

# New Service Frequently Asked Questions



## General Information

**Q. What number should I call to place a business order or check my order status?**

**A.** You can reach a customer service representative by calling 615-747-3443.

**Q. What do I need to include with my site plans?**

- A.** The following information is needed before NES can engineer the electrical layout.
- A hard copy and an AutoCAD drawing of the site plans in State Plane coordinates
  - Street names
  - Building envelopes shown on drawings
  - Easements on Final Plat (20 feet adjacent to roads)
  - Proposed grading start date
  - Permanent energize service date
  - Grading plans
  - Proposed location and dimensions for sidewalk/grass strips
  - Decision whether primary and service will be overhead or underground
  - Water and sanitary sewer plans
  - Storm water plans
  - Fire hydrant locations
  - Street lighting plans
  - Stream crossings and bridge requirements
  - Any three-phase power requirements
  - Plans for any secondary terminations enclosures (troughs not allowed)
  - Location of any electric or dry-type vault rooms

**Q. How long will my job take?**

**A.** NES needs approximately four weeks to engineer a single pole-to-pad-mounted transformer job and approximately eight weeks to engineer the layout for a subdivision. The amount of time needed for crews to complete construction depends on weather, equipment availability, number of new business jobs, etc.

The most common reason for a delay is because of incomplete or incorrect information. It's important to place your order early with NES, make sure the same address is used on the codes release as was used to place the order, alert your account representative immediately if there are changes, and make any required payments or deposits promptly.

**Q. What do I need to do before NES can start construction?**

- A.** Complete the following:
1. Enter into a formal agreement (Contract for Electrical Service) with NES.
  2. Furnish NES Energy Services Engineering job owner with complete site plans approved and recorded as required by the applicable County Planning Commission.
  3. Pin and stake lot lines.
  4. Provide graded, usable all-weather roads where electric lines will go. Before poles or anchors can be set, site needs to be at or near finished grade.
  5. Record easements or sign an agreement to furnish and record easements.
  6. Pour foundation or provide other evidence of new home construction.
  7. Pay any required Contribution in Aid to Construction (CIAC).
  8. Complete any required vegetation removal.
  9. Follow up with Codes to ensure NES has received an electrical release.

**Q. What if the panel size needs to be changed after the order is placed?**

**A.** Notify your NES engineering contact immediately. If crews arrives to energize the service and the panel size is different than what's indicated on the job drawing or what Codes inspected, it will result in a delay. The difference could cause voltage problems or outages.

# New Service Frequently Asked Questions



**Q. Why is the street address so important? Where do I get it?**

**A.** The street address is used to match the NES order to the Codes release. Contact Bonnie Crumby at Metro Public Works to obtain an official street address.

**Q. When do I need an electric release?**

**A.** An electrical release is required if you are:

- Replacing a conductor with new conductor (this includes underground conductors)
- Adding additional load
- Relocating service or building a new service
- Service has been de-energized for over a year

**Q. What situations do not require a release?**

**A.** An Electrical Release is not required if you are:

- Replacing meter blocks
- Replacing a meter base with the same amperage base (no wire replaced)
- Replacing or reattaching conduit, or changing out weather-head
- Changing out hub
- Reattaching point of attachment
- Replacing breakers

**Q. When is an emergency release required?**

**A.** An emergency release is required in order to replace conductors from the meter base to the weatherhead or from the meter base to the inside of the structure.

**Q. Do I need to request a temporary service while remodeling?**

**A.** Vacant and occupied homes can be remodeled using existing service if windows and doors are lockable to insure safety. Otherwise, a temporary service is required.

**Q. How do I schedule a planned outage?**

**A.** Notify NES Customer Service at 615-747-3443 as well as the appropriate Codes inspector prior to work being done. Planned outages are scheduled Monday-Friday during normal business hours.

