

Questions? Be safe, not sorry.

800-521-2232

Duke Energy looks forward to providing you with reliable and efficient electrical service. This checklist outlines the steps to be completed before new or additional electric service can be installed.

Completing this list before you call to schedule service will help ensure prompt installation. If you have questions about anything on the checklist, or if you are planning an installation not covered below, please contact Duke Energy at 800-521-2232 to apply for service. We will be happy to explain these requirements or suggest other sources of help.

Please call Duke Energy to arrange pick-up of items we supply. Then, when you have completed the items on this checklist, call to schedule installation. Please allow a minimum of two weeks for us to schedule most installations. Large projects require additional notice.

We look forward to serving you!

Issuance of this brochure does not release the customer from responsibility to install, operate and maintain facilities in an approved and safe manner, nor does Duke Energy assume any duty to inspect such facilities or to otherwise determine their adequacy or condition.

Duke Energy may revise, without notice, the requirements outlined in this brochure. The customer is obligated to maintain their facilities in accordance with all applicable revised Duke Energy requirements.

All wiring installations must meet the requirements of the National Electrical Code, the National Electrical Safety Code, local codes and ordinances, and inspection authorities, as well as the terms and conditions of electric service of Duke Energy as approved by the Indiana Utility Regulatory Commission.

Equipment and wiring must not present a hazard to Duke Energy personnel, the customer or the general public.

Use of electric energy must not cause unreasonable voltage variations on the Duke Energy lines or disturbances to the service of other customers.

The decisions of local inspection authorities will override the information in this brochure concerning customer equipment. This does not include the location of the meter base.

Ownership of facilities shall remain with the party which supplied the facilities regardless of the party responsible for installation, except as otherwise agreed upon and indicated in writing and on file with Duke Energy. Maintenance of such facilities shall be the responsibility of the owner.

Stay away from power lines.



Checklist for Service Installation



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1. Dates for temporary or permanent service

Please plan ahead! After you complete this checklist, please notify Duke Energy promptly. Remember, we need at least two weeks to schedule service installation.

2. Address and site plan

Complete address or lot number:

If a site plan does not exist, please make a detailed sketch showing property lines; streets; easements; gas, water/well and sewer/septic lines; building layouts; streams; future buildings, pools, decks, and buried objects.

3. Description of electrical needs

Please provide the following information so we can estimate the electrical energy requirements of your facility:

Size of building _____ sq. ft.

Type of heat _____

Size of area to be heated _____ sq. ft.

Type of air conditioning _____

Size of air conditioning _____ tons

Water Heater: Electric Gas size _____ Gal.

Life Support Equipment

Other equipment with high electrical loads, such as welders, x-ray equipment, commercial refrigeration, grain dryers, motors larger than 1 horsepower, or pool equipment:

4. Easements

Customer may be required to provide an easement for electric service.

5. Permits or inspections

Some cities, towns and counties require permits and inspections prior to electrical connection. Please contact Duke Energy if you have questions about your situation.

6. Payment of installation costs

Duke Energy will notify you of any costs that may be incurred in providing electrical service to your property. Any costs for service must be paid prior to installation of facilities.

7. A clear right-of-way

The right-of-way (easement) and service route must be cleared of construction materials, dumpsters, dirt piles, trees, fences, etc. for Duke Energy equipment and personnel before installation can begin. (The service route is the area required for Duke Energy to run lines to your meter.)

8. Stake property lines

Stake all property lines so that Duke Energy can locate easements and/or service routes.

9. Meter base installation

Duke Energy will work with you to determine an easily accessible location for your meter base. The meter base should be located so that Duke Energy facilities do not have to cross over or under another structure, swimming pool, or property not owned by the customer. The meter base should be located on the structure at the point closest to the source of supply to avoid additional charges. **Meter base can not be located on the back of homes.** In addition, the meter base installation must be complete and approved by any required local authorities before Duke Energy can schedule your service connection.

10. Customer-owned facilities

Duke Energy will not be responsible for damages to customer's facilities (septic, water lines, etc.) that are not located and marked.

11. Final grade for the service route

(For underground installations only)

Service route needs to be within four inches of final grade before installation of underground facilities.

12. Installing conduit

(For underground installations only)

If you plan to install driveways, sidewalks, decks, landscaping, etc., you will need to install electrical conduit to protect conductors from physical damage. Please inform Duke Energy about such plans or contact us if you have questions about your situation.

The conduit must extend at least two feet beyond any surface.

Customer is responsible to protect shrubs, trees, grass and other landscaping during construction.

Duke Energy will backfill and mound trench route.