

WPSC SERVICE MANUAL

Revised 12/2024

Section 1 INTRODUCTION

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Section 1 – Introduction

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1-1 Purpose

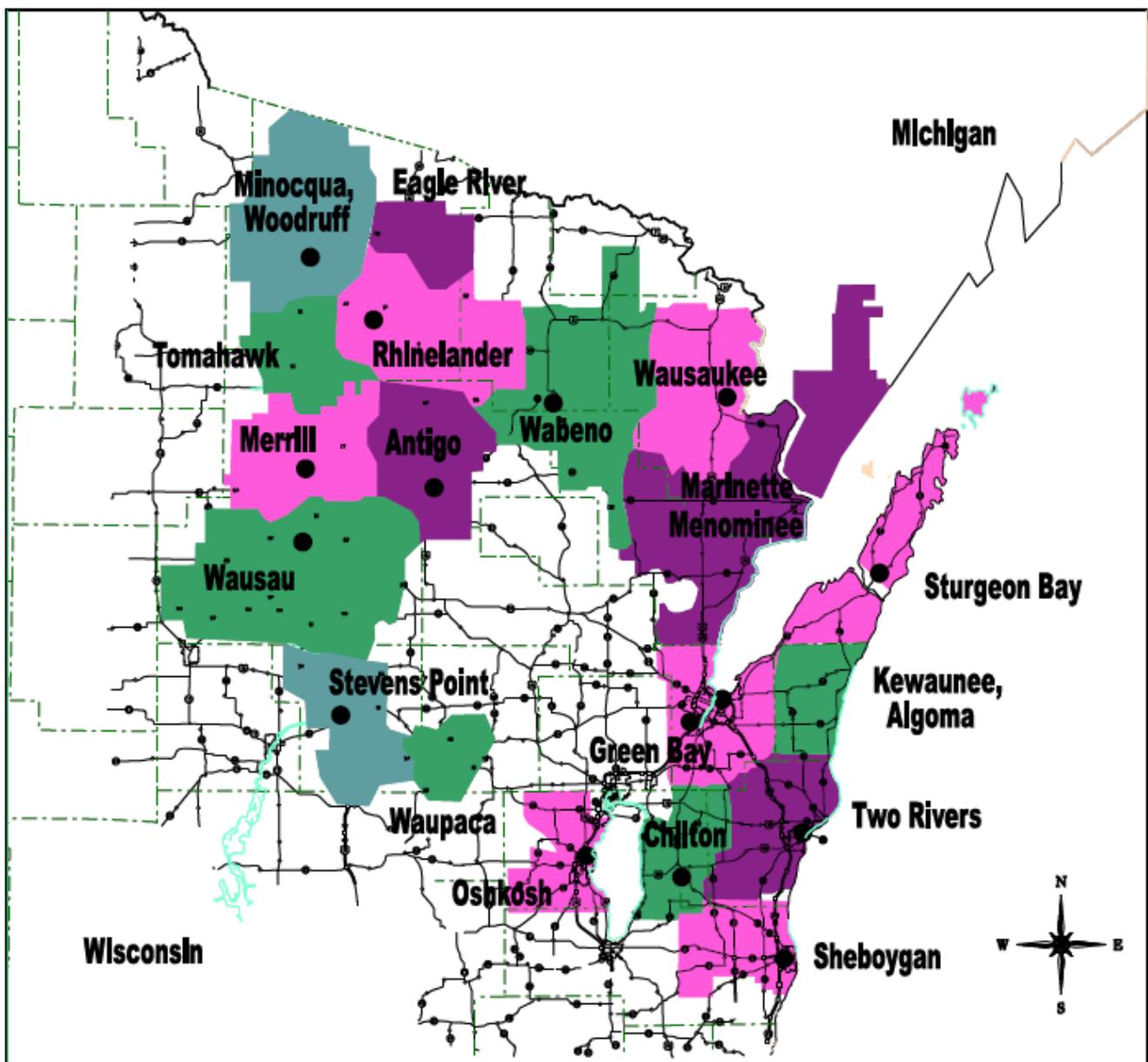
This Gas and Electric Service Manual is published by Wisconsin Public Service (WPS), hereinafter referred to as "the Company," for the convenience of the Company's customers and their architects and contractors. The information contained in the manual is in addition to the various municipal electrical codes, the Wisconsin and Michigan Administrative Code and any other regulations which may apply. The Company reserves the right to make revisions in these rules whenever changes in the art, legal requirements, or other circumstances make it advisable. These rules are intended for standard equipment installations. When, because of physical limitations of the premises, it is impractical to follow them, the Company shall be consulted for permissible modifications. The information contained herein does not cover in detail the requirements of the Company's rate schedules, extension rules, or general rules; the Company should be consulted for specific information concerning these matters.

