Service Connection GUDE



Tucson Electric Power is committed to serving your energy needs. We look forward to working with you to establish electrical service to your home or business, connecting you to a network that provides safe, reliable power for nearly a million local residents.

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This document will guide you through the process of completing a line extension to establish power. The process involves five stages, each with one or more steps that must be taken by you and/or TEP.

A. INITIAL CONTACT

Approx. Duration: 1-2 weeks

1. Application Submission

 Customer submits application online at tep.com/construction

2. Site Meetina

• A discussion of project specifics and a determination of overall electrical needs, system requirements and whether TEP equipment will be installed overhead or underground.

B. DESIGN

Approx. Duration: 1-2 months

1. Preliminary Design

• The design reflects details discussed at the site meeting.

2. Customer Review

• You can approve the preliminary design or request changes.

3. Approved Final Design Packet

• This packet may include an easement request and/or billing/contract, if applicable.



Legend: Customer | TEP | Customer & TEP

PROCESS OUTLINE: • Stages and Steps

C. CUSTOMER CIVIL. SERVICE. **EASEMENTS AND CONTRACTS**

Approx. Duration: 1-2 months

1. Pre-Construction Meeting

• A TEP design team member will meet with you or your representative to review the project design and schedule.

2. Billing/Contract Fulfillment

 You may need to obtain easements. execute contract and/or submit payment, if applicable

3. Customer Civil Construction

 You or your contractor will complete any necessary civil construction work and schedule access to TEP's facilities.

4. Customer Service Panel Construction

 You or your contractor will install a service entrance to connect with TEP facilities.

5. TEP Inspections

• At your request, a TEP design team member will determine if your property satisfies all requirements for connecting to TEP's system.

6. Project Release

 You must obtain approval from your local government (city or county) to use your electric service panel. A copy of the document granting jurisdictional clearance must be provided to TEP.

D. TEP PRE-CONSTRUCTION (You must provide access to the work site)

Approx. Duration: 1-2 weeks

1. Blue Stake

• TEP will request that underground utilities are marked before the project begins.

2. Dig

 TEP will conduct any necessary excavation for a pole and/or anchor.

3. Haul

• TEP will deliver a pole or other necessary equipment to the work site.



E. TEP CONSTRUCTION

Approx. Duration: 2-3 weeks

1. Cutovers and Power Kills

 If needed, service panel cutovers or temporary power kills will be scheduled in advance.

2. Line and Meter Installation

 Connection of your service is established and meter is installed. A line extension may be scheduled separately from meter installation.

Definitions and commonly used terms

- Easement The legal right to use the real property of another party for a specific purpose, such as installation of an electric line.
- Jurisdictional Clearance Approval by the local governing agency that declares that all work specified in the building permit is in accordance with the agency's standards and requirements.
- **Power Kill** A task performed by TEP to de-energize an electric service panel.
- Civil Construction Work including but not limited to trenching, backfilling, grading and material installation in preparation for utility work.

- Line Extension The addition of TEP lines and equipment necessary to deliver electric service to a customer.
- Service Entrance/Panel The connection point where TEP's electric facilities connect to your electrical system. This is where TEP's meter will be installed.
- TEP Equipment Access
 Appointment A scheduled
 appointment with a TEP crew
 member to gain access to
 an energized piece of TEP
 equipment.
- **Cutover** A transfer of electric service from an existing service panel to a new panel.



FAQ'S

- **Q.** How much will it cost to establish a new electric service connection?
- A. Qualified applicants may be eligible for line extensions up to 500 feet at no cost. Qualifications will be determined by your TEP design team member. Billing may be on a per foot or actual cost basis, some of which may be refundable.
- **Q.** How long will it take to develop a new line extension?
- A. It typically takes 4 to 5 months, depending on project scope.
- Q. Will my service connection be developed overhead or underground?
- A. That determination depends on several factors that will be discussed during your initial meeting with a TEP design team member.

- **Q.** Who is responsible for civil construction?
- A. The customer is ultimately responsible for completing the civil construction work as outlined by TEP's design team member. The extent of civil construction will be determined by the type of service - either overhead or underground – and other factors.
- **Q.** What if I have additional questions not addressed in this guide?
- A. Scan the QR code below or visit tep.com/construction to find more helpful resources.

Tools and Resources

Scan this code with your smart device to learn more.



Topics include:

- Standards
- Area Map
- Costs
- Contracts
- FAQs
- Definitions
- Contacts

Contacts

Main number: 520-918-8300

- Inspections
- Power Kills
- Applications for Service
- TEP Equipment Access Appointments
- Jurisdictional Clearance Notification

Contact information for the Design and Project Management Team can be found at tep.com/serviceareamap

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