



## First Things First: Foundation

Obtain your ESI ID (premise number) for your Temporary Pole and one for your Permanent Meter by one of the following methods:

- Fax request to Oncor Electric Delivery at 888-222-9716.
- Phone Oncor Electric Delivery at 888-222-8045.
- Email Oncor Electric Delivery [c3ncmc@oncor.com](mailto:c3ncmc@oncor.com).

## Next Stage: Sticks and Bricks

Request Meter for Temporary Pole (follow check list on back):

- Call your Retail Electric Provider (time with your electrical inspection request).
- Provide your **temporary** ESI ID.
- Your order will hold for your inspection for a maximum of 20 work days.
- Once you've had your inspection, we will work to set your meter on your requested date.

## Final Outside Clean-Up

Request your underground electric service installation by one of the following methods:

- Fax form to Oncor Electric Delivery at 888-222-9716.
- Phone Oncor Electric Delivery at 888-222-8045.
- Email Oncor Electric Delivery at [c3ncmc@oncor.com](mailto:c3ncmc@oncor.com).
- Verify path for trenching is clear and meter location is marked.
- Every attempt will be made to install your service within 10 business days after receipt of your order.

## Green Tag

Request Permanent Meter (follow check list on back):

- Call your Retail Electric Provider.
- Provide your **permanent** ESI ID.
- Your request will hold for your inspection a maximum of 20 workdays.
- Once you've received your inspection, every attempt will be made to meet your requested date.

## Closing

Remove Temporary Pole:

- Contact your Retail Electric Provider to request the meter and service be removed from your Temporary Pole.
- Provide your **temporary** ESI ID.
- Order should be worked within 3 business days.



## **Homebuilder Check List**

In an effort to assist you in meeting your requested service dates, please verify the following items have been completed prior to making your request:

### **Temporary Service**

Street signs are present.

Address clearly marked and in plain sight.

Handhole is not covered or damaged (uncover or report damage to 888-222-8045).

Sufficient flex conduit to reach into transformer or hand hole (underground).

Service entrance conductors a minimum of 24 inches in length (overhead).

### **Underground Service Installation**

Street signs are present.

Address clearly marked and in plain sight.

Handhole is not buried or broken. (uncover or report damage to 888-222-8045)

Path for trenching is clear of obstructions (including other contractors).

Meter base location clearly marked with red paint (if meter base or stub out is not present).

Customer-owned utilities marked.

If flatwork and/or retaining walls are installed, a 3", schedule 40, gray PVC conduit must be installed beneath the obstruction. It should be installed 27" below final grade, extend at least one foot beyond both sides and be clearly marked or uncovered at both ends.

Contact Oncor at 888-222-8045 if a residential meter base is more than 320 amps to avoid delays in acquiring permanent service.

### **Permanent Service**

Address clearly marked and in plain sight.

Underground service installed.

Handhole is not covered or damaged (uncover or report damage to 888-222-8045).

Breakers are turned off.

Temporary wires are removed.

Meter base is properly attached.

**For complete details please consult your Service Guideline Book or visit online:**

[http://www.oncor.com/electricity/construct/guidelines/const\\_guide.aspx](http://www.oncor.com/electricity/construct/guidelines/const_guide.aspx)

Unfortunately, if your request is rejected due to a customer issue, we are required to cancel your order. If you can correct the issue the same day, please contact Oncor Electric Delivery before 5 p.m. at 888-222-8045. If you are unable to correct immediately, you will need to make your request again through your Retail Electric Provider.

**Safety First!**

Secondary Service Handholes and Pedestals can be very dangerous if not given the proper respect.

- Both handholes and pedestals contain **energized** electrical equipment.
- Both are fed by **energized** electrical conductors that are only 24 inches deep.
- Damaged handholes and pedestals potentially expose your employees, contractors and customers to severe injury or death.