The Company may refuse or discontinue service if a customer does not comply with these rules; however, the customer will first be notified and afforded reasonable opportunity to comply. Service may be discontinued without prior notice when a dangerous condition exists on customer's premises.

1-2 Territory Maps

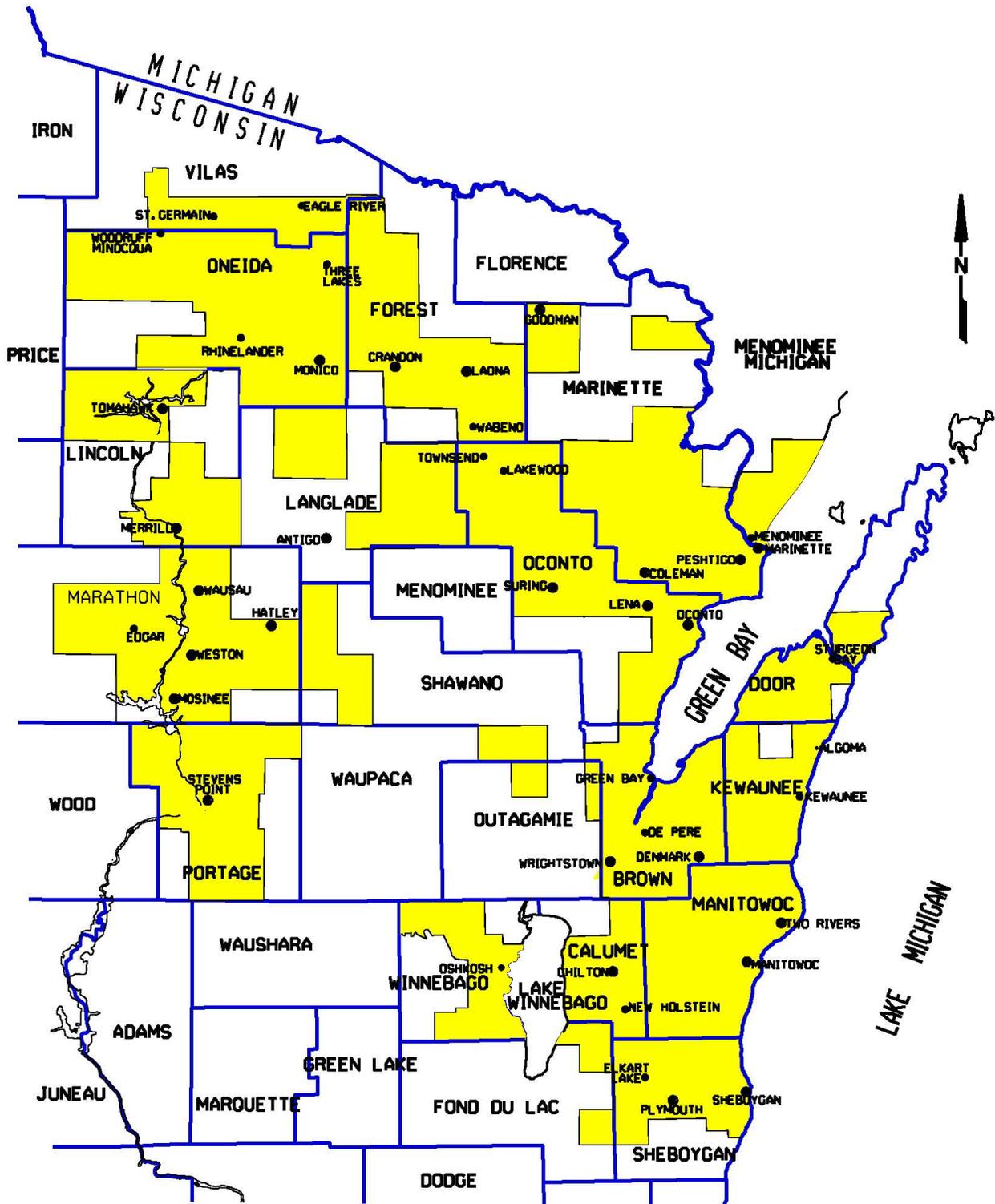


Wisconsin Public Service
Office Sites and Territories



● Office Site

1-2 Territory Maps (cont'd)



