

New Service Installation

NEW SERVICE INSTALLATION STEPS

Here is the step-by-step process required to fulfill your service installation request. Please take a few minutes to review the steps, become familiar with key milestones and learn about common pitfalls that can arise. We look forward to providing your new service. If you have any questions or comments, please call your Consumer Service Representative at 770-832-1079.

Step #1 - Complete Application for Temporary or Construction Service

Please come to any Carroll EMC office and complete a New Service Installation Application. At this time you will be asked to sign a right-of-way easement granting us a path across your property for extending our lines to the meter. The Consumer Service Representative will provide you with a service order number you can use to inquire about the status of your service.

Step #2 - Field Engineer Site Visit

Once your application is complete, your order goes directly to our Engineering Department. A field engineer will visit your site or property as soon as possible, usually within 1 to 3 days, to determine the best location for your meter base, the best possible direction to run the overhead or underground wires, and where to set poles. At this point, Georgia law requires that cables for other utilities be located and this requires 2 days.

Step #3 - On Hold

After the field engineer has been to your property, he may need further information from you, depending on what he finds at your location. Additional fees, county or city inspections, and right-of-way easements or permits may be needed from adjoining property owners, highway departments, railroads or timber companies. We will contact you either by phone or mail if more information or fees are needed. Your order will be placed on hold in the Engineering Department until:

1. The meter base is installed and
2. The requested information or fees are received.

If you suspect a delay in your service, you can call your Consumer Service Representative for an update. When this step is completed, your order goes to a Construction Foreman in the Construction Department.

Step #4 - Construction Crew Installs Service; On Hold

A Construction Foreman will issue your order to a work crew that will install the service. Installation may include setting poles, running wire, installing conduit, etc. Installation usually takes 1 to 2 weeks. After this work is done, your order will be complete except for setting the meter. At this time, your order will be put on hold in the Engineering Department until:

1. The final inspection is complete and
2. The permit is called in by the appropriate county or city government.

Step #5 - Submit Your Request for Permanent Service

Once the city or county inspector issues a final inspection permit, the next two steps must take place:

- 1) You must call our office and request permanent service.
- 2) The Inspectors' Office must call in the inspection number to Carroll EMC.

Once these steps are completed, your order will be released to our Construction Department to finish the work. This step usually takes about 3 days.

Common Slow Downs

1. **Bad weather** can slow the construction process. If you inquire about the status of your service, we will do our best to give you an estimated date to install or complete your service. However, the date of completion is subject to change because of weather conditions.
2. **Be sure the inspector, the builder and you refer to an order by the same name.** Often, an inspection number is called in under a different name than was on the original order, and we are unable to match the two. For instance, if a builder requests temporary service in his name, and then you request permanent service in your name, and later the inspector gives us an inspection number by the subdivision lot number, then we may not be able to recognize that the three orders go together.
3. **In the case of underground service,** an additional right-of-way easement is needed from you before Carroll EMC can install the service. Also, all underground fees will have to be paid before construction work can begin. The meter base must be installed before we can run the service.
4. **Please give us a phone number** so that we may contact you should there be a delay in your service.

Other Necessary Steps

If your request is for:

1. **Security Light:** If you are requesting a security light to be installed, then you will need to drive a stake or some other object marking the spot where you want the light installed. Mark this stake with a ribbon or some type of flag to let us know exactly where you want the light. Please do this the same day you request the service, because the engineer will usually check the location the next day. We will need to know the location of septic tanks and any other buried facilities.
2. **Temporary service for new construction:** Your lot needs to be cleared, the house or business needs to be staked, and a temporary power rig installed nearest to the point where permanent service will be attached. An engineer may need to meet you or your builder at the site to discuss this location.
3. **New service to an existing building:** If the structure is already built and you are ready for power, you must have a

meter base installed with all necessary conduits, grounding and wiring in place before we can run our wire. In the case of underground wiring, the lot must be cleared to final grade. Do not pour driveways, walks, etc. before the underground work is complete. An engineer will mark the location for the meter base.

4. Change from temporary to permanent service: When you are ready for permanent service and all city and county inspections are complete, you should request that we convert your temporary (construction service) to permanent service. This “temp to perm order” must be done by you or your builder. (The inspector WILL NOT place this order for you).

