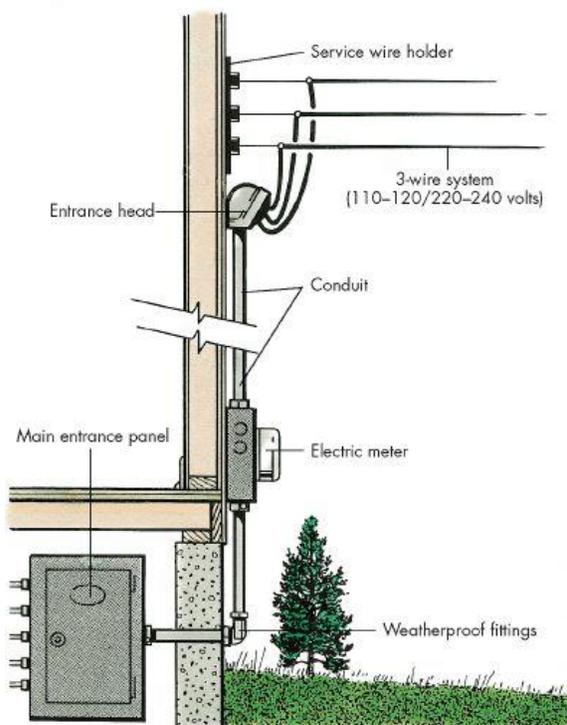


Disconnect / Reconnect Policy and Procedures



This document outlines Newfoundland Power's policy and procedures regarding disconnections and reconnections of residential electrical services in its service territory.

Disconnect / Reconnect Policy

Newfoundland Power is committed to ensuring disconnections and reconnections are completed in a safe manner by qualified personnel in accordance with applicable legal requirements.

If disconnects / reconnects are not being completed by Newfoundland Power personnel they shall only be completed by electricians and electrical contractors (hereinafter referred to as Electrical Contractors) authorized by Newfoundland Power.

All disconnects / reconnects must:

- receive prior approval from Newfoundland Power
- receive prior approval (permit / authorization) from the applicable Inspection Authority (the City of St. John's for electrical services inside the City, and the Department of Government Services for electrical services outside the City).

This includes disconnects / reconnects requested by Electrical Contractors who have been certified to authorize their own work.

Newfoundland Power may, at its discretion, authorize Electrical Contractors to perform disconnects / reconnects that have been approved by the applicable Inspection Authority provided they:

- are certified to draw the necessary permits to do the electrical work;
- have the necessary qualifications as indicated in Table 1 – Contractor Qualifications; and,
- have completed a Newfoundland Power approved Electrical Safety Workshop.

Electrical Contractors shall provide Newfoundland Power with at least 48 hours advance notice of planned disconnects / reconnects to facilitate work scheduling.

Newfoundland Power may, at its discretion, authorize disconnects / reconnects for "Unplanned Repair Work" (also referred to as "Emergency Work") without the necessary permits and approvals from the applicable Inspection Authority. Unplanned Repair Work is defined as:

"Electrical repair work on customer equipment from the weather head to the main switch (does not include panel) where the equipment has failed at a time when it is not possible to get the required permit to do electrical work and where the failed equipment must be repaired or replaced to restore power, before the necessary permit is able to be obtained".

Newfoundland Power may charge Electrical Contractors a fee for disconnects / reconnects, other than those required for Unplanned Repair Work, completed by Newfoundland Power personnel outside normal business hours.

Electrical services shall be disconnected by cutting the service wire at the weather head or by removing the service meter.

Electrical services shall be reconnected by reconnecting the service wire at the weather head or by replacing the service meter.

Electrical Contractors are not permitted to reconnect services by reconnecting the service wire at the weather head.

Electrical Contractors shall adhere to all applicable policies, procedures and regulations when completing disconnects / reconnects.

Newfoundland Power will monitor disconnects / reconnects and may conduct periodic onsite audits to ensure adherence to this policy and procedures.

Table 1 - Contractor Qualifications

Disconnect / Reconnect / Other Action	Electrical Contractor Working Codes ¹								
	CA-XXXX			CR-XXXXX			CB-XXXXX		
	Rep Code			Rep Code			Rep Code		
	1	2	3	1	2	3	1	2	3
Disconnect at the weatherhead ²	Yes	Yes	Yes	No	No	No	No	No	No
Pull Meter ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Install Meter ²	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No
Unplanned Repair Work	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No

NOTES:

1. Where an Electrical Contractor's certificate number is in the form of "RW-XXXXX", the "RW" represents Residential Wireman. Where the Electrical Contractor's number is in the form of "SA-XXXXX", the "SA" refers to Special Authorization which is only for pump installers who are not authorized to draw a permit for repairs. Neither of these Electrical Contractors are authorized to perform disconnects / reconnects.

Where an Electrical Contractor's Rep Code is "N/A" or "BLANK", it is considered a Rep Code of 3.

