

<b>G U A M P O W E R A U T H O R I T Y</b> <i>Standard Operating Procedure</i>	*SOP-086	Issued: 03/15/93
Title: METER SETTING	Prepared By: <i>ANNIE Q. SANTOS</i> Manager, Cust. Svcs., Acting Approved By: <i>RAYMOND C. CAMACHO</i> Gen. Mgr.	
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## 1.0 SETTING METERS RELATING TO RECONNECTION REQUEST

The Customer Services person shall set meters provided:

- 1.1 The secondary service is 480 volts or less, sing (10) or polyphase (30).
- 1.2 Meters are self-contained or with current and/or potential transformers.
- 1.3 When applicable installation has been inspected and approved by appropriate electrical inspectors.

2.0 If all the above items have been confirmed, the following procedure shall be followed:

- 2.1 Set appropriate protective and remove cover plate from meter socket.
- 2.2 Check line lugs (terminal) for voltage:
  - a) If no voltage, crew shall take appropriate measures to supply services and assure proper voltages are provided. When applicable, check for voltage on the line side of the test blocks.
  - b) If service is energized at 480 volts or less, single (10) or polyphase (30).
- 2.3 With breakers in the "on" position, check load side of lugs (terminal) for possible back feed.
- 2.4 Place breakers to "off" position. Check for jumper between bottom lugs of meter with continuity tester.
- 2.5 Whenever possible in multi-dwelling installation, the correct socket identity shall be determined.

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2.6 Place proper meter in the socket and complete a meter data sheet.

- a) Enter the time the power was reconnected.
- b) If ordered for a future date, refer to supervisor for instruction.
- c) Enter the customer's name, service location, account number as it appears on the reconnection order.
- d) Check appropriate box for action taken.
- e) Enter seal number. (To include seals on meter panel covers).
- f) Enter complete meter number.
- g) Indicate the meter constant (multipliers one (1), ten (10), etc.).
- h) Enter meter identification data, date set and reading.
- i) Enter any other information pertinent to working on the reconnection order, such as load check data.
- j) Initial and date the reconnection order.

2.7 Recheck documented transactions and submit to your supervisor at the end of the day.

### 3.0 **DISCONNECTIONS**

Disconnection Order/Request

- a) Verify document before processing.
- b) Check the schedule date. Never disconnect a service prior to the date requested.
- c) Locate and verify the meter number.

## 3.0 (continued)

- d) If the meter number does not correspond, verify if the names are different. If you find that a new customer has recently been "reconnected", enter the reading and date shown on meter disconnection order/request. Be sure that you are at the right address and check through other sources such as building manager, neighbor, etc., to determine correct location.
- e) If the name on the meter tag agree with the name on the disconnection order, identify the type of installation involved and de-energize the service according to instructions.
- f) Enter the reading, date, and your initials on the disconnection order.
- g) If you cannot gain access to disconnect the service, follow the same procedure outlined on inaccessible meters.

4.0 **REMOVING METERS RELATING TO DISCONNECTION REQUESTS**

When instructed by the supervisor in charge, Customer Service crew may remove meters provided:

- 4.1 Meter socket plate can be installed after removal.
- 4.2 It will not be necessary to remove service conductors. However, in the event the house is being demolished or there are other extenuating circumstances, the meter may be removed prior to the service crew disconnecting the service.

## 5.0 When removing the meter, the following procedures will be followed:

- 5.1 Complete Termination Contract and/or Data Sheet.
  - a) Check transaction for instructions.
  - b) When applicable, enter the customer's name, service location and other pertinent information on the Data Sheet as it appears on the initiating request.
  - c) Check block showing action taken and type of service.

## 5.1 (continued)

d) Enter the following: "METER REMOVED, PLATE INSTALLED, SERVICE STILL CONNECTED AND HOT".

e) Enter your initials and date the order.

5.2 Remove meter with rubber gloves on, install socket plate and seal.

5.3 If the account is active, complete disconnection order and attach Meter Data Sheet.

5.4 Return meter and related paperwork to your supervisor at the end of the day.