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**Wisconsin Public Service Corporation**  
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To Our Customers with Three-Phase Electric Service:

At Wisconsin Public Service, providing you with safe, reliable energy is always first priority. Some events do occur that are beyond our control, such as storms or automobile accidents involving utility poles. These events can cause the loss of one or more phases on a three-phase system (called *single-phasing*) or a temporary variation in voltage. If a motor isn't properly protected and single-phasing or a voltage imbalance occurs, the motor may overheat and fail.

#### **Protective Devices**

You can protect against motor damage by using protective devices. If you already have phase protection or voltage imbalance protection devices installed on your equipment, it's important to make sure they're installed and adjusted correctly. Your electrician should be able to advise you. If you don't have protective devices, you may want to consider them, because the cost of these devices is far less than the cost of the equipment you may need to replace.

WPS continually works to provide our customers with steady, uninterrupted service and to make our electric system more reliable than ever. Unfortunately, the technology to build a *perfectly* reliable system doesn't exist. Consequently, we cannot accept liability for any loss, injury or damage resulting from interruptions or deficiencies of service such as single-phasing that are not due to our negligence.

#### **Standby Generation**

WPS also recommends that if you have standby generating equipment, you review the maintenance procedures with the manufacturer to ensure proper operation. Generators should be tested under loaded conditions and have a fresh fuel supply. Please review the circuits connected to the generator to make sure electric load hasn't been added beyond the capacity of the generating equipment.

State code requires that utility customers with standby generating equipment install an approved double-throw switch or throw-over switches that are mechanically interlocked and have adequate current and voltage rating. The purpose of this code is to prevent generating equipment from energizing the utility's lines, endangering line electricians who may be working on them.

#### **For More Information**

To learn more about single-phasing, or if you have questions or concerns about any energy matter, please contact Wisconsin Public Service's Business Solutions Center at **877-444-0888** or [businesscenter@wisconsinpublicservice.com](mailto:businesscenter@wisconsinpublicservice.com).

Thank you for your continuing energy business.

Sincerely,

Business Solutions Center  
Wisconsin Public Service