

SECTION 2

Procedure to Obtain Electric Service

2.0 To obtain electric service from MU, the following steps shall be followed.

2.1 Permanent Service

During the design phase of a project that will require a new or change in existing electrical service, visit our website or call our customer accounts team. In order to provide an accurate estimate, MU needs the following information:

1. service address,
2. service type
3. (single or three phase and voltage desired)
4. billing information (completed on MU Website)
5. service size,
6. service class (residential, commercial, industrial)
 - a. AIC Rating required for all non-residential projects
7. expected project timeline,
8. load calculations,
9. copy of the certified survey or plot plan of the property where the service will be required,
10. A map with dimensions, including building foot plan, desired service location, nearest road, nearest MU Electric Distribution facility, and wetland, if any.

Before any work begins, customer billing information, the proper city, village, township, county, and state permits shall be obtained.

*Note: To avoid any unnecessary delay in service hookup, provide customer billing information as soon as possible.

2.2 Temporary Service

MU will work with the customer to determine the location of the temporary service if one is needed. Temporary service will include a hook-up fee and may require a line extension fee. Temporary service shall not utilize the permanent meter socket.

2.3 Line Extension

After a review of the proposed project, MU 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 electrical service facilities. When this occurs, a contribution is necessary before the line extension can be scheduled for installation. MU shall utilize the most direct, engineering feasible route to determine additional charges.

2.4 Easements and Right-of-Way

When easements are required, they must be obtained before construction will be scheduled. The customer requesting service shall obtain permission from those landowners as required. MU will provide the easement document. Any costs involved with obtaining the easement will be the responsibility of the customer requesting the line extension.

2.5 Site Preparation (Grading, Tree, Stump, and Brush Removal)

The customer is responsible for the initial clearing of the right-of-way required for line construction on the customer's property. For overhead lines, trees and brush should be trimmed back 10 feet, plus a 4 year growth cycle distance on both sides of the line. MU may provide any required tree trimming if requested to do so, with the cost being added to the service extension cost. For underground projects, the grade in the construction area must be within 3 inches of final grade. Also, any trees, brush, and stumps shall be cleared back to make a path of at least 10 feet in width. Any equipment re-installations required because of grade changes will be done at the customer's expense.

2.6 Inspection

Refer to "6.1 Code Compliance and Inspection"

2.7 Scheduling of the Job

Prior to MU scheduling construction on a line extension, the following items, if applicable, are required:

1. Payment made and contract with MU executed.
2. Easements signed.
3. Site clearing/grading completed within 3-4 inches of final grade.
4. Service entrance location determined.
5. Approved sanitary permit.

2.8 Service Extensions – Special Requirements

Multi-family, commercial, and industrial line extensions have special requirements.

This Service Manual will provide many of the details necessary to obtain service. A short summary of those needs follows below:

1. Standard service voltages available from MU are:

- 120/240 volt, three wire, single phase
- 120/208 volt, four wire, three phase
- 120/240 volt, four wire, three phase*
- 277/480 volt, four wire, three phase

*This service voltage is limited to existing customers only or at MU discretion.

Service voltages other than 120/240-volt single phase must be approved by MU before installation. In areas where a given standard customer distribution voltage already exists, new customers must accept service at that voltage. MU primary service voltage is 7620/13200 volts and is available to customers who qualify.

MU will provide one delivery point to the site or premise. If the customer requires service at a voltage other than offered by MU, the customer must furnish and maintain the additional equipment to provide this voltage.

2. Metering

Consult Section 4 for all of MU metering options and approved metering equipment. Generally, MU uses 200 and 320 amp single-phase plug-in meters and current transformer enclosures for services of 400 amp and greater.

3. Early Notification of MU

On larger jobs, it is essential for the customer to get MU involved as soon as possible in the design process. A number of issues must be resolved before the service can be installed. Routing of the service, ordering the material, and obtaining the necessary easements and permits all require time.

Large jobs may require large transformers or special cable and terminal equipment with lead times exceeding 6 months. If the extension of service involves the installation or upgrading of transmission lines, American Transmission Company (ATC) would need to be contacted.

4. Transformers

Service will be provided by pole-mounted or pad-mounted transformers. If you are to be served from a pad-mounted transformer, it is essential to consider all the necessary clearance and protection requirements. Clearance and protection requirements are detailed in sections 3 and 5.

5. Facility Protection

MU requires that certain precautions be taken for the physical protection of metering facilities, service cables, and transformers. Many of these requirements are to meet various electrical safety codes and the remainder are to ensure access to electrical facilities for any necessary repairs or replacements. Consult section 3 for these requirements.

6. Service Conductors

The customer is responsible for the installation and ownership of all electric infrastructure beyond the MU Meter including the service mast or meter pedestal.

7. Trouble Calls

During regular work hours, MU is available to respond to customer trouble calls normally at no cost to the customer. MU will not compensate customers or electricians unless MU specifically directs the customer to contact an electrician and the trouble is later found to be on MU's system.

Outside of regular work hours, the customer will be instructed to call an electrician if the problem appears to be customer equipment. If the electrician finds that the trouble is on MU's system, MU will compensate the electrician by an amount to be determined each year by MU.