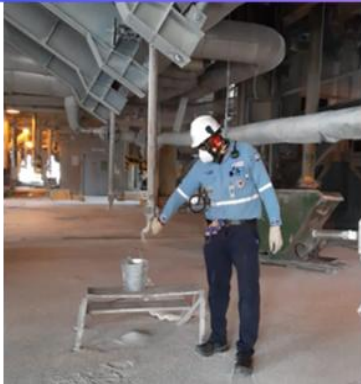




Safety First



Electric Service and Meter Manual

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Where to obtain information

Please contact our website <https://apps.aesindiana.com/goldbook/> for the most current AES Indiana Electric Service and Meter Manual (Gold Book). To be automatically notified of the latest revision, please send a blank e-mail to charlie.eldridge@aes.com with "GOLDBOOK CHANGES" and YOUR NAME in the subject line.

The "Gold Book" is in an Adobe Acrobat Reader (pdf) format, click on link [Free Adobe Acrobat Reader](#) for a free software download.

Contact information by subject

	Page number
Account Management	GB0-120
Engineering	
Distribution	GB0-100
Distribution – Central Business District (Includes Downtown Networked Area)	GB0-110
Street Lighting	GB0-170
Customer Installations	
Metering	GB0-130
Service Connection	GB0-160
Construction	
Overhead and Underground Lines Construction	GB0-140
Tree Trimming	GB0-180
Line Clearing (tree trimming)	(317) 261- 8128
Power Quality (call the Power Outage Number)	(317) 261-8111
Real Estate Department (easements)	(317) 261-8552
Transmission Line Engineering	(317) 261-8635
Wrecking / Removal	(317) 261-2700, (317) 630-5623 Fax aesindianaserviceconnect@aes.com

Mailing address

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Office addresses:
Main Office, Electric Building - One Monument Circle
Customer Service Center - 2102 N. Illinois Street
Arlington Service Center - 3600 North Arlington Avenue
Morris Street Service Center - 1230 West Morris Street

All metering equipment is available at the Arlington Service Center

Contractor information

Type of service

For ordering service connection:

New single (1) phase	(317) 261-8333
Over 400 ampere single (1) phase	GB0-100
Altered single (1) phase	(317) 261-8133
Over 400 ampere single (1) phase	GB0-100
New & altered three (3) phase over 200 amperes contact engineering	GB0-100, GB0-110
Construction or temporary	(317) 261-8333

For ordering service removal

Wrecking / Removal (317) 261-2700, (317) 630-5623 Fax

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105 Types of service available

The Company furnishes 60 hertz alternating current service at designated standard voltages. All types of service are not available in every locality and the type of service to be furnished at a particular location is determined by one or more of the following conditions:

Type of service available at the customer's location.

Type and size of load to be served.

Temporary or permanent service (for temporary underground services, see Section 220E).

107 Temporary service

Temporary Service is defined as, any service in operation for less than 30 months per AES Indiana [Rules and Regulations, Rules 4.1 and 12.2.](#)

110 Rate considerations

To assure the customer obtains the most advantageous service and metering arrangement with regard to monthly charges for electric service, the Engineering Department should be consulted prior to the selection of the number and/or type of service for all loads in excess of 50 kW; and all loads involving space heating, cooking, air conditioning, water heating, process heating, snow melting and all fluctuating loads such as welders, x-ray machines, electric furnaces, etc. Industrial or commercial buildings to be electrically heated, in most cases, should be wired so the electric heating equipment along with any air conditioning and/or water heating can be separately metered from other electric uses on the premises.

112 Fault current levels for the selection of PPE

Although the exact amount of fault current cannot be known for a particular installation, the Company will furnish the data for calculation. Upon request, the Company will furnish the X & R values, size of the transformer, and the size and type of the primary source fuse. If the service conductors are owned by the Company, their size and material will also be provided. The fault current and Thevenin equivalent impedance will not be provided. The Company does not provide minimum fault current information or associated protective device clearing times.

To request this information, please submit a written request to the Customer Projects Engineering Person shown on drawing GB0-100. Also, allow ample time for the information to be gathered and returned to you.

Disclaimer

AES Indiana shall not be liable for any errors, inaccuracies, or delays in content, or for any actions taken in reliance thereon. AES Indiana expressly disclaims all warranties, expressed or implied, as to the accuracy of any of the content provided, or as to the fitness of the information for any purpose.

Although AES Indiana makes every reasonable effort to obtain reliable information and proper calculations, AES Indiana provides no warranty, expressed or implied, as to the accuracy, reliability, or completeness of furnished data past the time of gathering data for the calculations to be made. The AES Indiana power grid is a dynamic power system that changes from moment to moment as demands are made to the system. Furthermore, permanent changes to the system are common which will change the information provided and the Company will not notify the customer when such changes occur.

175 Auxiliary power installations

A Definitions

Distributed Generation (DG) is any electric generation facility connected to a utility electric power system. The utility electric power system consists of any facilities that deliver electric power to a load including those distribution facilities serving industrial and commercial customer loads directly from a utility sub-transmission or transmission system. Distributed generation, including renewable energy resource technologies are distributed resources that are not directly connected to the utility bulk power transmission system.

Interconnected Operation refers to any connections and equipment between a utility and electric generation facility that permits synchronous or parallel operation with each other.

Non-interconnected Operation refers to any connections and equipment between a utility and electric generation facility designed to ensure that the electric generation facilities are always isolated from the utility.

B Interconnected operation

Distributed generation can be connected to the Company's system providing an interconnection review process is completed. The interconnection review process includes an application form, a signed agreement, and provisions to ensure the safety of all personnel. Application forms are designated as Level 1 for 25 kW and smaller units, Level II for 2000 kW and smaller units and Level III for all others. Application forms and instructions can be obtained from the Company's web site for [residential or business](#). Contact information is on Drawing GB0-115. Distributed generation can be connected to the Company's system in the following operating modes.

- 1 Emergency/Standby – Operated when the Company's service is not available with parallel operation for short durations.
- 2 Peak Shaving – Operated during peak demand periods with parallel operation for extended times.
- 3 Base Load Power – Operated continuously at a predetermined output with continuous parallel operation.
- 4 Cogeneration – Operated primarily to produce thermal energy with extended or continuous parallel operation.
- 5 Renewable Non-Dispatched – Operated in response to the availability of a renewable energy resource such as solar, wind, etc. with parallel operation for extended times.

184 DC Decouplers

Decouplers are sometimes needed in the vicinity of cathodic protection fields and are permitted only by coordination with AES Indiana engineers. Decouplers shall not be installed on or in any AES Indiana poles or any equipment.

185 Service demand

Demand as used in this book shall mean the kilowatt demand as determined by the Company.

190 Fire walls

If a structure is required to have a fire wall for more than one point of service, a note similar to the following shall be placed on a drawing, or a letter in the case of an existing building, by the architect or engineer and the drawing or letter shall have his/her seal affixed.

This is a fire wall, as required by the State of Indiana, for the purpose of multiple points of electrical service.

A letter from the authority having jurisdiction i.e.: the local electrical inspector, to allow multiple services would be acceptable, in lieu of the note.