

**CUSTOMER SERVICE INFORMATION
FOR
UNDERGROUND RESIDENTIAL ELECTRICAL SERVICE**

City of Oak Ridge Electric Department

On December 4, 2000 the City of Oak Ridge City Council changed the rules controlling the installation of underground residential electric service. This document contains important information regarding these changes. Please review it carefully for information concerning your next project. If you have questions about the document, please call the Electric Department at 425-1803 during business hours.

Underground residential services will still be owned and maintained by the City. The customer's \$150 fee for underground secondary service has been eliminated. The customer is responsible for digging the trench, installing conduit, pedestals (pull boxes), installing marking tape, and other below grade materials.

Below we have outlined the general process for establishing an underground residential electrical service. The word 'Customer' refers to the actual customer or their representative, such as the contractor:

- Customer applies for a building and electrical permit at Community Development. Code Enforcement will provide the customer with guidelines regarding compliance with the National Electric Code (NEC). Community Development can also provide the customers with information on contractors licensed to do business in the City of Oak Ridge.
- Customer calls the Electric Department at 425-1803 to request spotting of meter base. Every effort will be made for a Department representative to meet with the customer within 24 hours of the request.

We encourage meter bases to be located either:

- In the front of the house; or,
- At the side of the house nearest the transformer, utility pole, or secondary pedestal (voltage source).

Either of the above locations normally results in the lowest cost and best electrical service for the customer. Other locations will be considered as long as meters can be read without obstruction and adequate service voltage can be maintained. Regardless of meter base location, the conduit system must be installed in accordance with CORED standards. The requirements indicated on the standard drawings are designed to ensure safe and adequate service, and minimize potential damage to service conductors during installation. Please note that services between 200 and 250 feet in length must be verified to provide adequate voltage using one of the Department's standard conductors. Services in excess of 250' normally require a primary extension, i.e. an extension of the 13,200 volt system.

NOTE: Trenches, conduit, or other improvements installed in accordance with the attached standards for 120/240 volt service cannot be used for primary (13,200 volt) extensions.

In the event that a primary extension is necessary, the Electric Department will supply the customer with the associated construction standards. Trenching, vaults, and conduit for primary extensions are the responsibility of the customer. Service distance is one of the parameters that will be reviewed with the customer when the meter base location is spotted.

UNDERGROUND RESIDENTIAL SERVICE POLICY

REV	DATE	DRWN	APPD	DESCRIPTION	SUPERSEDES: 506.S01.R00	SCALE:	
1	1-01-10	PWS	MEB	HANDBOOK UPDATE.	DRWN: MESA	APPD: MEB	DATE: 3-1-07
-					CORED STANDARD NUMBER 334A R 1		

- Customer calls Tennessee One Call at 811 before performing trenching, Please note that the Tennessee One Call system requires a 3 day wait, after a request, to allow utilities time to mark their infrastructure.
- Customer performs trenching and installation of conduit, tape, and pedestals pursuant with the attached construction specifications.
- Customer calls the Electric Department at 425-1803 for an inspection of the underground conduit system prior to covering the trench. Every effort will be made for a Department representative to meet with the customer within 24 hours of the request. The inspection is an important step in determining the customer's service can be safely and adequately established.

In the unlikely event that a customer covers the conduit system prior to inspection, it will be required that the system be opened up at as many points as necessary to determine that the conduit was constructed pursuant with the specifications, and is safe and adequate. In order to avoid additional cost by the owner, as well as unnecessary delays in establishing service, it is highly recommended that the customer request an inspection prior to covering up the system.

- Customer sets up an account at the Utility Business Office (UBO). The Utility Business Office is located at the Municipal Building at the corner of the Oak Ridge Turnpike and Tulane Avenue. A connection fee, and possibly a deposit, will be collected during the application for permanent service.
- Questions that arise during construction regarding requirements of the NEC should be directed to Codes Enforcement Division of the Community Development Department. After completing the meter base work, the customer calls Codes Enforcement at 425-3532 for an inspection of the meter base. Codes Enforcement will check the installation for compliance with the National Electric Code (NEC). If all is in order, UBO will notify the Electric Department that the customer is ready for service.
- The Electric Department will pull the service conductors, make terminations (connect each end of conductors), and install the meter. The customer, or their representative, must be present when the meter is installed to verify their main breaker is open. The customer is responsible for closing their main breaker after the meter is installed. If the customer has any questions regarding the schedule for pulling service conductors or making terminations, they may call 425-1803 and ask for Operations.

The Electric Department wishes to assist the customer with any questions regarding the above process. If you have any questions, please feel free to contact our engineering division at 425-1803.

UNDERGROUND RESIDENTIAL SERVICE POLICY

REV	DATE	DRWN	APPD	DESCRIPTION	SUPERSEDES: 506.S02.R00	SCALE:	
1	1-01-10	PWS	MEB	HANDBOOK UPDATE.	DRWN: MESA	APPD: MEB	DATE: 3-1-07
-					CORED STANDARD NUMBER		334B R 1