

C Powell

# CUSTOMER SERVICE FEES



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# Emergency Disconnect/Reconnection Permit to Repair



## EMERGENCY DISCONNECT/RECONNECTION PERMIT TO REPAIR

Customer Name: \_\_\_\_\_

Electrician/Contractor Name: \_\_\_\_\_

Address: \_\_\_\_\_

Block & Parcel: \_\_\_\_\_

Telephone Number: Cell \_\_\_\_\_ Res. \_\_\_\_\_

XX

Date of Disconnection: \_\_\_\_\_ Meter No. \_\_\_\_\_

Type of Service:      Overhead       Underground       Single Phase   
                                 Three Phase       Voltage \_\_\_\_\_

Description of Service Equipment Damaged and/or Repaired: \_\_\_\_\_





# Exhibit A – Schedule of Service Fees

## CUC Schedule of Service Fees – *Effective June 1, 2015*

### 1. Disconnect/Reconnect

- |  |          |
|--|----------|
| a. At meter  | \$50.00  |
| b. At the point of connection (i.e. pole, transformer, etc.) | \$100.00 |

### 2. Temporary Service Connection

Usually \$270.00

- \$120.00 customer deposit that is refundable once permanent connection is made
- \$150 installation



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# Exhibit A – Schedule of Service Fees

## 3. **Charge Out Rates** (*opening padmount transformers, assisting contractor, installation of line protection, installation of voltage recorders etc.*)

### a. **Normal Working Hours**

i. Supervisor	\$54.00/hr
ii. Journeyman Lineman	\$46.00/hr
iii. Apprentice	\$32.00/hr

### b. **Equipment Rates**

i. Bucket Truck	\$45.00/hr
ii. Pole Planting Truck	\$50.00/hr
iii. Pick Up Truck	\$15.00/hr

### c. **Charges for labor time outside Normal Working Hours will be 1.5 times the normal rates except Sundays and Public Holidays which will be 2.0 times the normal rate**



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# Exhibit A – Schedule of Service Fees

## 4. Tree Trimming

To be determined on a case by case basis.



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A Seymour & C Rose

# CORE CONNECTIONS



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# CORE

- CORE Credit Program
  - What is the CORE Credit Program and total capacity connected and applied for to date.
- CORE Application Process
  - Where applications should be sent.
  - How applications are processed the check list of things to look for.
- CORE Credit Program Changes
  - Rate Changes.
  - System Frequency Changes.
- CORE Limitations
  - Residential and Commercial limitations.
- CORE Type A (“Customer Tie”) & Type B (“Grid Tie”) Drawings.



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# CORE Credit Program

- The sale and exchange of electric energy between Caribbean Utilities Company, Ltd. (“CUC”) and a residential or commercial customer, with a Consumer-Owned Renewable Energy (“CORE”).
- Any CUC customer who is interested in self-generating to fully supply his/her own premises utilizing a renewable or alternative energy to meet his/her own demand will be doing so outside of the terms and conditions of the CUC CORE Program.
- A maximum aggregate of 4,000 kilowatts AC (“KW-AC”) capacity of renewable generation will be allowed to connect to the CUC T&D System for 2,000 kilowatts AC (“KW-AC”) commercial and 2,000 kilowatts AC (“KW-AC”) residential customers.
- Total connected and applied load to date is 1,595.94 kilowatts AC (“KW-AC”) commercial and 1,317.91 kilowatts AC (“KW-AC”) residential customers.

