GUAM POWER AUTHORITY * Standard Operating Procedure	No.SOP-014	Issued: 07/09/92
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Title: DISCONNECTION / RECONNECTION POLICY	Approved By: JOHN M. BENAVENTE, Gen. Mgr.	
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I. **PURPOSE**

This Standard Operating Procedure is published to provide a basic guideline for Disconnection/Reconnection employees to practice while performing their duties.

II. **SCOPE**

Efficient Disconnection/Reconnection personnel will make good installation. In doing so, they will observe certain practices that will be helpful to both the Authority and the customers.

These good practices will have many benefits. They will insure good customer relations by preventing damage to the customer's equipment. Also, the Disconnection/Reconnection employee will not have to return to the customer's premises for things forgotten or left undone and thereby undermine the customer's confidence in Disconnection/Reconnection. All these benefits will in turn, help the Authority and the employee.

The following are some of the good Disconnection/Reconnection practices, not necessarily in order of importance.

Disconnection/Reconnection employees shall:

1. Recognize their responsibilities while on the customer's premises.

   a. Take the nearest and safest route to accomplish the work.

   b. Take care not to damage any of the customer's property.

   c. Leave the area clean upon completion of the job.

II. **SCOPE** (continuation)

1. (continued)

   d. Report any hazards to the Disconnection/Reconnection Supervisor.

2. Work in the safest possible manner.

   2.1 Keep in mind that no job is so important that it cannot be done safely.

3. Inspect all meter wiring connections for correctness.

   3.1 Check connections to prevent:

   a. Outages
   b. Damage to meter installation
   c. Damage to customer's property
   d. Personal injury

4. Inspect for loose connections.

   4.1 Causes for loose connection:

   a. Intermittent Service
   b. Complete outage
   c. Arc, causing a fire hazard
   d. Heating occurs around the connection

5. Inspect for good grounding.

   5.1 Check for equipment ground at the installation. (Poor or no ground can cause electrical shock.)

   a. No ground at the installation pose a potential hazard.
   b. Report no or poor ground to the Supervisor.

6. Pay attention to details.

   6.1 Must check meter potential links. (Will cause non-registering of meter.)

7. Inspect connections between two dissimilar metals.

   7.1 Connection between two dissimilar metals often causes corrosion.

      a. Corrosion can be prevented by using proper connection and by protecting the connector (using electrical tape) and conductors against oxidation.

      b. Wires corroded at a joint have the same effect as a loose connection, since corrosion has a high resistance and causes heating, which, in turn, assists the corrosive action.

8. Check for power voltages.

   8.1 Voltage shall be checked before installing the meter.

      a. A reversal of the "power" and "lighting leg" (high or crazy leg) on a four-wire delta system causes excess voltage on customer's equipment.

      b. A reversal of "high leg" and ground has serious consequences.

      c. Grounded conductors, and the "high leg" of four-wire delta services, shall be permanently identified.

9. Check phase rotation.

   9.1 Phase rotation on installations which have been disconnected temporarily for service work should be checked. If a reverse phase rotation is connected to the customer's motors, they will reverse, possibly causing extensive damage, this could also mean personal injury.

10. Check for "single phasing".

   10.1 It is possible to prevent damage to the customer's property by disconnecting or warning the customer to disconnect the load on a three-phase service when one-phase is out.

10. (continuation)

10.1 (continued)

A running three-phase motor may continue to run on single-phase, but will overheat. A stopped motor may attempt to start, but cannot which causes overheating.

11. Observe direction of disk rotation.

11.1 Whenever possible, try to get a load applied to the meter in order to check for correct disk rotation.

12. Check for diversion.

12.1 Always check for circuits tapped ahead of the meter or current transformers.

13. Check for correct installation information.

a. Check for correct phase, amperes, volts and frequency (60 cycles).

b. Check for such details as multipliers, full scales, readings and similar data.

c. Check all written records against nameplate data.

14. Check to see if meter is level.

14.1 An out-of-plumb meter may be inaccurate. Besides being inaccurate, it presents an unsightly appearance to the customer and may undermine their confidence in Disconnection/Reconnection.

15. Give the whole job a good luck once-over before leaving it.

a. Check the job in general for good workmanship and safety before leaving.

b. Be sure area surrounding meter on customer's premises is left clean and neat.

NOTE: Failure to follow any one of these practices may result in extensive property damage, personal injury, outage of service, or a loss of revenue. And, last but by no means least, it may impair the valuable asset to a public utility's good customer relations.