

March 2016

Dear Customer

At PECO, we are delivering innovation and advancing smart energy to provide safe, reliable, affordable and clean energy and energy service for our customers. As an owner of high voltage electric service equipment, you are our partner in these efforts. The proper operation and maintenance of your equipment can improve electric service reliability for your facility and other PECO customers. Customer-owned equipment that is not in proper working order can result in electric service interruption and equipment damage.

As a PECO high voltage customer, you are required to have trained personnel operate, maintain and inspect your service equipment on a regular basis. For your convenience, please review the summary of very important information on the next page that you or your contractor need to know, as well as some helpful hints and recommendations. Please refer to this summary when contemplating any maintenance on your high voltage equipment.

The following process must be followed when your contractor or maintenance personnel need to schedule a service interruption with PECO so you can safely work on your equipment.

- Once your scope of work is defined, please contact the appropriate PECO office below to discuss your needs and schedule PECO support.
 - Delaware/Chester Counties 610-941-1663 or 610-941-1670
 - Bucks/Montgomery Counties 610-941-1647 or 610-941-1843
 - City of Philadelphia 610-941-1605 or 610-941-1844 or 610-941-1845
- PECO requests you contact us at least **four weeks** in advance of your work to enable us to review, design, and commit resources to support your needs.
- There may be a charge for PECO's support, depending on your requirements.
- Since PECO must schedule and commit resources ahead of time, full payment is needed before the job can be guaranteed. If payment is not received at least two days prior to a guaranteed outage, the job will be cancelled.
- PECO is committed to your safety, and for the safety of our employees. We reserve the right to cancel our support for your maintenance outage due to unanticipated bad weather or unforeseen emergency system conditions.

If you would like to discuss any other customer equipment issues, please call the account representative's number on the upper right hand side of your bill and we can direct you to PECO's Customer Engineering group.

Sincerely,



Sharon E. Simpson, Key Manager
Large Customer Services

Attachment

Summary of Helpful Hints and Important Information

- **Remember: Safety First!** High voltage equipment should be approached with extreme caution. Maintenance personnel or a contractor qualified in high voltage equipment maintenance procedures must be retained. The National Electric Code, which sets forth the requirements of your electrical installation, defines “qualified persons” as:
 “One who has skills and knowledge related to the construction and operation of the electrical equipment and installations and has received safety training on the hazards involved.” It also refers to NFPA 70E-2012 Standard for Electrical Safety in the Workplace, for electrical safety training requirements
- Ensure that qualified, high-voltage electricians who are familiar with and trained to operate your high-voltage service equipment are available around-the-clock for both planned and emergent switching needs.
- Ensure switching procedures are posted and available.
- Post PECO’s Operations Control Center phone numbers (610-941-1858 or 800-253-0201). Contact PECO’s Operations Control Center, in advance, when performing any switching operation.
- Inspect substation security and prevent entry by unauthorized personnel. Electrical substations must be locked and constructed with vandal resistant locked compartment doors.
- Check for evidence of external physical damage.
- Check drainage systems to ensure water is flowing away from equipment pads and conduit penetrations.
- Mark outdoor cubicle heater circuits as CRITICAL and check the condition of fuses or circuit breakers.
- Provide around-the-clock contact information to PECO when access is needed for emergencies after normal business hours.
- Operate the service switch or circuit breaker to ensure free movement of the operating mechanism. Lubricate the mechanism according to manufacturer recommendations.
- Check electrical insulation for cracking, and replace any damaged insulators.
- Remove accumulated dust and dirt from electrical insulating surfaces; and replace vent filters (if applicable).
- Check for spare fuse refills. For services with switch / fuse equipment, spares should be stored in the holder of the fuse compartment door.
- Check for adequate breaker control power and perform trip tests on services with circuit breakers. Relays must be calibrated to PECO’s accepted settings.
- Equipment located outdoors or in a humid environment must have electrical strip heaters inside to prevent condensation. These heaters must be on continuously, and not be controlled by a thermostat. Identify and mark the breaker supplying the 120 volt circuit as CRITICAL. When the service is re-energized, verify the 120 volt circuit current to the heaters. The current must reflect the calculated heater load.

**The frequency of equipment maintenance to ensure service reliability depends on many factors including: good utility practices, electrical reliability needed; environmental issues such as heat, moisture and dust; percent loading of equipment; and equipment manufacturer recommendations. The National Fire Protection Agency’s NFPA 70B *Recommended Practice for Electrical Equipment Maintenance* is a guide for a preventive maintenance program.