underground service will be provided at no cost to the customer.

SERVICE DROPS – OVER BUILDINGS

It is the policy of CUC that service cables should not be installed if they cross over a roof; however if there is not alternative we must ensure that it meets the requirements of the National Safety Code (NSC).

The following page specifies the minimum clearance, vertical and horizontal, required by NSC for electrical lines crossing over or near dwellings.

Our standard triplex and quadruplex service cable requires a minimum vertical clearance of 3.5ft above a roof that is not accessible to pedestrians; if the roof is accessible to pedestrians, the vertical clearance requirement increases to 11.0ft. In all cases this clearance must be maintained with the service cable at its maximum sag. If there is any doubt about the clearance, a rope should be strung to confirm the clearance before the service cable is installed.

Open secondaries require a clearance of 10.0ft above a roof that is not accessible to pedestrians and 11.0ft when accessible to pedestrians. Our distribution circuits (12.5kV) require a minimum clearance of 12.5 ft and 13.5' respectively.

The horizontal clearance requirements for buildings, balconies and projections are:-

- 5.0 ft – Service cable, neutrals & guys
- 5.0 ft – Open secondaries
- 7.5 ft – HV lines (13kV)