

July 2006

ISSUE II

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List of contact numbers and specifications (Attachment A)

## Insert

Field Engineer Area Map

Gulf Power Company  
One Energy Place  
Pensacola, FL 32520-0313  
USA

# The Feeder Line



## 2006 Storm Season-Why Not Put It All Underground?

*By Rich Mandes-Power Delivery  
General Manager*

Welcome to the 2006 Storm Season! Our Storm teams have been assembled and are ready to serve you. We have reviewed our storm procedures and revised them, so that we may respond to our customers in the most safe and efficient manner. We ask that you review your plan and if you have questions or concerns please contact us now so that together we can continue to provide the world class service our customers expect. A lot of our customers have asked-Why Not Put It All Underground? *Our Power Delivery General Manager Rich Mandes shared his thoughts:*

■ **Costs.** Generally it costs much more to put our facilities underground. As long as Gulf Power’s customers are okay with the added costs, and agree to pay the difference, then we can go underground.

■ **Reliability.** While an underground system would be less vulnerable to wind damage or trees, our own experience during the last two hurricane seasons show that the underground systems are vulnerable to flood and surge damage. Also an underground outage-while about a third less likely to happen-will last about twice as long as an overhead outage.

■ **Location.** Some of the facilities simply can’t go underground. We can put subdivisions underground, but the



transmission lines coming out of the plants are overhead, as are the lines carrying the electricity to the substations. Overall, that won’t change.

■ **Maintenance.** Even during non-hurricane outages, repair and maintenance of an overhead system is easier. With an underground system, because the lines are underground they are difficult to troubleshoot and once the trouble is found, they are much more difficult to repair.

In the end Gulf Power is neither for nor against the replacement of our facilities underground. The key is to do whatever makes the most sense in any given situation. If a particular project would benefit from an underground system, and the customer agrees to pay the cost, then Gulf power will replace our facilities underground.

The answer here is not to mandate one over the other, but simply let Gulf Power and the customer work together and make the best decision.

The goal of this publication is to build a communications bridge between the electrical contractors, inspectors, and Gulf Power. Please do not hesitate to contact David Hawkins @ 850-505-5606 with your ideas for future issues or for more information on particular topics! Thanks for your help!



## Safety First

**What's wrong with These Pictures?** Customer generators are being installed across our system in record numbers. Unfortunately, not all of them are being installed correctly. These photos are two examples of how not to install customer generators. Since no request was received by Gulf

Power for a disconnect, these services appear to have been disconnected and reconnected while they were energized. An Investigation is underway with the appropriate inspecting agency. Please share this one with all of your employees. All electrical contractors are very busy so, employees performing side work which may not be permitted, insured, or safe is a possibility.

*“Safety is our #1 priority is it yours?”*



**What's wrong with These Pictures?**

## The “Rough-In Log”

Our underground coordinators are Scott Perkins in the Pensacola area and Mike Miller in the Milton/Gulf Breeze area. They are requesting your assistance so that we may provide you and your customers with the best possible service. Unfortunately, we still are not receiving the notifications for underground service in a timely manner. Specifically, we need you to notify us twice. First, notify us at the start of the job when the slab is poured. Second, notify us again after the job has been roughed in. On the second notification all we

need to know is when the meter socket has been placed on the wall with the schedule 80 PVC down pipe. A list of contact numbers and specifications are included in this issue. (See insert.)

***Remember! Notify us twice, the first time for duct, and a second time for wire.***

Also, please be sure to run your schedule 80 PVC pipe down past the footer of the home. This is a must to avoid unnecessary delay in getting your services connected.

# Normal Work and After Hours Reconnection Procedures

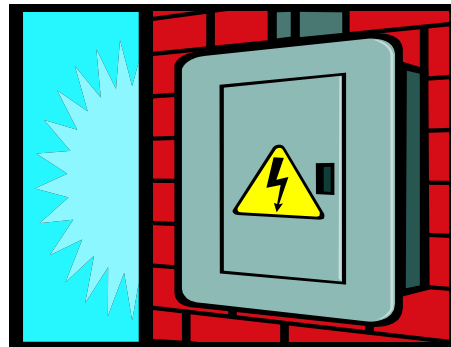
In the Pensacola Area, for disconnects or to schedule appointments, etc. during normal work hours, please call the **Electrician's Hotline 505-5048**; this is a monitored message center where you can leave your request. Please don't forget to leave your name, contact telephone number, day and time of your requested work. Please also allow a minimum of 24 hours notification and someone will call you back to confirm the details. For emergency same day disconnects please contact the Engineering Rep, the Planner Scheduler or me at 449-1136 (cell) or 887-1214 (pager) 505-5606 (office).

## After-Hours Reconnects

Now, let's talk about after-hours repair reconnects. Electrical repair work which is started prior to 3:30 pm Monday through Friday still needs an inspection or communication from the appropriate Inspecting Agency. If they are not going to be able to inspect the cold service they will contact us and ask us to perform a "courtesy inspection" and reconnect the service under our After Hours Reconnect Program. Cold services which are not

repaired after 3:30pm can be reconnected using the following guidelines. Our service technician will perform a "courtesy inspection" on the after hours cold service. This courtesy inspection is in no way a substitute for the Inspecting Authority. We will be looking for any obvious issues and will act accordingly. The following business day the appropriate inspection department will be notified of any reconnects made after-hours.