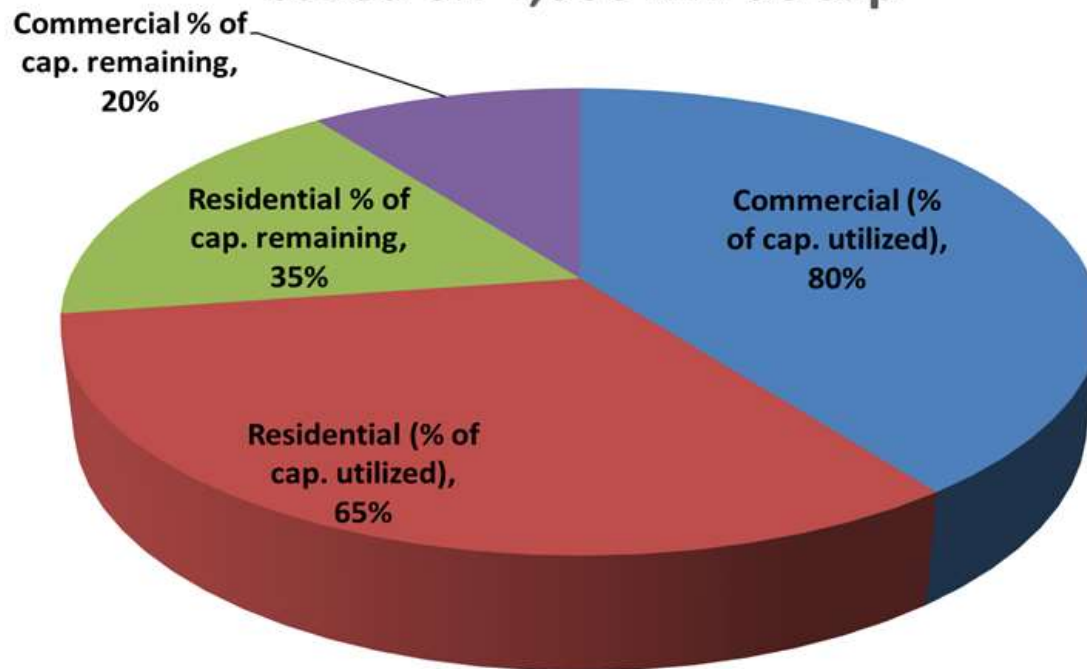


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# CORE Credit Program

## CORE Capacity as of June 16, 2015 based on 4,000 kW ac cap



Includes pending applications



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# CORE Application Process

- All CORE inquires shall be sent to [CORE@CUC.KY](mailto:CORE@CUC.KY) and will be acknowledge same day where applicable, If not within **24** hours of next business day.
- CORE Credit Agreements will go through a CORE Application Check Sheet.
- **Check list for Approval (signed CORE Credit Agreement by CUC)**
  - Customer Name (Name of CUC account holder)
  - Account ID
  - CORE system size (Name plate ratings)
  - Single line diagram provided
  - Inverter certification is provide (UL 1741 & IEEE 1547)
- After CORE system is built and approved by BCU the second part of the CORE Application Check Sheet is completed which is the site inspection.



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# CORE Application Process

- **Check list for site inspection (Received a official document from BCU for approval)**
  - Inverter same model as one shown on application.
  - Trace Inverter AC output to Inverter Meter. Any panels in between? If yes is panel in accordance with CORE requirements and lockable by CUC.
  - Is CORE meter socket installed in accordance to CUC metering standards?
  - Are Inverter cables connected to the bottom of the CORE Meter Socket?
  - Is a CORE system disconnect installed inline and adjacent to the CORE Meter?
  - Is CORE meter output connected to the Line side or Load side of Main Meter?
- Completed CORE Application Check Sheet will be given to the Customer Service department
- Arrangements will be made within **3 – 5** business days for meter installation.

*\* Note – CT meters require reprogramming and may take 1 – 2 days longer*



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# CORE Credit Program Changes

- April 1<sup>st</sup> 2015 the CORE Program introduced a few changes to the program.
- **CORE Rate**
  - CORE rate of CI\$0.32 from CI\$0.385 per kWh for residential customers.
  - CORE rate of CI\$0.28 from CI\$0.375 per kWh for commercial customers.
- **System Frequency**

The CORE generator shall be configured to operate continuously for grid frequencies in the range of:

  - 57.5 Hz and 62.0 Hz.
  - For 10 minutes between 57.0 Hz and 63.0 Hz.
  - If system has the capability to be configured to operate for a period of at least 15 seconds in the range of 55.0 Hz – 57.5 Hz, if the frequency in below 57.5 Hz it shall be configured to do so.