All Electrical Contractors registered with the City of St. John's are considered the same as those with a certificate number beginning with CA and a Rep Code of 1. However, Electrical Contractors registered with the City of St. John's are not able to authorize their own work.

2. Electrical Contractors are not authorized to disconnect / reconnect services greater than 200 amps unless they are single phase services and are approved by a Newfoundland Power Technologist after discussion of the procedure with the Electrical Contractor.

Disconnect / Reconnect Procedures

Requesting Disconnects / Reconnects

Electrical Contractors shall request disconnects / reconnects by contacting Newfoundland Power at:

- **1 (800) 663-2802 during normal business hours; or**
- **1 (800) 474-5711 outside normal business hours.**

All disconnect / reconnect requests must include an indication of whether:

- Newfoundland Power or an Electrical Contractor is to complete the disconnect / reconnect;
- the disconnect / reconnect is being requested as a result of planned work or unscheduled repair work; and,
- the service is to be disconnected / reconnected at the weather head or the service meter.

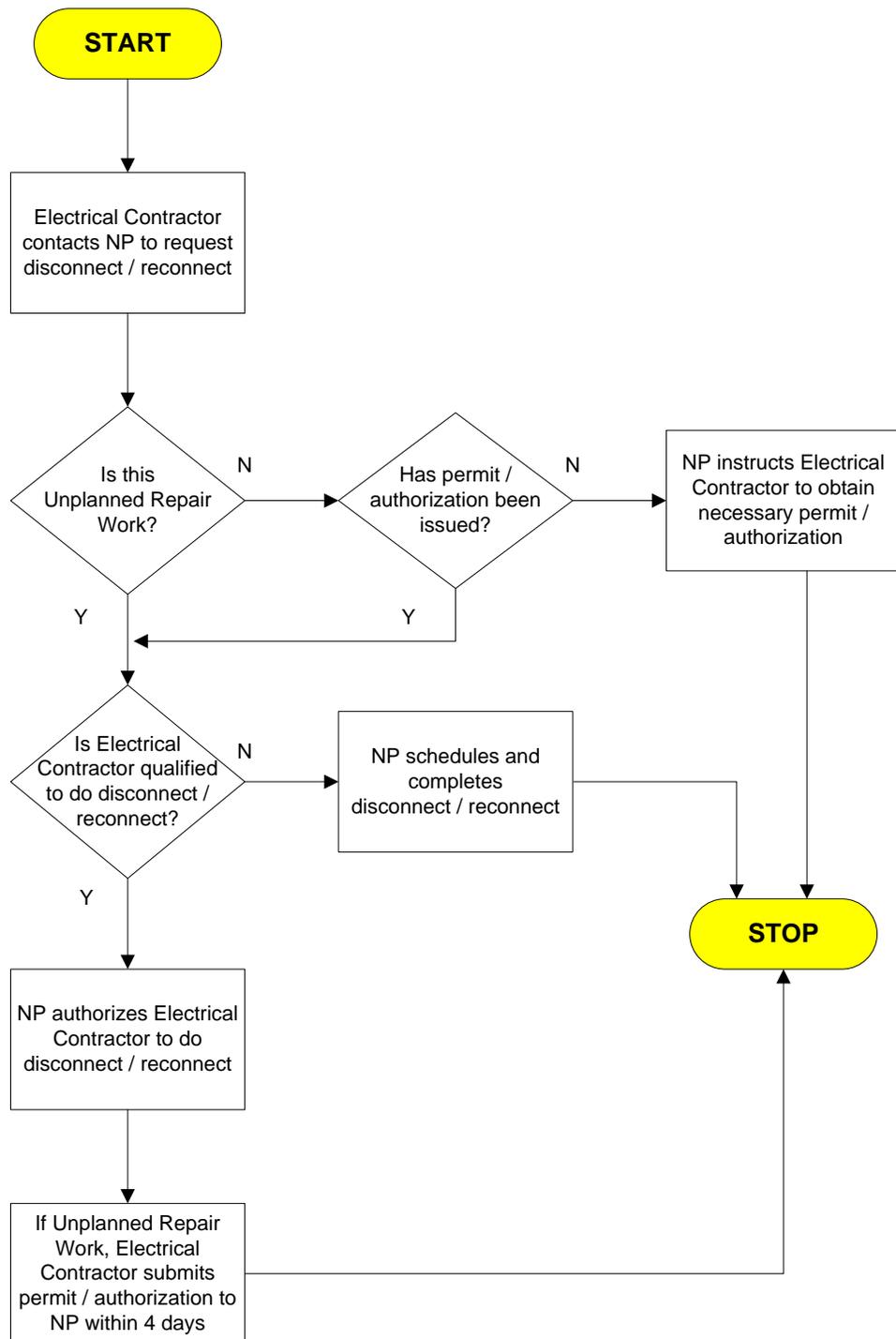
Before requesting a disconnect for planned work, Electrical Contractors must obtain a permit to do electrical work from the applicable Inspection Authority.

