

## New Service Steps:

1. SET UP ACCOUNT AND REQUEST SERVICE
  - 1.1.1. Provide REU's Customer Service Representatives all information about the new project or house.
2. DESIGN DISTRIBUTION SYSTEM
  - 2.1.1. REU's Customer Service Representatives will forward all information to the Engineering Department, in which they will design the electrical layout for the residence, including the recommended location of meter bases. REU's Engineering Department will contact the customer and set-up a meeting to review the distribution design.
3. INSTALL METER BASE AND OTHER SERVICE EQUIPMENT
  - 3.1.1. **Remember: Do not install the meter base until REU's Engineering Department has indicated the proper location.** The placement of a meter can have a tremendous effect on the cost of the service, and in some cases can make it practically impossible to provide service, necessitating the expense of relocating the meter base. It is much less expensive to wait until the Engineer identifies the location of the meter base.
4. (OH): SITE PREPARATION FOR OVERHEAD SERVICE
  - 4.1. Prepare Path from the Existing REU Pole to Customer's Service Mast
    - 4.1.1. The Customer is responsible for trimming and/or removing any tree growing that is the service path.
  - 4.2. Install Service Mast
    - 4.2.1. Obtain the proper Spec Sheet and follow instructions
5. (UG): SITE PREPARATION FOR UNDERGROUND SERVICE
  - 5.1. Receive Underground Layout
    - 5.1.1. REU's Engineer and Customer will meet at site to go over electric service details, including ditch and meter base location.
  - 5.2. Dig Trenches
    - 5.2.1. Obtain the proper Spec Sheet and follow instructions, more information is located in the U.G. Service Packet
  - 5.3. Install Conduit and Equipment Bases
    - 5.3.1. Conduit information is located in the U.G. Service Packet and from the proper Spec Sheets. If conduit must be relocated because Customer did not follow the requirements, it will be done at the Customer's expense.
  - 5.4. Arrange Inspection of Trench, and Conduit
    - 5.4.1. Contact REU's engineer who will be working the job to inspect the trench, and conduit. The inspection must be done before backfilling the trench.
  - 5.5. Backfill Trenches
    - 5.5.1. After REU approves the trench and conduit, backfill the trench.
6. INSPECT METER BASE AND PAY ALL FEES
  - 6.1.1. Call the State Inspector and schedule a time to get the meter base inspected. Contact information is located in the O.H. or U.G. Service Packet.
7. INSTALLATION OF REU'S CABLES AND METER