Seattle City Light Metering Phone Line Requirements

A phone line is required to communicate with your electric meter(s) for one or more of the following reasons:

1. You are installing one or more new services, which will have large general service or high demand rates. Seattle City Light (SCL) requires phone lines for all new large services.

2. You have one or more existing large general service or high demand rate meters, have elected to use Seattle MeterWatch and desire daily updates of the meter data. SCL strongly encourages the installation of phone lines on existing large services.

3. You have requested totalizing metering for your existing large services. Currently, SCL can read this kind of metering only by phone.

4. Under normal conditions, calls will originate from SCL facilities between 3 and 6 AM each morning. In the future, meters may be programmed to originate calls for abnormal conditions or routine data upload.

Coordination: To request or arrange phone read metering for new services, contact your SCL Electric Service Engineer (ESE). For existing services contact the SCL Account Executive Office. They will arrange for SCL to identify the meter(s) to be read, install the telephone network interface box(s) and provide any special instructions for your installers. You must supply the activated phone line and provide the telephone number to SCL before SCL will install the modem-equipped meters.

Telephone Line Specification and Installation The telephone line shall be dedicated standard analog service as opposed to digital service. SCL does not accept shared use lines due to various problems this approach creates. Either a PBX extension or measured business (1 MB) line is acceptable. SCL strongly recommends blocking long distance and collect 900/976 calls.

If a dedicated measured business line is used, the line must be extended from the phone company wiring closet or Minimum Point of Entry (MPOE) to the meter. If a PBX line is used, the extension will be from the nearest point of service to the meter. Installers should use category 5, industry standard telephone cable and route the wire as a permanent installation in accordance with applicable codes and standards.

Installers shall terminate the cable with a hardwire connection at the SCL-provided telephone network interface box which will typically be located within one to three feet from the meter or meter enclosure.

SCL will make the connection between the meter and the interface box.

The line shall be labeled at both ends with:

- “Seattle City Light Metering Use Only”
- The telephone number including outside line access digit if required
- The maintenance and repair telephone number
- The telephone service provider’s name

Testing of Phone Line Before notifying SCL that the line is installed and operational, the installer shall test to ensure that for a standard analog phone at the interface box:

- Dial tone is available,
- Noise and static levels are at or below standard voice quality lines,
- Outbound calls can be made, and
- Inbound calls to the identified number can be received.
Notification that the Line is Ready When the line is installed, labeled, operational and tested, the customer or their installer must contact SCL to advise that the line is ready and supply the new phone number. Please contact your ESE as indicated in the Coordination section above. New electric rates and meter data services that require phone communication with the meter cannot be implemented until after SCL has received this notification. Modem and totalizing meters will not be installed until the phone line is ready with dial tone.

Responsibility It is the customer’s responsibility to maintain and pay for the phone line and service. SCL will notify the designated contact if a problem occurs. Prompt resolution by the customer is required to minimize possible impact to billing data. Extended or repeated phone line failures may force SCL to remove totalizing metering to avoid on-going billing problems.

Future SCL is actively monitoring and evaluating alternate methods to communicate with meters. There is significant activity in this area that may provide new solutions that could be of mutual benefit to our customers and SCL. Customers will be informed when SCL is supporting new options.

For more information on Seattle MeterWatch go to the Seattle MeterWatch page.

APPENDIX 3

For most up-to-date document: www.seattle.gov/light/contractors/RESC