

Section 2: Application for Service

1. Documentation

- 1.1. Each prospective Customer desiring electric service will be required to sign the Utility's standard form of "Application and Contract for Service" (Exhibit 1) before service is supplied by the Utility. Applicant must apply in person unless other options are available and acceptable to the Utility (e.g., on-line application). Applications may be different depending on the electric service being requested. If you currently have service, you may be able to apply for additional services by calling our office at (865) 717-5400.
- 1.2. Additional information may be required by the Utility's Engineering Department based on the type of service requested.
- 1.3. Proof of identity is required upon making application for service and Utility may make a credit investigation. Service will not be supplied to any applicant (a) who is then indebted to Utility or (b) who, at the time of application, is a member of the household of a former Customer who is indebted to Utility or (c) who was member of the household of a former Customer when said indebtedness was incurred, except upon payment of such indebtedness. A drivers' license or other acceptable form of photo ID will be required.
- 1.4. Utility may perform a credit investigation upon application of service to determine the deposit amount. See Section 3.
- 1.5. Applicant must provide proof of ownership of property or lease/rental agreement showing the date, name of renter, location of property, landlord's name, and phone number. The lease must be signed by the landlord.

2.0 District Requirements

- 2.1 A certificate of occupancy for property inside the corporate limits of Rockwood must be provided when a building permit is issued and upon application for electric service. A certificate of occupancy is available from the City of Rockwood.
- 2.2 A building permit must be submitted to the Utility upon application for temporary or permanent electric service in the City of Kingston, Roane, and Morgan Counties. Building permits are available from the Building Inspector's office of the respective jurisdiction.
- 2.3 A septic permit must be submitted to the Utility upon application for temporary or permanent electric service in Cumberland County. Permits are available from the Cumberland County Health Department.

3. Residential

- 3.1. Electrical service to a single-family dwelling and its appurtenances, where the major use of electricity is for domestic purposes such as lighting, household appliances, and the personal comfort and convenience of those residing therein shall be classified as residential.
- 3.2. Only buildings fitting this definition are eligible for a residential rate.
- 3.3. Only one Permanent Residence is allowed per service address. All other permanent or temporary structures requiring service will be considered “Commercial” and will be billed at the GSA1 rate (or higher if applicable).

4.0 General Power

- 4.1 Electric service for locations not meeting the definition for residential electric service shall be classified as “general power” Customers. This includes but is not limited to commercial, industrial, and governmental Customers; institutional Customers including but not limited to, churches, clubs, and like Customers.
- 4.2 Customers requiring 3-phase service shall be required to sign a standard contract or application for service (Power Contract Exhibit 2). This contract shall include a “contract demand” for all loads greater than _____ kW.
- 4.3 The term “contract” means an officially executed agreement between Utility and another party with electrical service at a specified location.
- 4.4 The contract cannot be canceled or demand lowered during its initial term unless reviewed and approved by the General Manager and permitted by the applicable rate schedule.
- 4.5 The contract will be automatically extended after the initial term unless canceled by either party under the terms of the contract.
- 4.6 Customers shall obtain approval from Utility for the type of services and voltage needed before purchasing equipment or installing electrical wiring. All service equipment and wiring must conform to the National Electrical Code, National Electrical Safety Code, Utility’s standards and specifications, and/or any other governing authority within the jurisdiction where the equipment will be installed.

5.0 Procedures for All Customers

- 5.1 Upon completing an application for electrical service, the Customer and/or his approved contractor will need to meet with a representative from Utility’s Engineering Department to discuss service arrangements and to have the meter base location spotted. No wiring or equipment should be installed before meeting with the Utility representative.

5.2 The Customer is responsible for ensuring that all work performed by a contractor complies with the Utility's specifications.

- 5.3 From the site visit, the Utility's representative will outline steps that need to be taken before your project can be finalized. The following "Checklist" is an example of what is included:
- 5.3.1 Easement (if required): Easements are required if the electrical lines need to cross the property of a third party. In these cases, the easement must be signed by the property owner, notarized and submitted to Rockwood Electric before we can schedule construction of the electric line. See Exhibit 3.
 - 5.3.2 Hold Harmless Agreement, if required, may be necessary if a ditch has to be dug for underground electric lines by the Utility or if underground electric lines will be in close proximity of existing water or wastewater lines. This agreement must be signed by the property owner and returned before job order can be released and work can be scheduled.
 - 5.3.3 Load Sheet for Commercial and Industrial facilities: The load sheet will help us determine the amount and size of electrical transformation, conduit and metering needed to serve your facility. It will also tell us what billing rate schedule to apply to your account.
 - 5.3.4 Contribution in Aid-to-Construction Cost and Description (if required): Depending on the scope of the work, you may be required to pay a non-refundable contribution for all or a portion of the cost of providing service. Contribution-in-aid of construction charges are due before construction can begin.
 - 5.3.5 Clearing the Path for the Line (Right-of-Way): The Utility's representative will identify the path for the underground or overhead line. The Customer is responsible for clearing the path for the underground or overhead line of all obstacles such as brush, materials, trees, paving, fencing, etc.
 - 5.3.6 Facility/Site design plans: While not required, these can be helpful in determining the best approach and location for the transformer and metering equipment.
 - 5.3.7 Meter Base Mounting Diagram(s) and other drawings are available to aid the Customer in mounting and installing meter bases and other equipment or for installing conduit and other wiring.
 - 5.3.8 New or upgraded services will need to be inspected and approved by the jurisdictional inspection authority before the Utility can connect the meter and activate service.