

## City of Austin

Austin's Municipally Owned Electric Utility

St. Elmo Service Center 4411-B Meinardus • Austin, Texas 78744 • (512) 505-7500

### Austin Energy Guidelines for Residential Services

Austin Energy has developed a guideline for electrical contractors to assist with the requirements of Austin Energy in relationship to the disconnection of electrical service and emergency outage procedures. The goal is to ensure that our Contractors and Austin Energy work together to provide safe, reliable and cost effective electric service to our customers and that Austin Energy customers will not go without power for an unreasonable length of time.

Austin Energy provides electrical contractors with two options for the disconnection of electric service on residential structures for the repair, upgrade or rebuilding an existing service. Electric contractors may cut the meter seal on single phase overhead services of 120/240V, 320SLR or smaller with any self-contained meters or socket based meters.

#### Licensed Electrician disconnects service:

- Electric contractor must obtain an electric permit to do the work. \*For emergency work an application for a permit must be submitted and purchased the next business working day.
- Electric contractor must contact the Austin Energy Spot and Conduit group to determine the point of attachment and identify the scope of work to be done. Ex. Tree trimming, (512) 505-7500. This is imperative.
- Electrician will be allowed to permanently re-connect electric service using AE approved terminations and re-install the electric meter.
- Electric contractor is responsible for scheduling an electric inspection with Planning and Development inspection department. (512) 974-2887 or (512) 480-0623.

#### Austin Energy disconnects service:

- Electric contractor must contact the Distribution dispatch office to schedule a disconnection of service a minimum of one day in advance. This does not ensure next day service. Appointments are first come first served. (512) 505-7620.
- Electric contractor must have an active electric permit, active electric account for address where work is to be performed, and any design work completed.
- Electric contractor must schedule with Planning and Development inspection department in advance of the scheduled outage to ensure and electrical inspector has reviewed the performed work.
- Same day reconnection of service must be received by 1:00pm to get guaranteed reconnection of service. If the release is after 1:00pm there is no guarantee of same day service.

- Austin Energy will not reconnect electric service without a green inspection sticker on the electrical equipment.

Exceptions:

The electrical contractor may pull the electric meter on underground services; 120/240V or 320 SLR or smaller with self-contained meters or socket based meters, however, Austin Energy will be responsible for cutting underground conductor.

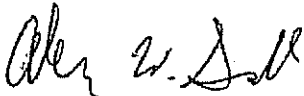
If the overhead electric service requires a relocation of the service the electrical contractor may need Austin Energy to cut the service loose or relocate it to an overhead construction loop. This will be determined by the Spotter.

The electric meter must remain on the job site at all times and the safe keeping of the electric meter from theft or damage becomes the responsibility of the electrical contractor.

Failure to comply with these guidelines may result in the revocation of the electric contractor's license as stated in the City of Austin Technical Code , Section 25-12-111 (code section adopting National Electrical Code, 2008 edition), Electrical Code, Section 80.37 Suspension and registration.

To notify Austin Energy of an Emergency or trouble call contact (512) 322-9100.

With Regards,



Allen Small  
Acting Distribution Director  
Austin Energy St. Elmo  
512-505-7111