LEGEND
■ Wpsc GAS SERVICE TERRITORY

1-3 Company Phone Numbers & Web Applications

Digger Information

Call Before You Dig

One-Call Centers

811



WISCONSIN DIGGERS HOTLINE

1. Phone number: 811 or 1-800-242-8511
2. Hours of operation: 24 hours a day.
3. Wisconsin law requires that a minimum of three working days' notice be given for any excavation other than emergencies.
4. Will accept calls for emergencies, planned excavation, planning information, appointments, and overhead information.
5. Internet site: <http://www.diggershotline.com/>



MICHIGAN MISS DIG

1. Phone number: 811 or 1-800-482-7171
2. Hours of operation: 24 hours a day.
3. Michigan law requires that a minimum notice of three working days be given for any excavation, work by overhead power lines, tunnels, drilling, boring, discharge of explosives or demolition (other than emergencies), and not more than 21 days in advance of work.
4. Will accept calls for emergencies, planned excavation and overhead information.
5. Note Rule 460.701 through 460.718.
6. Internet Site: <http://www.missdig.net/>

1-3 Company Phone Numbers & Web Applications (Cont'd)

Wisconsin Public Service

WPS (WI & Menominee, MI)

Website: <http://www.wisconsinpublicservice.com/>

General Residential Customer Service

WPS

Phone 800-450-7260

Fax 800-722-1898

Email customerservice@wisconsinpublicservice.com

Customer Service for New Residential and Commercial Service or Upgrades

WPS

Phone 800-242-9772

Fax 866-430-6021

Email newserviceinstallation@wisconsinpublicservice.com

Note: When calling in an application for electric / gas service, the following information will be required:

- Address of building
- Customer / Contractor contact information
- Nearest pole number, intersection, or nearest neighbor's address
- A site sketch and liability waiver form will need to be submitted promptly to the Company before the application can be processed.

To access the necessary forms when applying for electric / gas service, go to our website and click on "Start or Stop Service."

Note: In addition to the above requirements, commercial customers will need to provide a final version of the building site plan and electric / gas load information.

Emergency Service (24 Hours)

WPS

Electric 800-450-7240

Gas 800-450-7280

Miss Dig (Michigan) 811 or 800-482-7171

Digger's Hotline (Wisconsin) 811 or 800-242-8511

Wisconsin Public Service
700 N. Adams St.
P.O. Box 19001
Green Bay, WI 54307-9001

1-3 Company Phone Numbers & Web Applications (Cont'd)

Wisconsin Public Service District Offices

Mailing Address	Location
Antigo	140 State Highway 64 Antigo, WI 54409
Chilton 227 Calumet Street Chilton, WI 53014	227 Calumet Street Chilton, WI 53014
Green Bay P O Box 19001 Green Bay, WI 54307-9001	2850 S. Ashland Avenue Green Bay, WI 54304
Merrill 3200 E. Main Street Merrill, WI 54452	3200 E. Main Merrill, WI 54452
Minocqua 9427 Highway J Minocqua, WI 54548	9427 Highway J Minocqua, WI 54548
Oshkosh 3300 N. Main Street Oshkosh, WI 54902-0420	3300 N. Main Street Oshkosh, WI 54902
Rhineland P O Box 160 Rhineland, WI 54501	2027 Navajo St. Rhineland, WI 54501

1-3 Company Phone Numbers & Web Applications (Cont'd)

Wisconsin Public Service District Offices (Cont'd)

Mailing Address	Location
Sheboygan 933 S. Wildwood Avenue Sheboygan, WI 53082-0329	933 S. Wildwood Avenue Sheboygan, WI 53081
Stevens Point P O Box 637 Plover, WI 54467-0637	2001 Plover Road Plover, WI 54467
Sturgeon Bay P O Box 129 Sturgeon Bay, WI 54235	44 N. Fourteenth St. Sturgeon Bay, WI 54235
Two Rivers P O Box 236 Two Rivers, WI 54241	800 Columbus Street Two Rivers, WI 54241
Wabeno P O Box 370 Wabeno, WI 54566	1505 State Highway 32 Wabeno, WI 54566
Wausau P O Box 1166 Wausau, WI 54402-1166	1700 Sherman Street Wausau, WI 54401
Coleman	134 MacArther Drive Coleman, WI 54112

