

SECTION 58  
SERVICE STANDARDS

58.1 PURPOSE, SCOPE AND DEFINITIONS

Pursuant to Chapter 320 of the Maine Public Utilities Commission's Rules, each transmission and distribution utility shall maintain Terms and conditions to implement the provisions of Chapter 320. Such Terms and Conditions must be approved by the Maine Public Utilities Commission and must be periodically reviewed, modified and updated to conform to the requirements of Chapter 320 and any other Applicable Codes, Standards, and Requirements. For purposes of these Terms and Conditions, "Applicable Codes, Standards, and Requirements" shall mean "any codes standards or requirements identified by the American National Standards Institute (ANSI), Institute of Electrical and Electronics Engineers (IEEE), Independent System Operator – New England (ISO-NE), National Electric Safety Code (NESC), North American Electric Reliability Corporation (NERC), Northern Maine Independent System Administrator (NMISA) or Northeast Power Coordinating Council, Inc. (NPCC). The version that applies to a device will be the version in effect at the time the device is initially put into service. These Terms and Conditions are intended to implement the provisions of Chapter 320. In the event of any conflict between the provisions of these Terms and Conditions and those set forth in Chapter 320, the provisions of Chapter 320 shall control. Any capitalized terms used herein but not explicitly defined herein shall have the meaning set forth in Chapter 320.

58.2 GENERAL PROVISIONS

- A. The Company shall construct, maintain and operate its transmission and distribution system such that it provides safe and adequate service to its customers.
- B. All new construction, reconstruction, maintenance, design, and operation of any portion of the Company's transmission and distribution system shall comply with the provisions of Chapter 320 and with all Applicable Codes, Standards, and Requirements.
- C. The Company shall keep all records required to be kept by Chapter 320 for a period of at least ten years, unless a different time period is specified within Chapter 320. All such records shall be available to the Maine Public Utilities Commission upon request.

58.3 QUALITY OF SERVICE

A. Frequency

The Company shall design and operate its transmission and distribution system such that alternating current service shall be supplied at 60 cycles per second (Hertz or Hz) under normal, steady state conditions and shall vary only in accordance with Applicable Codes, Standards, and Requirements. The system shall operate within a +/-0.5 Hertz limit.

SECTION 58  
SERVICE STANDARDS

58.3 QUALITY OF SERVICE (Continued)

B. Voltage

1. Nominal System and Service Voltages

The Company shall establish and maintain Nominal System and Service Voltages as may be required by the design of its transmission and distribution system and the service to be provided to its customers. The Nominal System and Service Voltages shall conform with the standard nominal system voltages established by ANSI C84.1.

2. Voltage Variation; Limits

The Company shall maintain and operate its transmission and distribution system to conform to the voltage variation ranges established in Chapter 320. When Service Voltages occur that are outside of range allowed by Chapter 320, the Company shall take prompt corrective action to restore the Service Voltages to acceptable levels.

3. Voltage Testing

The Company shall monitor a subset of AMI meters to ensure that they conform to voltage variation ranges established by ANSI C84.1 and Section 4 of Chapter 320 of the Maine Public Utilities Commission's Rules. The meters being monitored will be distributed geographically throughout the service territory and cover the variety of secondary self-contained delivery voltages including both single and three phase meters.

The following voltage data is retrieved and saved in the voltage log database:

- a. Meter Number
- b. Date of Collection
- c. Average Voltage for Phase A
- d. Average Voltage for Phase B
- e. Average Voltage for Phase C
- f. Min Voltage Phase A
- g. Date/Time Min Voltage Phase A occurred
- h. Min Voltage Phase B
- i. Date/Time Min Voltage Phase B occurred
- j. Min Voltage Phase C

SECTION 58  
SERVICE STANDARDS

58.3 QUALITY OF SERVICE (Continued)

B. Voltage (Continued)

3. Voltage Testing (Continued)

- k. Date/Time Min Voltage Phase C occurred
- l. Max Voltage Phase A
- m. Date/Time Max Voltage Phase A occurred
- n. Max Voltage Phase B
- o. Date/Time Max Voltage Phase B occurred
- p. Max Voltage Phase C
- q. Date/Time Max Voltage Phase C occurred

Values for “B” and “C” phases are only collected for three phase meters.

Verified deficiencies will be corrected by the Company.

4. Harmonics

CMP shall maintain and operate its transmission and distribution system in a manner consistent with the IEEE 519 Standard: Recommended Practice and Requirements for Harmonic Control in Electric Power Systems. In accordance with the IEEE 519 recommendations, current distortion limits are determined by the short-circuit ratio, or the ratio of short-circuit current at the point of common coupling (PCC) to the maximum load or demand current.

5. Flicker

CMP shall limit the frequency and magnitude of Flicker events in accordance with IEEE Recommended Practice 1453.

58.4 SERVICE INTERRUPTIONS

A. General

In the event of a Service Interruption, the Company shall employ reasonable utility practices to restore service in a timely manner, consistent with appropriate consideration of safety and costs.

SECTION 58  
SERVICE STANDARDS

58.4 SERVICE INTERRUPTIONS (Continued)

B. Service Interruption/Outage Reporting

In the event of a Service Interruption affecting more than 500 customers or 1% of a T&D Utility's customers, whichever is greater, the Company shall provide immediate notification to the Maine Public Utilities Commission. The notification shall include the date and time of the Service Interruption; the number of customers affected in each service center or county, and town; the cause of the Service Interruption; and any other information descriptive of or relevant to the event. The Company will provide periodic updates no less frequently than daily for the duration of the Service Interruption. This reporting requirement does not apply to Momentary Interruptions.

C. Metrics and Reporting

The Company shall maintain and report on Service Interruption and Service Outage metrics and information in accordance with the requirements of Chapter 320.

58.5 METERING REQUIREMENTS, STANDARDS, AND TESTING PROTOCOLS

Metering standards, requirements and testing protocols are set forth in Section 12 (Meters) of CMP's Terms and Conditions.