5. New service to mobile homes: Mobile home lots should be graded and the mobile home set up before we install service. If this is not possible because you are living in the home to be moved, the location should be staked off indicating the four corners of the mobile home. You should also drive a stake where you want the meter pole set. You may purchase the meter pole from Carroll EMC or install your own, providing it meets our specifications. In some instances, doublewide mobile homes may have the meter base installed on the side of the home. To do this, a certain criteria must be met. Please call our Engineering Department for more information.

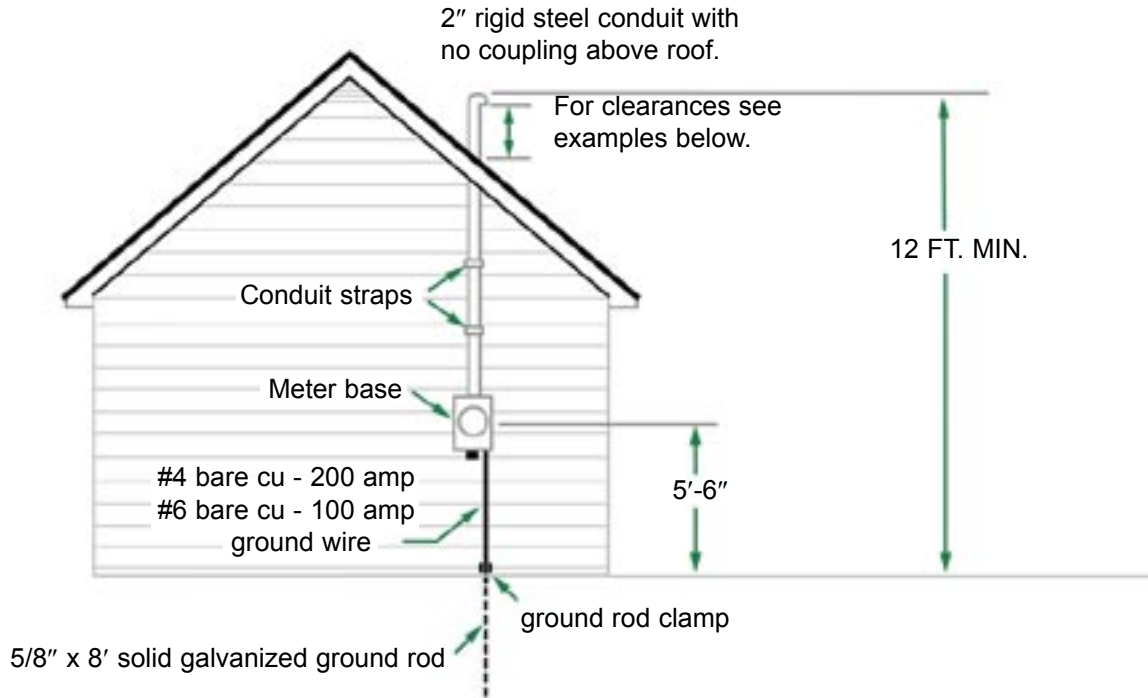
City/County Requirements

Here’s a quick reference chart showing the City and/or County requirements for new service within our service area and their phone numbers should you have questions.

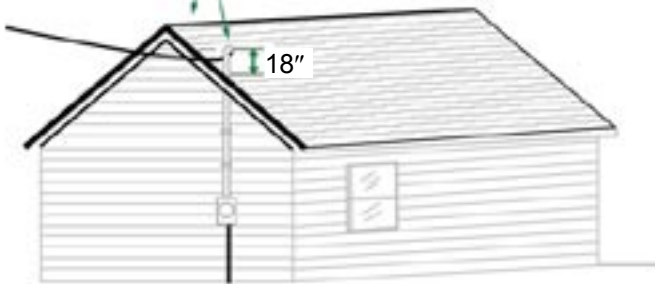
Jurisdiction	Carroll County	City of Centralhatchee	City of Carrollton	City of Villa Rica
Contact	770-830-5863 770-830-5861	770-854-5801	770-832-2443	770-459-3656
Temporary Service	No Permit Required	Permit Required CEMC temp rig exempt	No Permit Required	No Permit Required
Permanent Service	Permit Required	Permit Required	Permit Required	Permit Required
Double Wide Mobile Home	Meter base on pole or house	Meter base on house	Meter base on pole or house	Meter base on pole or house
Single Wide Mobile Home	Meter base on pole	Meter base on pole	Meter base on pole	Meter base on pole
Notes	Service must be in conduit	Service must be in conduit. Allow 30-day finals	Service must be in conduit	Service must be in conduit

