

TRI-COUNTY RURAL ELECTRIC COOPERATIVE, INC.

POLICY BULLETIN No 3-20

SUBJECT: NEUTRAL-TO-EARTH STRAY VOLTAGE

I. POLICY:

The Cooperative distributes electricity through a multi-grounded distribution system which greatly enhances the safety for all concerned. Interconnected primary and secondary neutrals are the standard for all points of service.

Upon receiving neutral-to-earth complaints, a uniform procedure will be followed that is fair and equitable to all cooperative members.

II. PROCEDURE:

- A. Cooperative employees will make every attempt to contact the member within twenty-four hours in order to arrange for an on-site visit and check for possible neutral-to-earth stray voltage problems with cooperative facilities. Member owned equipment/facilities will also be inspected and tested for potential neutral-to-earth stray voltage. A written report will be completed and submitted to the member.
- B. Cooperative employees will make information available to the member covering potential causes and effects of neutral-to-earth stray voltage and available solutions to the problem.
- C. The Cooperative may install equipment to monitor voltage and current levels over a period of time to more accurately define any neutral-to-earth stray voltage problems.
- D. The Cooperative will provide as necessary, a modified/code recognized service which employs the use of a neutral isolator to reduce the neutral-to-earth stray voltage to the member's service. The threshold for installation of this modified service is .5 (one-half) volt at animal contact points. Members requesting this service must sign the Non-standard Electrical Installation Request Form before the service can be provided.

III. RESPONSIBILITY:

President & CEO or Designee

Approved: 6/18/85.

Reviewed: 12/13/88, 11/20/90, 11/18/93, 11/17/98, 11/21/00, 11/26/02, 11/20/08.

Revised: 11/18/86, 11/21/95, 11/04/04, 10/24/06, 10/26/10.