1-4 General Electric Metering Requirements

Single Phase 120/240 Volts

200 amp meter socket

UL-listed, ringless, bypass horns or lever, sealable, and no cover over the meter. Require 200 amp pedestals for all underground installations. See subsection 2-2 and 2-3 for list of possible acceptable manufacturer catalog numbers for underground installations. There is no list of possible acceptable manufacturer catalog numbers for overhead service installations. Overhead service meter sockets must be rated at least 100 amps.

400 amp, class 320 meter socket

Rated 320 amps continuous, 400 amp intermittent. UL-listed, ringless, bypass lever, sealable, and no cover over the meter. Require pedestals for all single meter, underground installations. See subsection 3-2 for list of acceptable manufacturer catalog numbers. There is no list of possible acceptable manufacturer catalog numbers for overhead service installations.

400, 600 or 800 amp CT metering

This involves a transocket on the outside of the building for underground services (see subsection 3-3 & 3-4). See WPS Service Manual subsection 5-8 for overhead service installations.

Single Phase 120/208 Volts

200 amp meter socket

Need a fifth jaw added in the 9 o'clock position (see subsection 5-4 in the WPS Service Manual version). UL-listed, ringless, bypass horns or lever, sealable, and no cover over the meter. Require 200 amp pedestals for all underground installations. See subsection 2-2 and 2-3 for list of possible acceptable manufacturer catalog numbers. There is no list of possible acceptable manufacturer catalog numbers for overhead service installations. Overhead service meter sockets must be rated at least 100 amp.

Three Phase 120/208 Volts

200 amp meter socket

Seven jaw, UL-listed, ringless, bypass lever, rated 200 amp, sealable, and no cover over the meter. Require pedestals for all underground installations. See subsection 2-7 for list of acceptable manufacturer catalog numbers.

400 amp through 3000 amp CT metering

Options for underground services include a transocket on the outside of the building (see subsection 3-3 & 3-4) or CTs inside of a padmount transformer (see subsection 3-6). See WPS Service Manual subsection 5-8 for overhead service installations.

Three Phase 277/480 Volts

200 amp meter socket

Seven jaw, UL-listed, ringless, bypass lever, rated 200 amp, sealable, and no cover over the meter. Require pedestals for all underground installations. See subsection 2-7 for list of acceptable manufacturer catalog numbers.

400 amp through 3000 amp

Options for underground services include a transocket on the outside of the building (see subsection 3-3 & 3-4), or CTs inside of a padmount transformer (see subsection 3-6). See WPS Service Manual subsection 5-8 for overhead service installations. Note that the K-7 bolt in meter socket is no longer acceptable for 120/208V and 277/480V installations.

Multiple Metering

1. See subsection 3-10 for smaller installations and subsection 5-5 for larger installations.
2. There is no list of approved catalog numbers. The same basic requirements for single meter installations apply. Note the utility cable termination clearance requirements in subsection 3-5.
3. Pedestals are required for residential, duplex single phase installations. Note that only one electric service can be run to a residential duplex.
4. Communication Facilities are not allowed to bond on any metering equipment.
5. Metering transockets and termination compartments shall be installed outdoors securely fastened to a building, structure, or foundation.

1-4 General Metering Requirements (cont'd)**Grounding**

1. The grounding electrode conductor shall not be run through the meter pedestals, transockets, or termination compartment, unless a separate raceway is provided. Raceway shall not be installed inside service equipment. The grounding electrode conductor may terminate on the neutral bus of the termination compartment for multi-metered installations provided it does not interfere with the installation of the service lateral conductors or a meter pedestal equipped with a main disconnect and listed as Service Equipment.
2. Ground rods and grounding electrode conductors shall not be located in front of meter pedestals or raceways, or in pedestal window.

1-4 General Metering Requirements (cont'd)

Names of Parts for Overhead Service

Customer furnishes and installs:

- A. Service entrance conductors
- B. Service head
- C. Service mast
- D. Company listed metering equipment
- E. Service equipment

Company furnishes and installs:

- F. Service drop conductors
- G. Watthour meter
- H. Connectors

