

Rev. No.	Date	By	Appd.	Description
0	1/24/01	MED	MEB	Original Drawing.
1	x/x/xx	-	-	-
2	x/x/xx	-	-	-

**CUSTOMER SERVICE INFORMATION
FOR
UNDERGROUND RESIDENTIAL ELECTRIC SERVICE**

City of Oak Ridge Electric Department

December 2000

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 now responsible for digging the trench, installing conduit, pedestals (pull boxes), and installing marking tape. The attached drawings contain construction details for our customer's use.

Below we have outlined the general process for establishing an underground residential electrical service. The word 'Customer' refers to the actual customer or his 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 the location of the meter base to ensure 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.

Meter bases should 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 attached drawing CORED429. The requirements indicated on the attached drawing 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 service extension, i.e. an extension of the 13,200 V system.

NOTE: Trenches, conduit or other improvements installed in accordance with the attached standards for 120/240 volt service cannot be used for primary voltage 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 a primary service extension 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.

CORED SCALE: NTS MED	Residential Underground Secondary Service Extensions Customer Requirements www.ored.org (Click on Contractor Info.)	DATE: 1/24/01
		STANDARD NUMBER 429.S01.R00