



### Starting a New Subdivision or Apartment Complex

To start a Development with Oncor, the customer will call the contact center (888.222.8045) or select “Start New Service” online ([www.oncor.com](http://www.oncor.com)). The Project Manager assigned to the project will require: Name, Contact Information, Load, Site Plan / Development plan, Dimension Control Plan, and Timeline. These items help determine the size of facilities Oncor will need to install, where they might be installed on the site, and when service is expected by the customer. The project will then follow the basic process below.



### Customer Prerequisites

Oncor must have the following to schedule a crew for installation of facilities:

- Signed service agreement
- Easements \*
- Site ready
- Payment received \*
- Permits obtained \*
- Streetlight agreement signed by the City \*

\* If applicable

### Construction

During the construction phase, it is important to keep the area clear of debris for our crews to perform the work necessary to provide service. Customer installed civil work must be inspected by an Oncor Inspector and follow Oncor's Construction Specifications ([Oncor- Construction Guidelines](#)). In subdivisions and multi-building apartments, the Developer will choose one of Oncor's approved WAS contractors to perform the civil installation. The Developer is responsible for the WAS Contractor throughout the project. Construction timeframes will vary based on the scope of the project.

### Meter Installation

When it is time for the meter to be installed, it is important to make sure the following items are completed and coordinated:

- Oncor will provide an ESID number to the customer. City must send in a confirmed city inspection to Oncor's New Construction Management Center (NCMC) at [c3ncmc@oncor.com](mailto:c3ncmc@oncor.com) or Fax: 888.222.9716 on the previously provided ESID account.\*
- Customer must then apply for service with their selected Retail Electric Provider ([www.powertochoose.org](http://www.powertochoose.org)) on the same ESID Account provided previously.
- Once the inspection and the application for service have been received, Oncor will receive an order to set the meter.

\* **Note:** In areas where City inspections are not required, meter base installations will still need to follow Oncor's service guidelines ([Oncor- Electric Service Guidelines](#)).