**Q. What is the process for changing my existing overhead service to underground?**

**A.** The costs associated with changing from overhead to underground (removing poles & equipment, installing underground conductors & equipment) are your responsibility. Additionally, you must provide the trenching and conduit for the underground service. For a subdivision, participants must agree on a method for cost-sharing. All customers being served from poles that are being replaced with underground facilities must be willing to change to underground service, even if they are not participating in the cost-sharing. These costs must be paid before construction begins.

**Q. If NES moves a pole, who pays for it?**

**A.** If you request a pole to be moved, you will be charged for actual construction costs. Also, suitable easements or property rights must be provided with no cost to NES.

## Overhead Service

**Q. How much slack should I leave for NES to make up the drip loop?**

**A.** We need at least 24 inches.

**Q. Can I build underneath my service entrance?**

**A.** An 11 foot clearance is required between the roof and the service line. The clearance may be reduced to 3 1/2 feet if the roof is not accessible.

**Q. What is the clearance over outbuildings and decks?**

**A.** Service lines must be 11 feet above outbuildings and decks.

# New Service Frequently Asked Questions



**Q. Can my service line go over my hot tub or swimming pool?**

**A.** No. We recommend that you refer to the Customer Guidelines for New Electric Service for a detailed list of clearances requirements for swimming pools and waterways.

**Q. How close can my driveway be to an NES pole?**

**A.** NES recommends a minimum of three feet.

**Q. Regarding billboards, can I place the point of attachment above the weatherhead?**

**A.** Most billboards are on state road or interstate right-of-ways. That means electrical inspections are done by the State Fire Marshall. The State Fire Marshall allows attachments above weatherheads, as long as they meet the National Electric Code (NEC) requirement of 24 inches maximum distance between the point of attachment and the weatherhead. Check with your local codes inspector for situations not on state road or interstate right-of-ways.

## Underground Service

**Q. When will I get my pad sketch?**

**A.** Directions for the installation of concrete pads are distributed with all other contractor requirements during the pre-construction meeting. Very general pad sketches can be found in the Customer Guidelines for New Electric Service. These sketches provide a general idea of the space and materials needed. Construction of the pad should not begin until the final pad sketch is presented during the pre-construction meeting.

**Q. Am I responsible for digging the ditch for underground service?**

**A.** Yes. You are responsible for excavation and the conduit.

**Q. Can phone, cable TV and power go in the same secondary ditch to the house?**

**A.** There must be a one foot vertical and horizontal spacing between NES cables and the other utility cables.

**Q. Why can't the transformer go inside an electric room?**

**A.** The main issue is accessibility for repairs and maintenance of the electric service. Special situations will be evaluated on a case-by-case basis.

**Q. Can I put a condenser over my underground service?**

**A.** No. NES requires that the lines not be located under any planned permanent structure to ensure timely maintenance and repairs.

**Q. Who owns the conduit?**

**A.** NES owns and maintains the primary conduit and cable. The customer owns the residential service conduit whether it is from a pad-mounted transformer or a pole-type transformer. NES owns the cable. The customer owns, maintains and locates the service cable and conduit of commercial services from pad mounted transformers. The customer owns the commercial service conduit from a pole-type transformer while NES owns the conductor.

## Metering

**Q. Can I use a 400 amp self-contained meter or a K-7 meter?**

**A.** No. A class 320 may be used for residential service or commercial temporary service. Otherwise, anything over 225 amps must be CT rated.

**Q. Can I place the meter base directly onto a mobile home?**

**A.** For a manufactured or mobile home, the meter base must be installed on a customer-owned pole. The meter base on a modular home can be installed directly on the home only if the tongue is removed and a blue sticker is attached to the house. The disconnect must be located outside the home.

# New Service Frequently Asked Questions



**Q. Does my manufactured home, mobile home or modular home qualify as “permanent living quarters”?**

**A.** As a general rule of thumb, it is not considered permanent living quarters if it's easy to reattach the wheels and relocate. A manufactured home installed on a solid foundation is a clear case of permanent living quarters.

**Q. Do I have to install the ground wire all the way up and out of the weather head?**

**A.** In Davidson County, the ground wire only has to go to the meter base. We suggest you check with the electrical inspector for surrounding counties.