

Customer Checklist

Oncor Electric Delivery (Oncor) appreciates the opportunity to serve your project needs and is determined to provide you with the best customer experience. In order to meet all your expectations and electric service deadlines, Oncor will need all the required documents/plans necessary to begin the engineering process.

Below you will find a checklist of items that will help you and Oncor throughout this process. If you have any questions or concerns about the checklist, please contact your Oncor Project Manager (PM) to further assist you.

- First Things First: Temporary Power:** (____ / ____ / ____)
 - Obtain your ESI ID (Electric Service Identification Number) for your temporary service by contacting your Oncor PM and providing the correct physical address.
 - Send a marked up site plan to the Oncor PM that identifies where your point-of-delivery (meter locations) will be for your temporary service.
 - Send the completed Oncor electrical load form(s) to the Oncor PM for review.
 - Oncor electrical load forms & guidelines can be found at the following web link: <http://www.oncor.com/EN/Pages/Construction-Guidelines.aspx>
 - One electrical load form will be needed for each voltage and phase type. (e.g. – trailer power 1Ø 120/240, construction power 3Ø 120/208, and/or crane power 3Ø 277/480; will require three separate load forms)

- Engineering** (____ / ____ / ____)
 - Provide Oncor PM with civil and electrical plans (plat, site plan, riser diagram, electric panel schedule, etc.)
 - Provide a plan with the preferred transformer location and points-of-delivery.
 - Provide Oncor PM with completed Oncor electrical load forms related to permanent power. (Same voltage and phase specific requirements as temporary power above)
 - General contractor contact information: Name, phone number, email address, business address.
 - Electrical contractor contact information: Name, phone number, email address, business address.
 - Owner contact information: Name, phone number, email address, business address.
 - Notify the Oncor PM of any existing Oncor facilities that need to be relocated.

- After Electric Load & Plans have been received:** (____ / ____ / ____)
 - Oncor PM will schedule an on-site meeting to review plans, schedule, and discuss options for temporary and permanent service.
 - Oncor PM will submit electrical load information and plans to Oncor System Planning Department.

- Commercial/Residential/Multifamily Developments:** (____ / ____ / ____)
 - Oncor Engineer will design the electric distribution system to serve the new development (temporary and permanent).
 - Oncor PM will determine if a customer Contribution In Aid of Construction (CIAC) form will be required.
 - Oncor PM will pre-order any long lead time equipment.
 - Long lead time equipment may take up to 16-24 weeks to be delivered.
 - Oncor PM will draft all contracts and invoices.
 - Oncor PM and customer to discuss easement requirements.

- Oncor cannot schedule construction until:** (____ / ____ / ____)
 - Contract(s) have been received.
 - Payment(s) have been received.
 - Original easement documents have been executed and received.
 - A platted utility easement is acceptable, if customer does not wish to execute a separate instrument. The utility easement will need to be approved by Oncor prior to finalizing the plat.
 - All civil construction by the customer has been approved by an Oncor Inspector.
 - Construction path has been cleared of any obstacles, including trees within the easement or right-of-way.

- The site is within 3 (+/-) inches of final grade.
- All privately owned utilities have been clearly marked in the construction area
 - e.g. – water lines, gas line, sewer lines, septic fields, irrigation system, etc.
- Oncor PM schedules an estimated start date for installation of electric distribution facilities.
 - Please allow adequate time for scheduling an Oncor crew/contractor to be on-site. Oncor crew availability can vary depending on current circumstances (i.e. – weather, holidays, projects previously scheduled, etc.)
 - Contact your Oncor PM for scheduling updates throughout your project.

- Electric service cannot be energized (meter installed) until: (____ / ____ / ____)**
 - Meter socket(s) installed in compliance with Oncor metering specifications.
 - An external main disconnect installed, if required.
 - All construction associated to the meter socket has been completed.
 - Each metered location is clearly marked (physical address, unit#).
 - Single Phase Service: Contact Oncor PM as soon as meter sockets/packs have been installed. Oncor PM will submit an order to have single phase service cable installed; this can take up to 15 business days.
 - Three Phase Service: Customer's service cables have been installed by the electrical contractor and terminated in the transformer by an Oncor crew/contractor. Customer will be required to provide Oncor with all two-hole approved lugs. Oncor PM will provide the specifications.
 - You have all of your permanent service ESI ID numbers.
 - Provide Oncor PM with correct physical (911) address for each metered location.
 - Oncor PM will provide all ESI ID numbers.
 - An approved city inspection (green tag) has been received and applied to the appropriate ESI ID.
 - Customer contacts their Retail Electric Provider (REP) to submit an application for service ("move in order").
 - Customer provides ESI ID numbers to the REP.

Oncor Electric Delivery is dedicated to install electric service by the "Required Service Date" established between you and your Oncor Project Manager. In the event that there are service delays due to unforeseen circumstances such as weather then we will contact you.