Before requesting a reconnect for planned work, Electrical Contractors must ensure that the electrical work is complete in every respect, the main switch is properly wired, enclosed and placed in the open position and an authorization for reconnection has been issued by the applicable Inspection Authority.

In the event that Newfoundland Power authorizes a disconnect / reconnect to facilitate unscheduled repair work, the Electrical Contractor involved shall obtain a permit / authorization and arrange to have it forwarded to Newfoundland Power within four days of the reconnection. If a permit / authorization is not provided within four days of the reconnection, Newfoundland Power will report the reconnection to the applicable Inspection Authority and may disconnect the service.

Diagram 1 outlines the Disconnect / Reconnect Request Process.

Diagram 1 - Disconnect / Reconnect Request Process

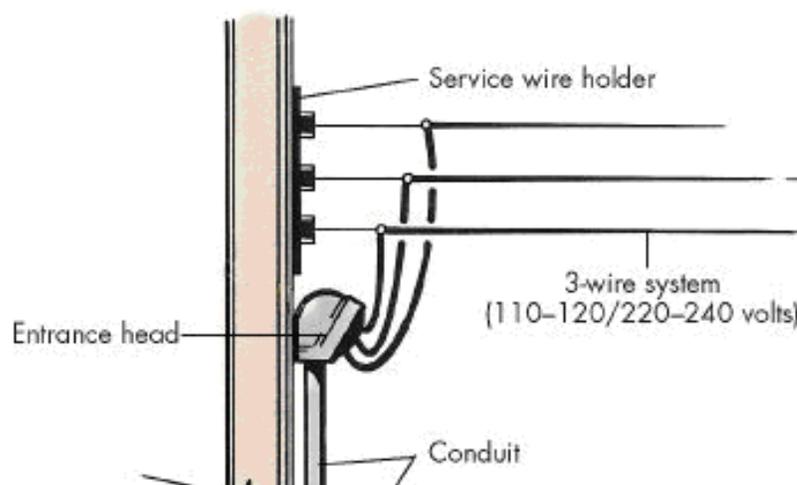


Disconnects / Reconnects at the Weather Head

Electrical Contractors who are qualified and receive authorization from Newfoundland Power to disconnect service wires at the weather head shall:

- use non-conductive CSA approved fiberglass ladders;
- wear CSA approved Class E hard hats, Class A electrical shock resistant work boots, fire resistant clothing, safety glasses and rubber gloves rated Class O or better with leather protectors;
- open the main switch;
- cut the hot leads first and then the neutral. The customer's neutral wire will be white in colour. The service wire neutral may have a white stripe or rib on the insulation or may not be insulated;
- when cutting the hot leads, maintain appropriate clearances from the other hot leads and any ground or neutral points. Extra caution shall be taken when the service wire neutral is not insulated;
- cut the service wires as close as possible to the existing connections on the service wire side using a cutting tool such as Lineman 8" or 9" side cutting pliers with insulated handles;
- tape and secure the ends of the energized wires after they are cut; and,
- not cut the mechanical support holding the service wire to the building.

Newfoundland Power will complete all reconnects at the weather head.



Disconnects / Reconnects by Removing / Installing the Service Meter

Electrical Contractors who are qualified and receive authorization from Newfoundland Power to remove and install service meters shall:

- have the customer open their main switch;
- conduct a potential test (see Figure 1) before removing the meter;
- Exercise care when removing meters from meter sockets to prevent parts that may be corroded from breaking;
- withdraw the meter using a CSA approved meter pulling tool (see Figure 2);
- as the meter is withdrawn, check to ensure the meter jaws are not separating from the meter socket. If this occurs, the Electrical Contractor shall contact Newfoundland Power and request to have the service disconnected at the weather head;
- when the meter is removed, check to ensure there is no automatic bypass between the meter socket jaws (see Figure 3);
- complete a voltage check on the load side of the meter to ensure there is an air gap between the load and line side of the meter lugs;
- during the time that the meter is removed, securely cover the energized meter socket with an appropriate cover and band to protect it from weather and to ensure no person comes in contact with the energized parts (see Figure 4);
- when removed from the socket, safely store the meter at the customer's residence; and,
- when the meter is being installed, check to ensure it is right side up and install a meter band secured with a piece of wire to keep it from separating. When properly installed, the meter band secures the meter to the meter socket.



Figure 1



Figure 2



Figure 3



Figure 4

Put Safety First

DANGER – Energized Power Lines

Special permits are required when working closer than 5.5 metres of energized power lines. Operators of equipment that have the capability of contacting overhead or underground power lines must attend an approved “Power Line Hazards” safety course. Contact us to locate underground power lines before digging or excavating.

Safety is our priority.
Make it yours too!



www.newfoundlandpower.com

1-800-663-2802