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# New Power Services



## WHAT ARE YOUR ELECTRIC SERVICE OPTIONS?

We're here to help.

From initial consultation and energy-saving recommendations to underground installation and metering for permanent service, your EPB representative is ready to help ensure a smooth and easy process.

Refer to the following pages to help guide your particular type of construction project.

We can also help with your communications services. Call or ask your EPB representative for details.

**Local service & assistance is available all day, every day.  
Call 423-648-1372 or visit [epb.com](http://epb.com).**

## **SINGLE-HOME RESIDENTIAL SERVICE**

### **Establish your pending electric account**

- Call EPB at 423-648-1372.
- Provide requested information.
- Your assigned EPB representative will contact you.

### **Provide EPB with your site plan**

- Site plan should include easement and meter center locations.
- Include home's square footage and type of heating (electric, gas or dual fuel).
- EPB will determine the appropriate equipment necessary to supply service.
- If it is determined that any payment is due (Contribution In Aid of Construction – CIAOC) your representative will initiate a Sales Order.

### **Let us know when your site is at final grade**

- Prior to driveway paving, EPB will install facilities up to the meter center on the house.
- This includes excavating the trench, installing our facilities and backfilling the trench with original dirt and minimal compaction.
- Customer is responsible for other backfill options and/or disposal of spoils.
- After necessary inspection authorities approve the installation, EPB will energize the premise.
- When you are ready for permanent power and the meter to be set, contact your EPB representative.

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## **MULTI-DWELLING (APARTMENTS/CONDOMINIUMS) SERVICE**

### **Start the process**

- Call EPB at 423-648-1372.
- Provide requested information.
- Your assigned EPB representative will contact you.

### **Provide EPB with your site plan**

- Site plan should include easement and meter center locations.
- Also include number of units, square footage of each unit, service voltage and type of heating (electric, gas or dual fuel).
- EPB will determine the appropriate equipment necessary to supply service.
- If it is determined that any payment is due (Contribution In Aid of Construction – CIAOC) your representative will initiate a Sales Order.

### **Let us know when your site is at final grade**

- EPB will install and own the primary facilities up to and including the transformer and transformer structure.
- EPB will excavate the trench, install facilities and backfill the trench with original dirt and minimal compaction.
- Customer is responsible for other backfill options and/or disposal of spoils.
- If convenient, you may excavate the trench yourself. Please contact your representative for EPB specifications.

### **Install Metering Equipment**

- Developer is responsible for installing gang metering equipment and labelling each meter center for its corresponding residence.
- Developer will also install the conduit per EPB specifications for the service lateral from the gang metering equipment to the EPB transformer structure.
- After an approved inspection by the appropriate governing agency, customers are ready to contact EPB for individual meter installs.

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## RESIDENTIAL SUBDIVISION SERVICE

### Start the process

- Call EPB at 423-648-1372.
- Provide requested information.
- Your assigned EPB representative will contact you.

### Provide EPB with your site plan

- Site plan should include easements.
- EPB's standard service is underground facilities, including padmount transformers.
- Include number of homes, square footage of each home and type of heating (electric, gas or dual fuel).
- EPB will determine the appropriate equipment necessary to supply service.
- If it is determined that any payment is due (Contribution In Aid of Construction – CIAOC) your representative will initiate a Sales Order.

### Let us know when your site is at final grade

- Prior to road paving, EPB will install transformers, transformer structures and secondary handholes.
- EPB will excavate the trench, install facilities and backfill the trench with original dirt and minimal compaction.
- Customer is responsible for other backfill options and/or disposal of spoils.
- If convenient, you may excavate the trench yourself. Please contact your representative for EPB specifications.
- Contact your EPB representative to request underground service when individual home construction begins.

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## COMMERCIAL SERVICE

### Establish your pending electric account

- Call EPB at 423-648-1372.
- Provide requested information.
- Your assigned EPB representative will contact you.

### Provide EPB with your site plan

- Site plan should include easement and metering equipment.
- EPB's standard service is underground facilities, including padmount transformers.
- Provide service information to EPB, including the voltage requested, connected kW, facility square footage and type of business. This information is provided to EPB in a document called the Fault Current Sheet. From that information, we will:
  - Determine the facilities required to supply service,
  - Return the Fault Current Sheet to the customer with the calculated available fault current,
  - Determine any financial Contribution In Aid Of Construction (CIAOC) payable by the customer to EPB and initiate EPB's standard Sales Order for execution, if needed,
  - Determine the deposit required to secure the account,
  - Determine the kW amount of a power contract to be executed between the customer and EPB, if needed.

### Let us know when your site is at final grade

- EPB will install and own the primary facilities up to and including the transformer and transformer structure.
- EPB will excavate the trench, install facilities and backfill the trench with original dirt and minimal compaction.
- Customer is responsible for other backfill options and/or disposal of spoils.
- If convenient, you may excavate the trench yourself. Please contact your representative for EPB specifications.

### Installing Metering Equipment

- Customer is responsible for installing the service lateral from the meter equipment to EPB's transformer structure.
- After an approved inspection by the appropriate governing agency, contact your EPB representative to activate your account for permanent service. EPB will then connect the service to the transformer.

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