Jurisdiction	Haralson County	Heard County	Paulding County	Polk County	Troup County
Contact	770-646-2033	706-675-3700	770-443-7571	770-749-2104	706-883-1650
Temporary Service	No Permit Required	Permit Required CEMC temp rig exempt	Permit Required unless in subdivision CEMC temp rigs exempt	Permit Required CEMC temp rigs exempt	Permit Required CEMC temp rigs exempt
Permanent Service	Permit Required	Permit Required	Permit Required	Permit Required	Permit Required
Double Wide Mobile Home	Meter base on house	Meter base on house	Meter base on pole or house	Meter base on house	Meter base on house
Single Wide Mobile Home	Meter base on pole	Meter base on pole	Meter base on pole	Meter base on pole	Meter base on pole
Notes	Service must be in conduit	Service must be in conduit. Allow 30-day finals	Service must be in conduit. Allow 30-day finals	Service must be in conduit. Allow 30-day finals	Service must be in conduit

MINIMUM REQUIREMENTS FOR MAST TYPE SERVICE



Wire crosses less than 4' of overhang



Wire crosses more than 4' of overhang



Roof must have at least a 4" rise in 12" for this condition

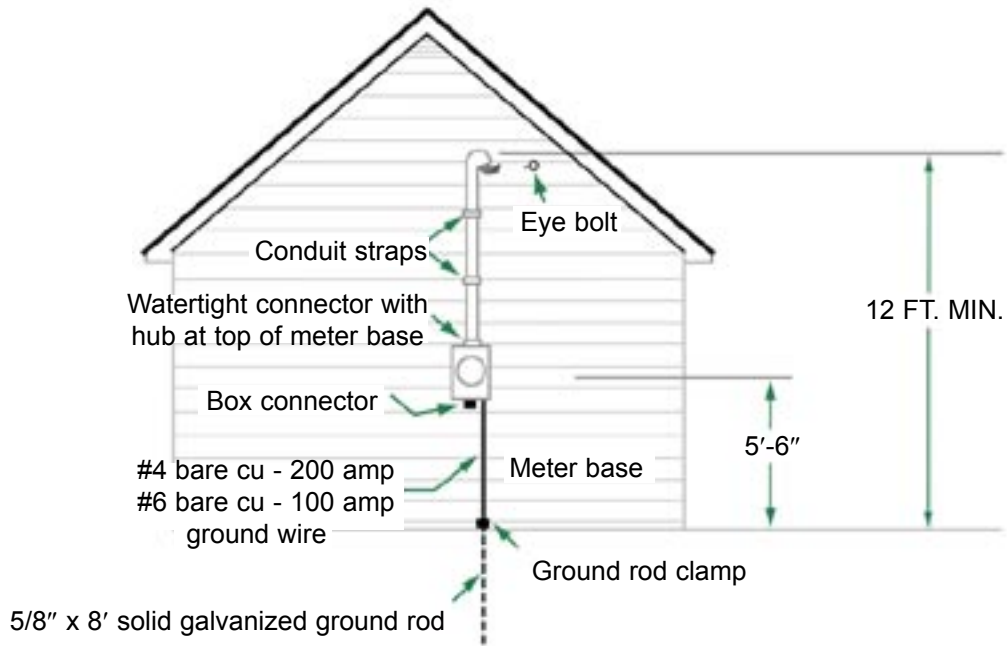
NOTES:

1. CEMC personnel will designate meter base location.
2. In addition to CEMC's requirements the installation must meet all NEC requirements and any local code requirements.