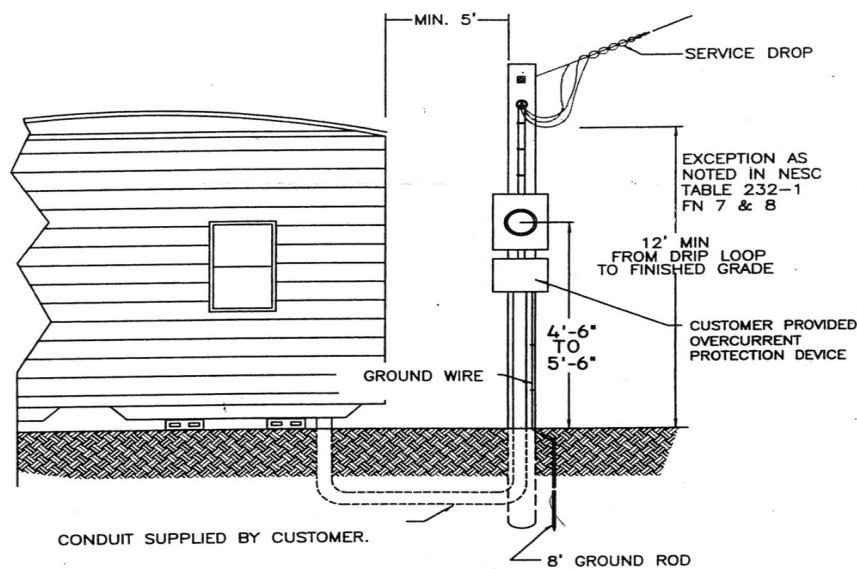
This program applies to both residential and commercial services up to and including 400 amps. .



# 5'- Rule Mobile Homes

The National Electric Safety Code which all electrical utilities must follow, has a rule which states that the service pole for mobile homes must be kept at a minimum of 5 feet away from the wall of the mobile home. We realize that this rule may cause you some additional work; however, we ask for your cooperation so that our crews as well as yours can perform their job safely.

Effective April 1, 2006, our crews Company Wide ask that you revise any jobs which do not meet this 5 foot minimum. The attached sketch shows an example of what we are asking of you. Please note that while no depth for trailer poles is shown on this sketch; we ask that when possible, you set a pole depth of 48".





## The Inspector's Corner

By Harold Jackson, Supervisor of Electrical Inspections, Esc. Co

The electrical department is not having any major problems with Contractors or their work for the most part; however, there are a few things we should reiterate. First, a permit is required prior to work being started. Any work resulting in a "cold service" requires planning and communication by the contractor with both the inspection department and Gulf Power Co. After buying the permit, the contractor should contact Gulf Power to schedule the disconnect then schedule the electrical inspection (at least) one day prior to the date the inspection will be needed. For reasons of expediency, we suggest that the contractor contact the electrical inspector to advise him of the upcoming "cold service". The same holds true for generator installations. Speaking of generators, contractors have been buying a one inspection permit for generator installations when most require two inspections. It is the contractor's responsibility to accurately complete the permit application form. Finally, to minimize the customer's outage time, the contractor should start the electrical work at generator, and work up to the service change. Please contact our office (850)595-3550 if you have any questions or comments.



## Miscellaneous Questions & Answers

- Q.** Where do I set my underground temporary service pole for Gulf Power to make the connection?
- A.** Please be sure to set your TSP at the 2 o'clock position within 2 feet of a padmount transformer or pedestal. Note please set all temporary poles (OH/URD) with the meter facing the street. This will help our meter readers.
- Q.** Who is cutting the wire too short?
- A.** As you have requested, we have asked our service techs to please not cut your TSP wire too short when disconnecting the underground service. Our Techs have also asked on overhead TSP's that when possible; please leave the service wire attached to the TSP that they have taped to the pole for the next job.
- Q.** When do I use the "fifth-lug"?
- A.** We need a fifth lug on single phase 120/208 volt systems. This lug needs to be installed at the 9 o'clock position in the meter socket.
- Q.** What can you do to ensure timely electrical service for your customers?
- A.** Our Service Techs have been asked to minimize not completing work orders. Repeated trips to try to provide service are very inefficient and costly. We need your help! 1) We need the correct service address. 2) Contact us twice for underground duct/wire installations by either emailing Lisa Harding at [lphardin@southernco.com](mailto:lphardin@southernco.com), calling 429-2803, or faxing requests to 429-2612. 3) Please remove debris/building materials that would be in the way of underground contractors.

