

# Orlando Utilities Commission

## Primary Metered Service Requirements and Procedures

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### Overview

This document outlines the general requirements and procedures for Orlando Utilities Commission (OUC) to provide primary metered services to customers. A primary metered customer (Customer) is defined as a customer that is metered at the utility's distribution voltage, also known as primary or medium voltage.

In order to insure that the guidelines contained within this document are followed, Customer should contact OUC Electric Distribution Engineering during the design phase of new projects or as soon as practical. OUC's Electric Distribution Engineering Department can be reached at 407-434-4427.

### General OUC and Customer Requirements

- The Orlando Utilities Commission (OUC) shall install, own, operate and maintain all electric distribution facilities on the source (or line) side of the primary meter.
- Due to personnel safety issues and differing design/code requirements, OUC personnel will not perform any work on Customer facilities.
- The Customer shall install, own, operate and maintain all electric distribution facilities downstream (Customer Side) of the primary meter. Ownership includes the responsibilities of design, permitting, procurement, installation, future replacement, and ongoing maintenance. The Customer will be responsible for hiring, or contracting with, qualified electricians to install, operate and maintain their equipment.
- The Customer may be responsible for costs associated with construction power or line extension costs upstream of the primary meter if needed. Please refer to OUC's Electric Service Policy.
- The location of the primary metering equipment and all associated utility distribution equipment required for establishing a primary metered service shall be coordinated with OUC Electric Distribution Engineering.
- The Customer's system will be subject to inspection and approval by OUC for the metering, protective devices, and interconnection facilities.

### Design Standards

- Construction and operation of Customer facilities must be consistent with the National Electric Code (NEC) with jurisdiction by the responsible local code enforcement agency (City of Orlando, Orange County, City of St. Cloud or Osceola County).
- The Customer's electric distribution system must be designed to match OUC's 12,470/7,200 volts, 25,000/14,400 volts, or 34,500/19,900 volts grounded-wye primary distribution system, whichever is applicable for the location, and meet all applicable power quality requirements.

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### Design Standards (continued)

- The Customer's electric distribution system must be designed prohibit 'feedback' into the OUC system. Any operation of the Customer's primary system must be coordinated with OUC Operations Dispatch.

### Operational Procedures

#### Customer Contact Information

The Customer must provide OUC with the appropriate contact personnel for purposes of coordinating and accessing Customer owned facilities containing switchgear or switchboards. Customer will be responsible for contacting OUC Operations Dispatch prior to performing any work on the Customer Side of the system that may impact OUC's distribution system. Customer must notify OUC Dispatch at least 48 hours in advance at 407-823-9150.

#### Switching and Tagging

These procedures help to ensure employees and contractors are safely working on electrical equipment by incorporating a uniform method of switching and tagging. As part of these procedures, OUC will require coordinated access to Customer's main switchgear or transformer.

Customer's switchgear must be capable of providing the following:

- Main utility breaker must be capable of providing a visible open
- A means for grounding out the line-side cable
- A means of attaching an OUC lock during coordinated efforts, such as scheduled or unplanned outages

#### Terminations

The Customer will be responsible for terminating their primary voltage conductors on the load-side of the primary metering cabinet (required only for pad-mounted primary meter enclosures). The primary metering cabinet shall contain a current transformer and two bushings per phase (one for OUC and one for the Customer to terminate their respective conductors). The lugs on the termination should be NEMA rated. This work must be performed by a licensed electrical contractor.

#### Customer-owned Generation

OUC prefers and encourages the use of an open-transition (non-paralleled operation) design if the Customer decides to install generating facilities for standby or back-up purposes. An Interconnection Agreement between the Customer and OUC is required if the Customer elects a closed-transition (grid-tied or paralleled operation) system. This agreement must be executed before parallel operation of the generating facilities can commence. Please refer to OUC's Producer-Owned Generating Interconnection Agreement.

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### Operational Procedures (continued)

#### Protection Coordination & Automatic Transfer Schemes

All Customer switchgear settings and protective devices shall be designed to coordinate with OUC's system. Contact OUC's Electric Distribution Engineering Department to provide additional information, and to ensure compliance to OUC standards.

#### Energizing Equipment

Before energizing the primary metered service, the following shall be required:

- To establish an account, customer shall contact Customer Service at 407-423-9018 (option 3, Commercial) for Orlando and 407-957-7373 for St. Cloud.
- Customer must install a permanent address label on meter base (meter base labeling must match labeling on Customer switchgear).
- Customer should contact Electric Distribution Engineering Department at least 2 weeks before the requested "need date" for energization to allow for scheduling and coordination.
- OUC personnel and Customer's electrical contractor will perform an inspection/test of the following upon energization:
  1. Voltage Test
  2. Phase Test
  3. Inspect Terminations
  4. Visual open capability, at approved Customer location
  5. Ability for OUC to tag and lock equipment, at approved Customer location
  6. Ability for OUC to place a ground, at approved Customer location

#### Continuing Operations

- OUC cannot guarantee the availability or continuity of delivery of electric service.
- The Customer is responsible for providing phase-loss and surge protection systems for Customer owned equipment.
- In the event of an outage, OUC will make all reasonable, safe and prudent efforts to quickly restore power to the line side of the primary meter. The Customer will be treated on a basis equal to other OUC customers in determining restoration priority.
- If Customer facilities are isolated by local fuses or other protective devices, or if it is perceived that any damage may have occurred to Customer equipment, OUC will require a qualified, authorized Customer representative to approve re-energization of their facilities by OUC. Please refer to OUC's Power Restoration Release, Hold Harmless and Indemnification Agreement.

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### Operational Procedures (continued)

#### Continuing Operations

- OUC may disconnect service to Customer, if at any time and in the sole opinion of OUC, the Customer facilities are presenting a public safety hazard or are causing an adverse reliability or power quality impact to the OUC Electric Distribution System or to other OUC customers.

#### Primary metered rate

- A separate rate structure applies to primary metered electric services. Please refer to the OUC's Electric Rates Policy which can be found on our website at OUC.com or for additional information regarding OUC rates contact Commercial Services Department at 407-423-9018 option 3.

*Please contact OUC's Electric Distribution Engineering Department at 407-434-4427 with any questions regarding the requirements and procedures contained in this document*

Signed and delivered this \_\_\_\_\_, day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Telephone Number

**Please submit completed form with hand written signature to OUC Development Services at 100 W. Anderson Street, Orlando, FL 32802, or email to [developmentervices@ouc.com](mailto:developmentervices@ouc.com). Digital signatures are not accepted.**