Breaker or Fuse Size	SE Copper (AWG)	SE Aluminum (AwG)
100	4	2
150	#1	2/0
200	3/0	4/0
400	Per NEC	

MINIMUM REQUIREMENTS FOR NON-MAST TYPE SERVICE

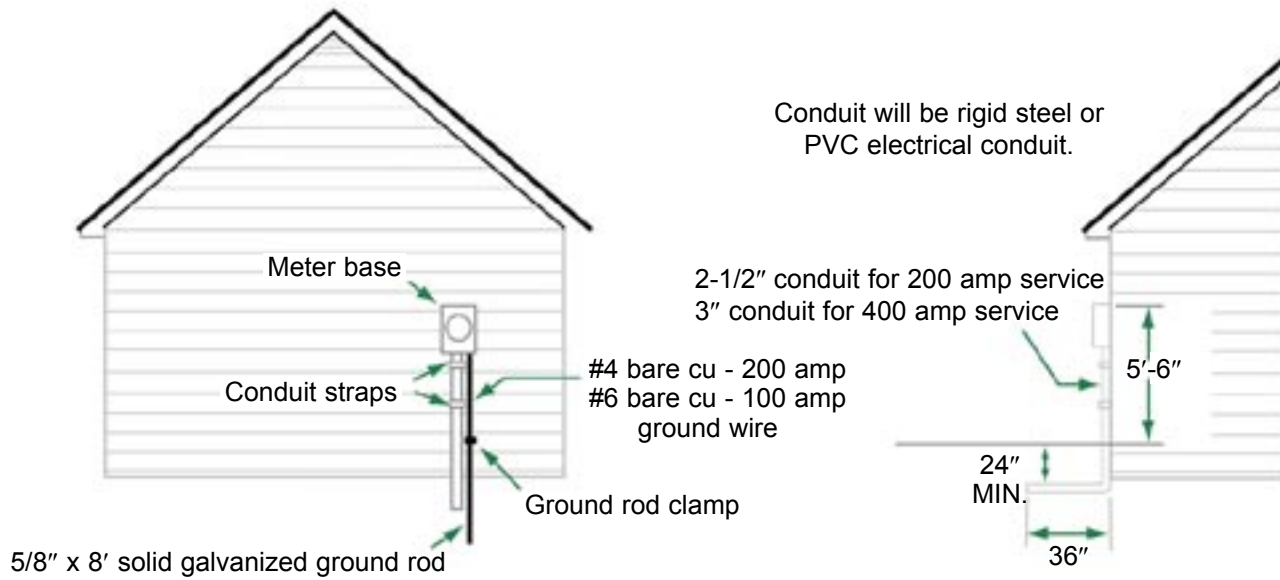
Service entrance cable to be in conduit, PVC or steal
(size to be determined by breaker or fuse size)



NOTES:

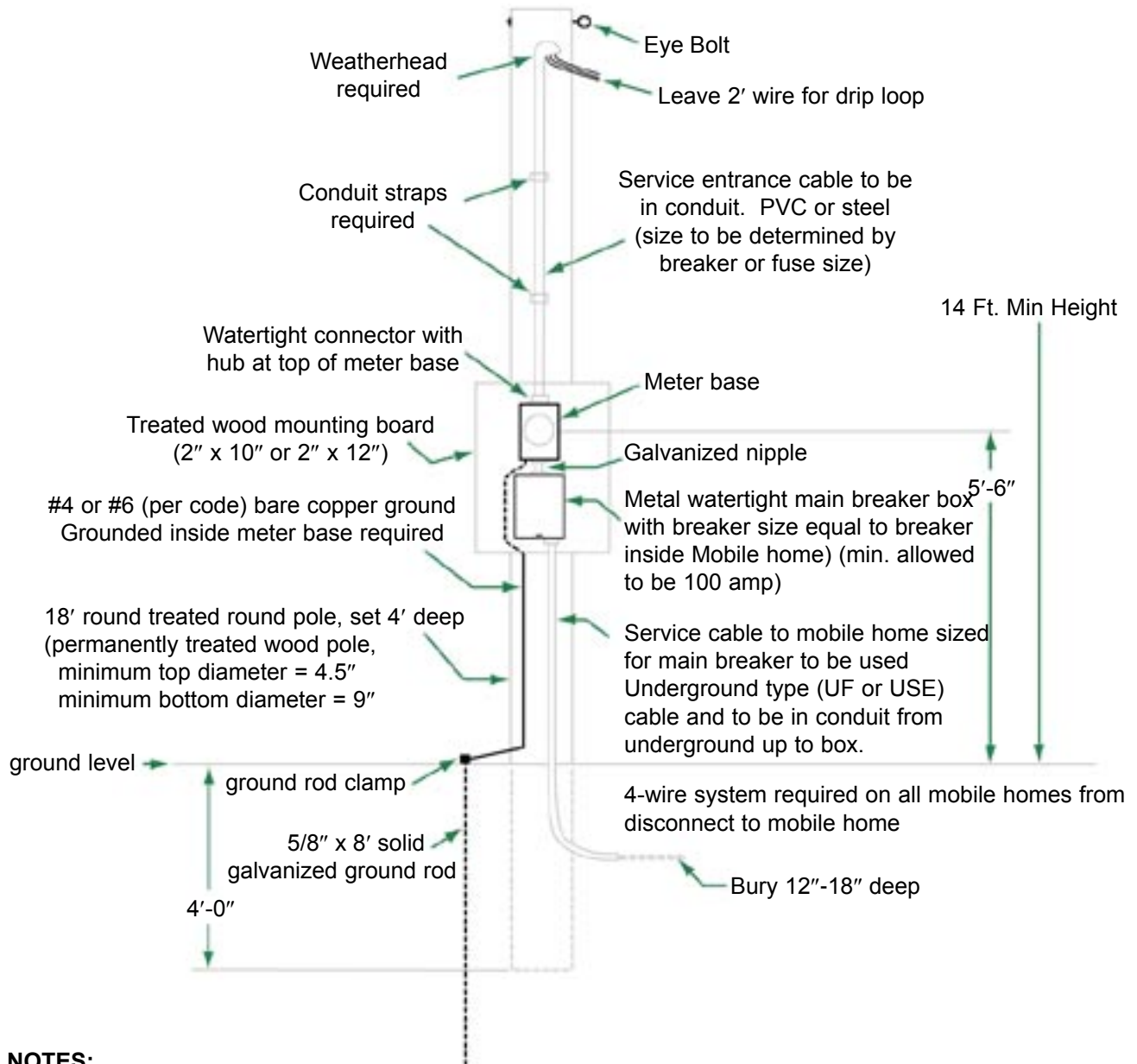
1. CEMC personnel will designate meter base location.
2. In addition to CEMC's requirements the installation must meet all NEC requirements and any local code requirements.

Breaker or Fuse Size	SE Copper (AWG)	SE Aluminum (AwG)
	100	4
150	#1	2/0
200	3/0	4/0
400	Per NEC	

**NOTES:**

1. CEMC personnel will designate meter base location.
2. In addition to CEMC's requirements the installation must meet all NEC requirements and any local code requirements.
3. Consumer will provide an underground 90 degree sweep elbow and a minimum of 36" of conduit away from one building.

