

(Effective 21/01/2019)

Objective

To provide direction to consumers and electrical contractors regarding procedures for the following circumstances which may be considered an emergency repair:

- The conditions of the consumer's meter socket or service entrance equipment is in dis-repair and the Utility worker is unable to safely complete the meter service work, or
- The Utility worker attempted to remove your meter, and during the removal process it is determined there is potentially a broken meter lug or other damage to the meter base.

Definitions

- Consumer's Service - All that portion of the consumer's installation, including the service mast, meter socket, main panelboard or main service disconnect up to and including the point at which the Utility makes connection.
- Supply Service - The overhead lines connected from a power pole to a premise that supplies Utility power to a consumer's service.

General

As a Utility, NSPI is required by Measurements Canada to periodically service our metering equipment to ensure the accuracy and functionality of the metering device is within tolerable measurement criteria.

Our personnel physically remove the Utility meter from the consumer's meter socket at the premise.

When removing meters as part of our meter change program or normal work duties we have encountered cases where the meter lugs have become detached from the meter socket mounting bracket or the meter base is in disrepair creating a potential safety hazard.

If NSPI removes a Utility meter from the meter socket and discovers the meter lugs have become detached from the meter socket base, this creates a hazardous condition to the customer's electrical installation. When this occurs, repairs are required to be made.

Depending on site specific circumstances a decision will be made to, disconnect the consumer's service from the Utility, or, allow the power to be maintained for a period of time in which pre-scheduled arrangements can be made to make the required repairs.

ELECTRICAL INSPECTION BULLETIN
B-02-022.4 Servicing Utility Owned Metering Equipment



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In all cases where it is unsafe to leave a consumers service energized due to an immediate fire or shock hazard, NSPI field personnel will be dispatched to disconnect the Utility supply service wires from the premise to eliminate the hazardous condition, and to ensure an electrical contractor will be safe to make the repairs.

If the conditions are such that the consumer's installation is determined to be unsafe and preventing the scheduled work, but not an immediate fire or shock hazard, the consumer may be granted up to a maximum of 14 calendar days from the day of the equipment evaluation to have the appropriate repairs completed.

Fire and shock hazards include a risk to the premise, occupants, or the public due to exposed/damaged wiring or damaged equipment.

The NSPI Field Service Representative (FSR) will affix a caution tag or warning tape to the meter socket or consumer's service equipment to warn persons of the hazardous condition.

An NSPI Customer Service Representative (CSR) will attempt to contact the consumer to inform them of the site conditions, and to assist the customer with what will be required to make the necessary repairs to restore power.

Consumers

If you have been contacted by a Customer Service Representative (CSR) advising you there are repairs required to your meter socket or potential damage to your meter socket, please follow the steps below to ensure restoration of service to your premise is completed in a timely manner.

- Contact NSP Customer Care Center (See Note 1) for assistance and information on the process to arrange the necessary resources to complete repairs to restore your power.

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Electrical Contractors

Electrical contractors that have been hired by NSPI or at the customer's request must follow these guidelines to ensure the reimbursement of a consumer's claim will be processed.

- The electrical contractor must obtain a Wiring Permit by contacting NSPI Wiring Permit Center at 1-800-464-1520. (See Note 1)
- **When you arrive on site, ensure that the power has been disconnected at the weather head or at the pole.**
- **Prior to start of work the contractor shall confirm that the existing location of the meter base and any other existing conditions are acceptable to the supply authority and no changes to the location or other equipment is required.**
- Check the condition of the meter socket. If the repairs can be made by replacing the broken lug(s) with one that is approved for that particular manufacturers meter socket, and is readily available, then proceed to change the lugs.
- When no replacement lugs are available, the meter socket shall then be replaced.
- The repair work shall be limited to the meter socket and any associated equipment that is required to facilitate the repairs. Example: conduit, fittings and conductors because they are too short.
- Additional work requested by the customer or outside the scope of a meter socket repair is not covered by NSPI's reimbursement policy. These costs will be the responsibility of the customer.
- Immediate fire or shock hazards that are identified by an electrical contractor, or the wiring inspector, and that are not related to the meter repair work must also be corrected. This work is also not covered by the NSPI reimbursement policy.
- After repairs have been completed contact NSPI Wiring Permit Center to advise the work is ready for inspection.
- All repairs must be inspected by a Wiring Inspector or Power Line Technician before the service can be re-energized. Inspections that are performed by a Power Line Technician are followed up by a wiring inspector.
- Electrical contractors are Not permitted to re-install the meter or to make connections at the weather head to provide power to the customer. All final connections to provide power to the customer are to be done by NSPI personnel.

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Existing Hazardous Conditions

Where an existing fire or shock hazard has been identified at a consumer's premise by an NSPI field service representative the same procedures above shall apply with the following exceptions.

- Costs associated with the repair will be the consumer's responsibility
- Application of Codes and Standards will be assessed based on site specific conditions.
- Minimum CE Code requirements shall be met
- The applicable NSPI fees will be applied in accordance with existing NSPI policies.

Codes and Standards

At the discretion of the Supply Authority, or the Inspection Agency, and **during an emergency repair only**, a consumer's service may remain in the same location and / or at the same height above ground provided the original installation meets the minimum requirements of the Canadian Electrical Code Part 1 with respect to clearance of conductors. Where meter base equipment and line side conduits need to be replaced, they shall be installed to current NSP Meter and Utility Requirements.

Reimbursement

NSPI has a reimbursement policy to cover costs directly associated with the meter socket repairs. For information on this policy please contact NSPI customer care center.

Additional costs associated with existing unsafe electrical service equipment, upgrading a consumer's service to meet Canadian Electrical Code requirements or minimum NSPI standards are not covered by NSPI's reimbursement policy.

Notes

1. Wiring Permit Center **1-800-464-1520**, Hours of operation from 7am to 6pm, Monday to Friday.
2. Customer Care Center **1-800-428-6230**, Hours of operation from 8am to 8pm, Monday to Friday.
3. Outage line **1-877-428-6004**, Operates 24/7, 365 days a year.