



Important Notice Regarding Removal of Oncor Electric Delivery Company LLC Meters to Perform Work on Customer's Premise

Effective October 15, 2013, as provided for in the Oncor Tariff for Retail Delivery Service approved by the Public Utility Commission of Texas (PUC), unauthorized removal of an Oncor meter, which includes any work on the customer's equipment that would require cutting of the seal and removal of the meter, will result in a charge to the customer of \$19.20. Additional charges may also be applied if tampering is determined to have occurred.

To ensure that a customer is not charged these fees as a result of work you are performing, prior authorization must be obtained by following the steps below **BEFORE** removing self-contained meters (only Oncor is authorized to remove 480 volt self-contained meters) and disconnecting power at a customer's premise.*

- Call Oncor at 1-800-518-2374 **BEFORE** removing an Oncor meter and provide the following information:
 - Electrical Contractor's Company
 - Contact phone number for clarifying information
 - Employee's name
 - Address where work is to be done
 - City
 - Work to be done
 - Will work require an electrical inspection? Yes/No
 - Date meter will be pulled
 - Date meter will be replaced
- Upon receipt of the above notice, Oncor will schedule a trip to the customer's premise after you have replaced the meter, to inspect and reseal the meter.

If you are unable to complete the work on the date planned, you must contact Oncor to avoid a charge being assessed.

The above number is answered between 8:00 am and 7:00 pm M-F. For after hours work, please leave the required information on the voicemail.

Failure to follow this process will result in your customer being charged, at a minimum, \$19.20. Additionally, if the Oncor meter (or the customer's meter base) is determined to have been compromised and/or damaged other charges may be applied.

If you have questions or need additional information, please refer to the Oncor.com website or call 1-800-518-2374.

*If there is a locking mechanism (i.e. such as a lock or locking bar), you will need to contact Oncor at 1-800-518-2374 to schedule the removal of the locking mechanism prior to any work being conducted. Only Oncor may remove the locks. Please provide at least one business day notice for this type of work to be performed.