**Avoid Service Delays!**

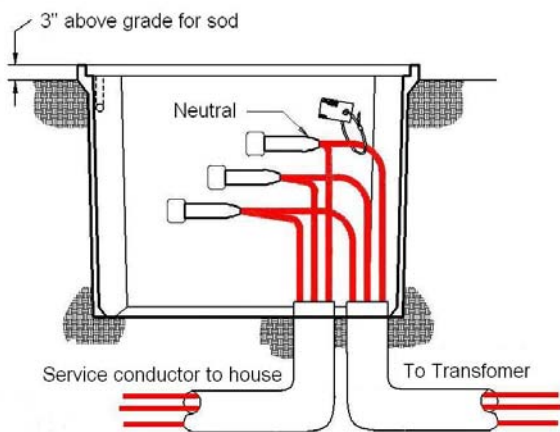
A damaged or buried handhole or pedestal can cause service delays for up to six weeks.

- Most damages occur during lot grading and/or benching.
- Buried handholes and pedestals are a result of grade changes after installation.
- Before digging, call 1-800-DIG-TESS to have underground lines located.

**Protect Your Handhole!**

Be proactive to assure timely meter and service installations.

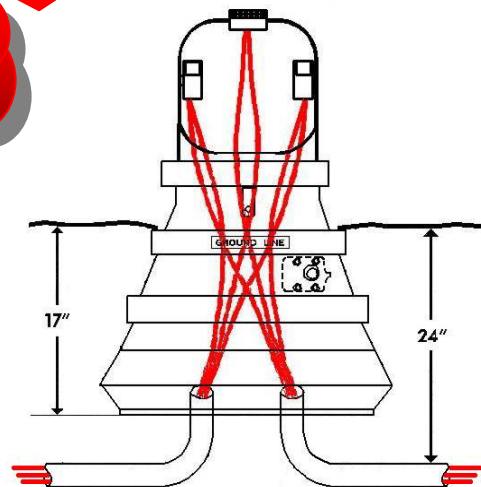
- Communicate the dangers and delays associated with handhole issues with your sub contractors.
- Look for damaged and raise/lower handhole issues and report them before you need service. Call 888-222-8045 to report handhole or pedestal issues.
- Communicate your grade requirements to your developer and ONCOR Electric Delivery before construction begins.



Typical Handhole Installation



120/240  
Volts

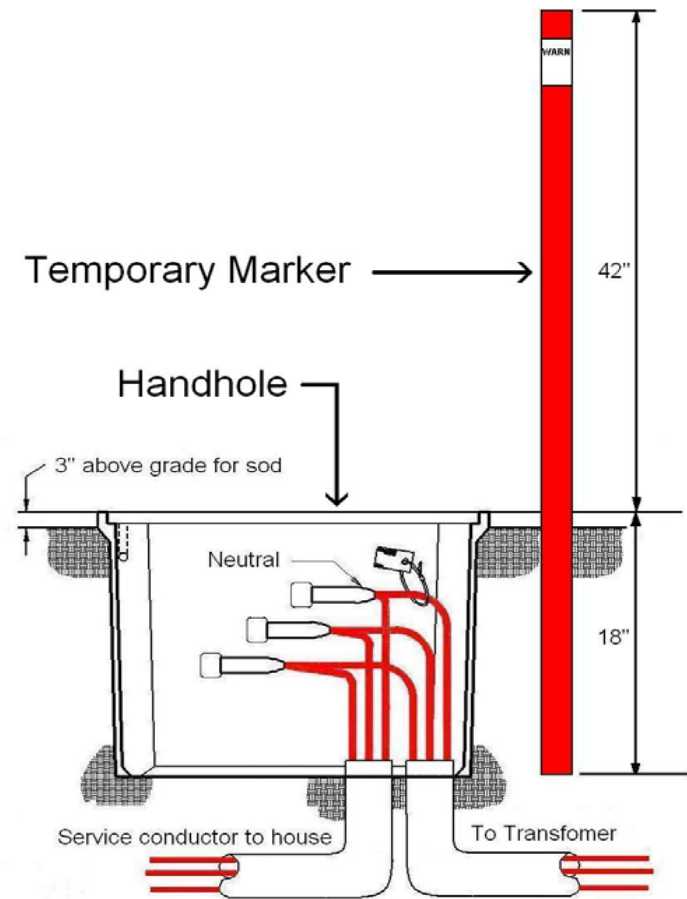


Typical Pedestal Installation



Electric Delivery

# Handhole Marker



This is a Temporary Marker to be installed during development and removed upon completion of the home.