CARROLL EMC METER POLE REQUIREMENTS 100 AMP MINIMUM

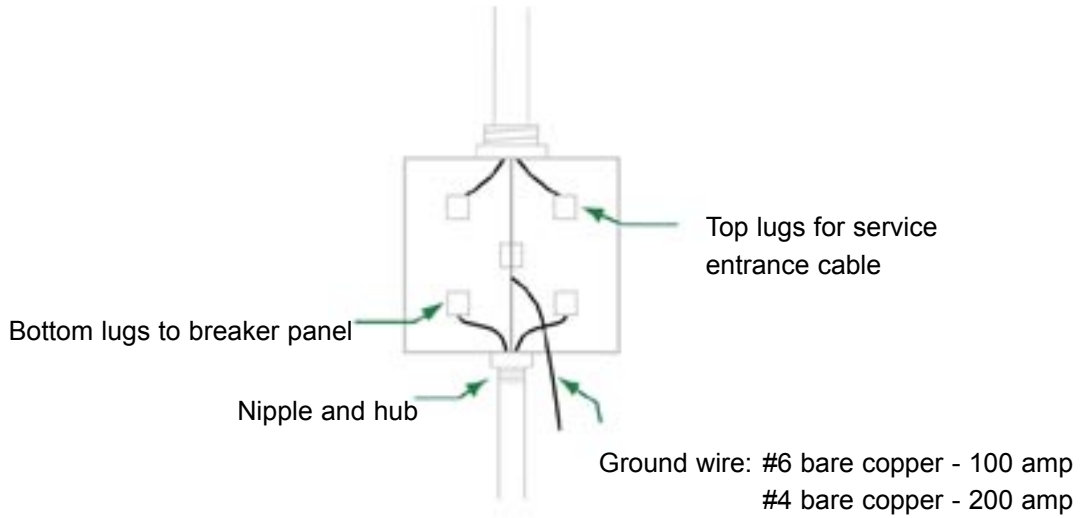


NOTES:

1. Pole location will be determined by authorized CEMC personnel.
2. Only one side of the meter pole is to be utilized (multiple meters must be ganged).
3. Trailer chassis must be bond-grounded to panel box inside mobile home.
4. In addition to CEMC's requirements the installation must meet all NEC requirements and any local code requirements.

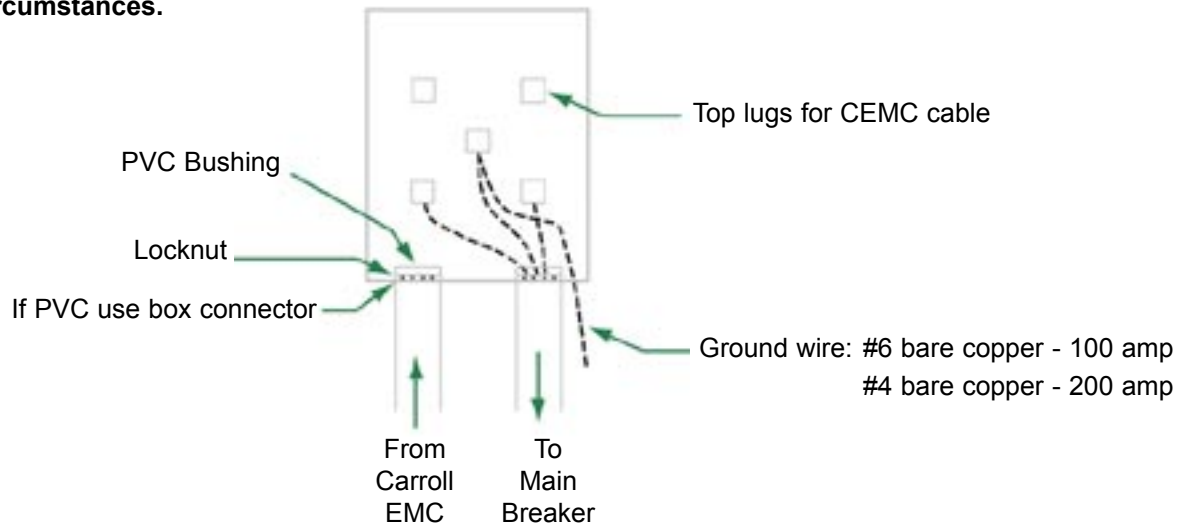
Breaker or Fuse Size	SE Copper (AWG)	SE Aluminum (AwG)
34	6	6
60	6	4
100	4	2
150	#1	2/0