### Miscellaneous:

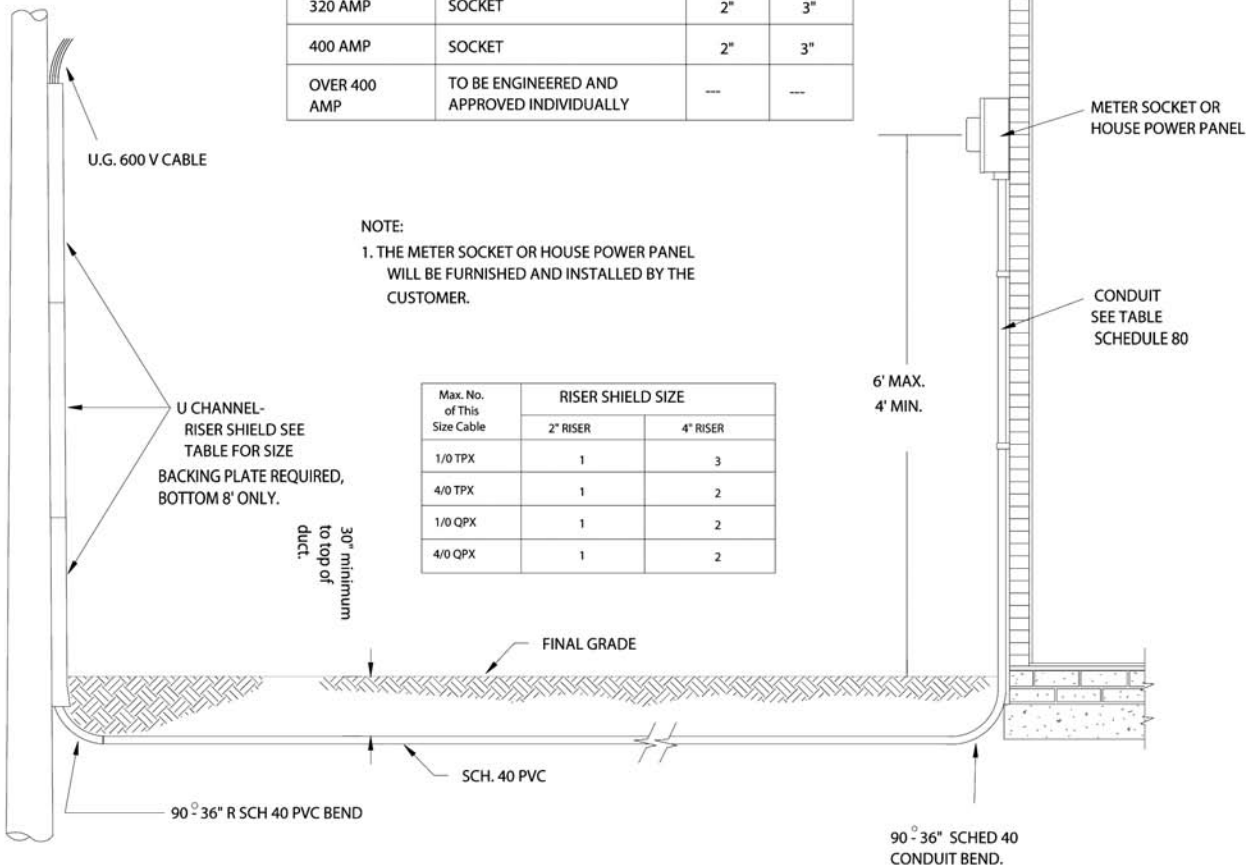
1. Please provide clear labels on all circuits and multi-meters. While internal circuits are governed by the NEC, customers call us often about trouble-shooting customer electrical problems. Clear circuit labeling will help speed this process. Buildings with multiple units need to be clearly marked at the meter (i.e., Unit A, Unit B, etc.)
2. We need your help with your builder/contractor to provide adequate street addresses on all new residences/buildings. This will help us serve you more efficiently.

# SINGLE PHASE UNDERGROUND SERVICE RISER

SERVICE SIZE	METER SOCKET OR HOUSE POWER PANEL	CONDUIT SIZE	
		1 $\varnothing$	3 $\varnothing$
100 AMP	SOCKET	2"	3"
200 AMP	SOCKET OR HOUSE POWER PANEL	2"	3"
320 AMP	SOCKET	2"	3"
400 AMP	SOCKET	2"	3"
OVER 400 AMP	TO BE ENGINEERED AND APPROVED INDIVIDUALLY	---	---

## NOTIFY GULF POWER TWICE:

First, at the start of the project.  
Second, upon completion of customer riser.



**NOTE: Extend conduit below footer**

## CONTACT LIST

### Gulf Power Customer Service

800-225-5797

### Gulf Power Marketing

Pensacola 850-505-5338

Fort Walton 850-244-4770

Panama City 850-872-3273

### Main Engineering Offices

Pensacola 850-429-2600

Milton 850-429-2420

Fort Walton 850-244-4728

Crestview 850-689-4628

Destin 850-244-4738

Panama City 850-872-3212

### Inspection and Construction Coordinators Team

Pensacola District 850-429-2806

Panama City Beach 850-872-3266

Gulf Breeze 850-429-2723

Milton 850-429-2723

Ft. Walton District 850-244-4715

Chipley 850-872-3266

Panama City District 850-872-3266

Crestview 850-244-4715

### Pensacola Area Fax/Email Notices

Lisa Harding

Phone: 850-429-2803

Fax: 850-429-2612

Email: lphardin@southernco.com