

# **STEP BY STEP PROCESSES AND CONTACTS DURING ALL PHASES OF CONSTRUCTION**

## **Step 1: Prior to construction**

**While you are planning that dream house and before you begin construction, contact our line design department so we can help you plan for the electric service throughout your project.** This is the first and one of the most important steps. During this phase a line designer will meet with you at your site and analyze the existing electric services and determine what changes or additions need to be made to supply your home or commercial facility both during construction and through permanent service.

Generally in the city there is no cost to run electric service to a new home. There may be costs associated in servicing a commercial facility. In the rural area the distance from existing electric service to the new home or facility will determine if any payment on your part is required. This payment is called Aid in Construction or AIC. Occasionally the existing service is several pole spans from the site, so construction crews must set poles, guy wires, connections, etc.

Make the call to the line design contact as early in the process as possible, so we can get any needed construction scheduled. Upon making the call to line design you will be furnished with an investigation number. This number will be used to identify your job throughout the process.

If AIC is required, it must be paid prior to the beginning of construction. If we need to set poles and extend lines in order to get power to the temporary pole, it would be done at this time, after all AIC was paid, if required. Prior to beginning construction, BTU will call for underground line locations so underground lines are not dug up and possibly broken. Your line designer will also furnish you with a damage waiver for existing private underground lines if it's necessary to dig. Typically those are private water lines, sprinkler lines, private electric lines, etc. and they will need to be properly marked with flags or uncovered prior to construction.

**Line Design contact is 979-821-5770**

## **Step 2: Make an application for service for the new site**

Information about the new home, the address, the name on the account during construction and billing information, will need to be set up with us. Typically the builder will call and have the account set up under his/her name. When the call is made the customer advocate will enter a service order in the computer system so that when the electrician calls for a meter to be set on the temporary pole, it is ready to go.

This step can be done very easily, call our customer service department and apply for service over the phone, you may also complete an application online at

[www.btutilities.com](http://www.btutilities.com) or come into our offices at 205 E. 28<sup>th</sup> St.

**Contact Customer Service at 979-821-5700**

### **Step 3: Temporary power**

Your licensed electrician will set the temporary pole. Once the pole is set, the electrician will call BTU and request for power to be connected. To make the process more efficient, the BTU crew will inspect the temp pole at the same time the meter is set and services connected, barring any problem with the temp pole. See step one above for information about possible construction to get power to the temporary pole.

**Contact Line Design for temp pole connection, 979-821-5770**

### **Step 4: Call for early conduit to be installed**

Your electrician will be running wire throughout your new home during the rough-in stage. During this stage the electrician will also mark the slab showing us the future location of the meter can. Once the wire is run inside the home and the outside wall is complete, the electrician will call BTU and our crews will install the conduit (pipe) underground that will run to the house. Our crew will install the conduit from our lines to the edge of the slab outside of the home and stub-up (leave plenty of conduit) out of the ground so final connections can easily be made to the meter can. Utilizing this step is the most efficient method.

Typically laying the conduit is one of the last steps in the construction process, with placement of early pipe it allows us to work around poor weather conditions and scheduling issues while getting the conduit underground early. It also allows the builder plenty of time to pour concrete for driveways and walkways and level the yard after the conduit has been run.

**Contact Line Design for early pipe, 979-821-5770**

### **Step 5: New homeowners set up service in their name**

The new homeowners may apply for service anytime during construction. Many times the home is not sold until just before permanent service is connected. If the home is custom built, occasionally the homeowner will have the construction service in their name, but typically the builders carry the temporary services in their name.

**As the new homeowner, contact Customer Service to apply for service, 979-821-5700**

### **Step 6: Home complete, moving from a temporary service to a permanent service**

When you are ready for permanent service to the new home, call line design. This will trigger the service order so the crews can complete the job and set the meter on the home. In the City this process cannot be initiated until the final electrical inspection has been completed and has passed. Once the Certificate of Occupancy (CO) is issued, the service order to set the meter on the home, pull the wire through the conduit and connect the permanent service is worked.

In the rural area there are no inspections so the builder must call when he/she is ready for permanent service.

**Call Line Design when ready for permanent service, 979-821-5770**