



RICHMOND POWER & LIGHT

Commercial / Industrial Electric Service Installation Manual



F I R S T E D I T I O N

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Introduction

Installing new electric service is a joint project between the customer and the power company. The power company is responsible for bringing power to the site, for installing the meter in the socket provided by the customer, and for energizing the service. The customer is responsible for obtaining permits and inspections, providing and maintaining the overhead path or underground trench for the power company's wires, and for installing the equipment at the service entrance.

Business Service

Business service is defined as electric service to a commercial or industrial site, and to a multi-family residence such as an apartment or condominium.

Primary Voltage Service

Business services are typically below 600 volts, delivered from the secondary side of the power company's distribution transformers.

The power company can provide primary voltage service (over 600 volts) to qualified customers directly at the high voltage or "primary" distribution system standard for the location at which service is requested. Primary service is available provided the service will not, in the power company's opinion, adversely affect service to other customers or the power company's distribution system, and will be distributed by the customer in a safe and reliable manner.

Customers receiving service at primary voltage may own poles, conductors, cables, transformers, and protective devices. This equipment is subject to approval by the power company. To assure timely restoration of service in case of failure, this customer-owned equipment should be of the same type or specifications as equipment used by the power company.

Primary voltage service is metered using current transformers, voltage transformers, and transformer-rated meters.

Trenches for primary systems must have a minimum of 36 inches cover, from the top of the conduit or conductor to the finished grade.

Any customer considering primary voltage service must consult with the power company before construction begins, to determine mutually satisfactory solutions for these topics: the location of the point of delivery, primary metering equipment, disconnect devices to separate power company and customer distribution systems, ferroresonance, system protection, and grounding.

Customer Service

Customer Service

Signing up for your electric service is easy! All you have to do is visit our Customer Service Office located at 44 South 8th Street. If you are unable to come into our office, we would be glad to fax or e-mail you the necessary forms.

You will need to bring a photo ID, such as your driver's license or other valid U.S. photo identification. In addition, if you are renting a property, please bring in a copy of your lease agreement. **All adults living in the household must be listed on the account.** Signing up for service only takes a minute of your time. If you are signing up via fax or e-mail we ask that you send back a copy of your photo ID and the lease with the application form.

OFFICE HOURS

The Customer Service Office is open:

7:30 a.m. – 5:00 p.m. Monday through Friday

COMMERCIAL APPLICATION - FAX



RICHMOND POWER & LIGHT

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2000 U.S. 27 SOUTH

P.O. BOX 908

RICHMOND, IN 47375-0908
BUSINESS: 765.973.7200 FAX: 765.973.7418

Dear Customer,

In order to complete the "Name Change" or transfer of service, as requested, the completion of a service application is needed. This process can either be completed by visiting our office, or by fax or email.

Please include a copy of your lease including the property owner's information if you are renting or leasing the property.

Name of Business: _____

Owner's Name: _____

Federal Tax Identification Number: _____

Contact person: _____ Telephone number: _____

The service address: _____

The mailing address: _____
(if different from service address)

If applicable provide the address you are moving from and the date you request services be taken out of your name.

The effective date: _____

***Signature of "responsible party":** _____

**If you are tax exempt and have a blanket exemption on file please check here _____
If you are exempt but do not have an exemption on file, please provide ST-109 documentation.**

RP&L reserves the right to use any data accessible to them in order to verify and validate residency at a specific location. We also reserve the right to run ID verification and/or credit checks on all customers or businesses who have signed the application for service.

Any owner or business signing the application takes financial responsibility for services rendered. If ownership or responsibility changes, the persons involved must contact RP&L and provide the necessary documentation to be removed from an account. The account balance must be current for removal of responsible parties or change in name.

Glossary of Metering Terms

ANSI – American National Standards Institute. An independent administrator and coordinator of voluntary industry standards.

bypass – A device which shunts current around the socket, so the meter can be removed without interrupting service.

clearance – There are two, quite different meanings for “clearance.” One meaning is: A specified minimum distance between two objects to assure adequate space for safety, security, or access. The other meaning is: An agreement between a foreman and the system operator, for permission. When describing new electric services, “clearance” has the first meaning – the distance between two objects.

common ground point – The point where the grounding electrode connects to the equipment-grounding conductor and/or the circuit-grounding conductor.

conduit – A pipe with a smooth interior surface for easy drawing-in of electrical conductors. Conduit may be metallic or non-metallic.

corrosion inhibitor – An electrical joint compound used to retard oxidation at electrical connections.

current transformer – A transformer whose secondary current is a precise fraction of its primary current. Using current transformers, high-current circuits can be measured with conventional meters. Abbreviation: CT.

demand – The average rate at which energy (kilowatt hours) is consumed during a specified interval of time.

direct-buried cable – Cable which may be installed in the ground without the protection of a conduit.

direct-connect meter – A meter which carries full load current and connects across full line voltage. Also called a self-contained meter.

drip loop – A downward loop in the customer’s conductors, near where the customer’s conductors attach to the power company’s overhead conductors, to prevent water from entering the service mast at the weatherhead.

fault – A partial or total failure of insulation which causes a short circuit between conductors, or between a conductor and ground, causing an abnormal current to flow. Also, a failure (break) in a conductor which causes an open circuit.

fault current – A current which flows between conductors, or between a conductor and ground, due to an abnormal connection between the two. A fault current flowing to ground may be called a ground fault current.

guy – A cable or brace that supports a mast or pole.

high leg – In a four-wire delta service, the phase with a voltage higher than the other two phases. Also called wild leg, delta leg.

instrument transformer – A transformer which delivers as its output, a precise fraction of the input line current or line voltage. Instrument transformers allow standard meters to measure high currents and voltages.

instrument-rated meter – A meter used in conjunction with instrument transformers, to measure high-voltage or high-current services. Also called an instrument-rated meter.

UL - Underwriters Laboratories. An independent product-testing and certification organization.

Voltage transformer - A transformer whose secondary voltage is a precise fraction of its primary voltage. Using voltage transformers, high-voltage circuits can be measured with conventional meters. Abbreviation: VT, or PT (potential transformer.)