Hawaiian Electric Customer Installations Guide

Underground Commercial Secondary Service Cables Responsibility

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General Description and Background	In general, for an underground commercial meter service, the secondary cables are the responsibility of the customer and for a residential meter service (schedule R), Hawaiian Electric (HE) will provide and pull the secondary cables from the transformer to the customer splice box before the meter socket. Recently, there have been many new residential developments that have mixed use residential townhouses/buildings. This has resulted in some inconsistences among Planners, Designers, and Engineers on the treatment of the secondary cables in term of responsibility. Some designs call out for Hawaiian Electric (HE) to pull the secondary cable as the transformer is system equipment, and some designs have the contractor to pull the secondary cables to the transformer as there is a commercial meter included in the cables pull/run.
Practice or Guide	There is no change to the general practice. Customer is responsible for the secondary cables if it is for a commercial meter service. HE will provide and pull secondary cable if it is for residential meter service. For new residential development, if the secondary cables run is for a single family and duplex residential building, HE will provide and pull the cables to the customer splice box before the meter socket/sockets. Other than above, the secondary cables run will be treated as commercial service. That means the customer will be responsible to install the secondary cables to the transformer or transformer termination box. **Note:** While the customer is responsible for the secondary cables, the number of cables and cable size shall be designed so that HE can terminate the cables at the transformer per HE Guide for Underground Commercial Secondary Cable Termination # CI-022022 and standards in the reference section below Customer must clearly show the cables size and quantity to each specific building on the drawings. Customer's contractor must also label all cables clearly (cable size and the specific building its service) per the engineering drawings at the transformer
Not Applicable	• Overhead services • Dedicated transformers • Existing system single phase residential transformers

Special Notes	➢ For existing underground infrastructure where a residential customer is permitted and requests to add a new underground commercial meter service (i.e. for a barn, small workshop or business, etc.). Customer will be responsible to install a handhole in front of the transformer and duct lines and cables from the handhole to the commercial meter service entrance.
Other Related References	➢ Guide CI-022022 Underground Commercial Secondary Cable Termination ➢ HE Standard 24-1007 Insulated secondary bus connectors instruction details 24-1008 Multiple Cable Terminal for 1 phase Pad mount transformer 24-1012 Multi-Cable Connector for 3 phase pad mounted transformer secondary terminal instruction details 24-1013 Guide for the termination of secondary cable in 3 phase pad mounted transformer

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