

Residential Customer Needs An Underground Electric Service.

Customer calls CORED to route service (ID source and spot meter), and approve conduit installation.

Customer performs TN One Call 800 351-1111

Customer performs trenching, installs conduit and pedestals and meter center.

Customer calls CORED for inspections, as often as required to pass.

CORED approves service installation. **Gives customer approved inspection sheet.**

CORED creates an installation order which contains: cover sheet indicating customer's desired installation date, copy of the service inspection approval, copy of email from UBO requesting permanent service and indicating the date the meterbase passed Codes Enforcement's inspection. **Engineering distributes order to Operations and Metering.**

Operations and Metering receive service installation. **Operations schedules installation, and coordinates meter installation.**

Customer contacts Community Development for building +/-or electrical permit.

Community Development **issues permit** and asks customer if he has a Basic Customer Handbook and Residential Customer Handbook. **Give the customer copies of the Handbooks**, if the customer wants them. (contact CORED if out of the handbooks)

Customer installs meter base.

Customer calls Codes Enforcement for Inspection of meter base, as often as required to pass.

Codes Enforcement approves temporary, home and permanent meter base. **Inspection sticker applied. Inspection ticket sent to UBO.**

Customer contacts the Utility Business Office to request temporary service, set up an account, and pay deposit (if required).

UBO forwards request for service, and asks customer if he has a Basic Customer Handbook and Residential Customer Handbook. **Give the customer copies of the Handbooks**, if the customer wants them. (contact CORED if out of the handbooks) **UBO forwards the request for temporary service or permanent service to CORED. (email to Beams and Disney)**

Customer's new service is complete! **Operations turns in service packet to front desk.**

Throughout the Process CORED Engineering enters dates in log book. If questions arise regarding the 'status', info will be available in log. We will post this on the intranet (with Data Services support).