OVERHEAD METER BASE WIRING DIAGRAM



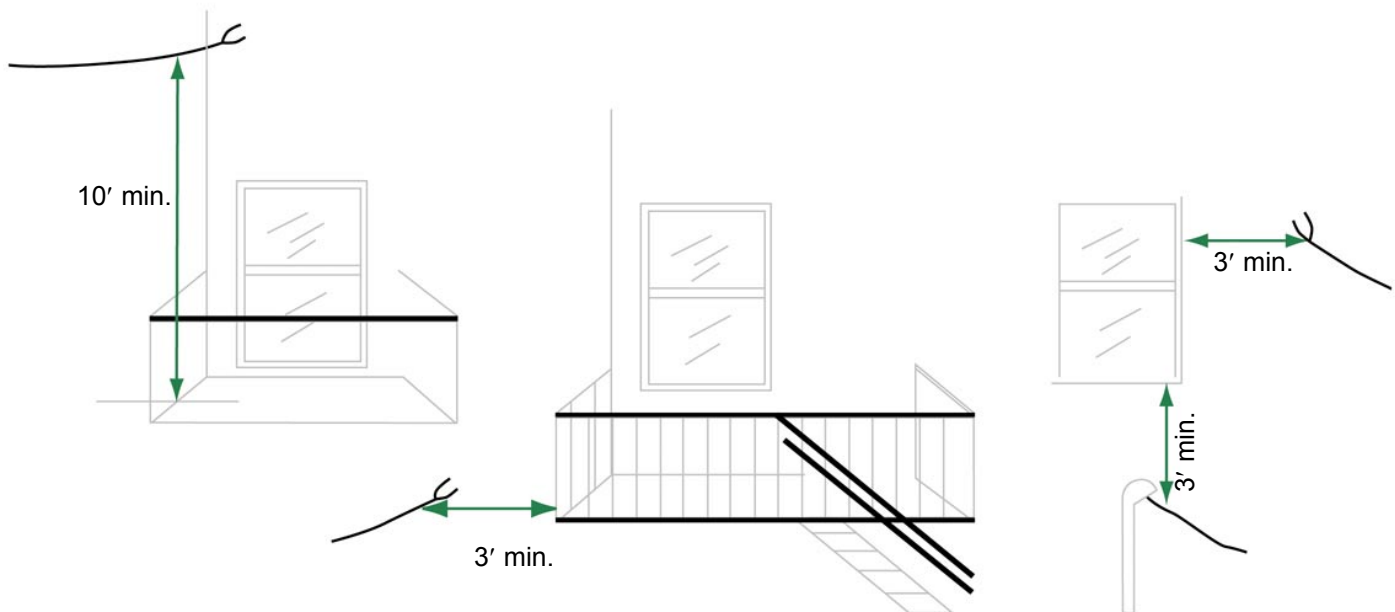
UNDERGROUND METER BASE WIRING DIAGRAM

**Plastic disconnect boxes
WILL NOT be allowed
under any circumstances.**



SERVICE ENTRANCE LOCATIONS

The minimum allowable distance to windows, balconies and porches is shown in the drawings below.



WIRING REQUIREMENTS

1. The location of the service entrance and point of attachment to which Carroll EMC will extend service will be designated by an authorized field engineer. This location shall be the end or side of the building or structure adjacent to the corner closest to a pole from which the most reliable and economical service can be provided. Temporary service must be located consistent with pending permanent attachment. Failure to comply with this requirement will result in the consumer or builder having to relocate the service entrance or pay the additional estimated cost of the service extension.
2. Service entrance cable must be installed on the exterior surface of the building or structure unless enclosed in rigid conduit from the weatherhead to the meter base.
3. On those service entrances where a riser is not used, Carroll EMC will provide an eye bolt for the service drop attachment. The eye bolt can be picked up at Carroll EMC and installed by the consumer or their electrician.
4. Each service entrance installation shall be grounded in accordance with article 250 of the National Electric Code, including the use of 5/8" x 8' galvanized or 1/2" x 8' copperweld ground rod, or acceptable equivalent. The ground rod shall be driven a minimum of 2' away from the building and 1' below finished grade.
5. The responsibility of Carroll EMC for the wiring and all apparatus connected thereto or used thereon shall in no event extend beyond point at which its service drop conductors are attached to the weatherhead or service entrance conductors.
6. Each consumer shall cause all premises receiving electric services from Carroll EMC to become and remain wired in accordance with the specification and requirements of the National Electric Code, the State of Georgia and any applicable political subdivision thereof.
7. Any consumer or electrician doing electrical work on any facilities within the service area of Carroll EMC is requested to contact the Engineering Dept. of Carroll EMC before starting such work to obtain any special requirements or specifications that may apply.
8. The service entrance will not be enclosed or located under porches, carports, balconies, fire escapes, etc.

REV. DATE 10-02