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# CORE Limitations

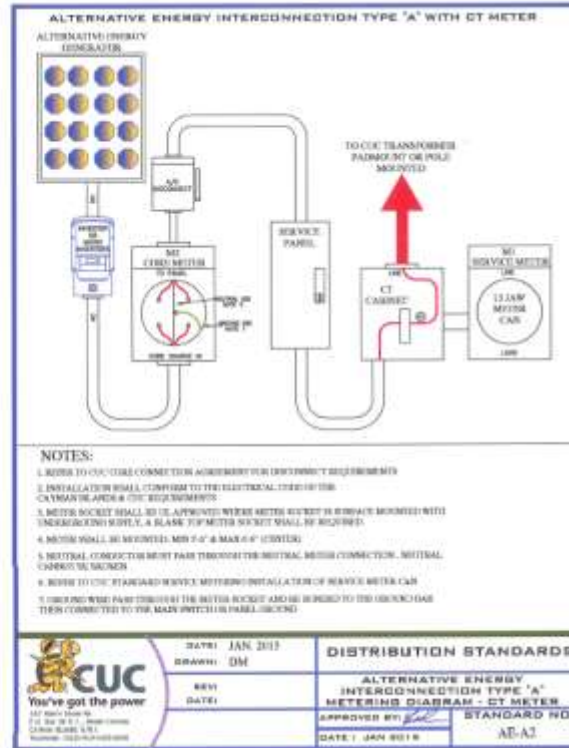
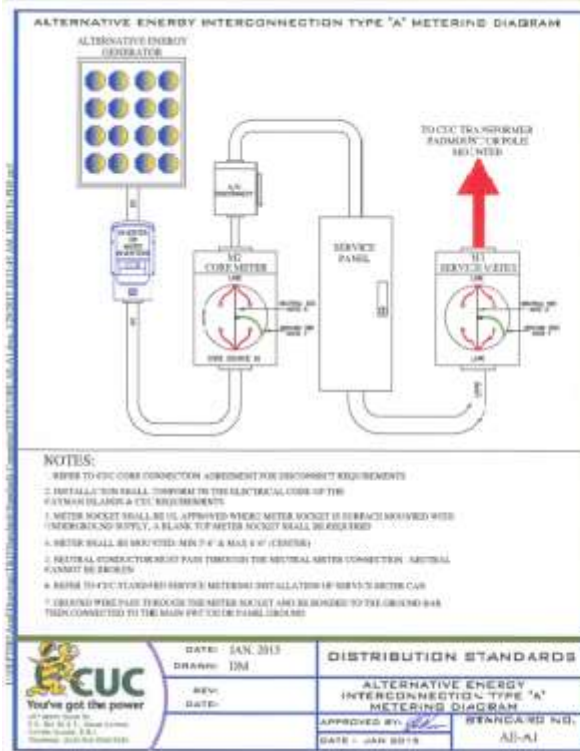
- Residential customers will be allowed to install no greater than CUC's estimate of the customer's peak load or 20 kilowatts alternating current ("kW AC") capacity, whichever is less.
- Commercial customers will be allowed to install no greater than CUC's estimate of the customer's peak load or 100 kilowatts alternating current ("kW AC") capacity, whichever is less.
- A Customer's peak is either an Estimated calculation or a Measured peak from the new smart meters.
- Before applying customer's should seek their peak load for the last year if such data is available, or provide their Panel schedules and load calculations for new installations.



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# Type A Metering Diagram



Customer Tie –  
Connected to CORE  
customer downstream  
of main meter.



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