Explain the Process of a Service Change

So you have decided to update your service! Good Choice! So what happens next?

The first thing we will do is acquire the appropriate Permits as required by the Codes covering your property’s location. We will then schedule a day to come and do the installation. Please keep in mind the cost of the Permit does not only cover the face value of the Permit itself. It also covers travel time to obtain it. the expertise to perform a “Residential Load Calculation” ( If required), and the time spent meeting with the Inspector at your job site. We are always on site in case the Local Inspector has any questions or needs clarification on how an installation was performed.

The first thing we will do is drop the power the your home, This will allow us to transition all the old out, and install the new in a safe and efficient manner. Most of the time we hook up temp power to the overhead lines to allow for AC power to operate our tools and charge batteries with. In the past homeowners have tapped into this temp flow of power to keep refrigerators or freezers going.

A normal overhead service change takes about 7 hours to install with two or three people working in unison to get it done. When all of the components are installed we will hook the electric back to your service lines so there is no lag in having the job done and having the power company come out to reinstall your service. If we are doing a service lateral (underground service). Duke will have to come out and do the hook up since it is unlawful for entities other than Duke to tap into their ground transformers or overhead service lines on their poles.  All that’s left is to have the Inspector stop by and sign off on the job after it’s done. Most jurisdictions allow for one year from the date the Permit is pulled until final Inspection. We prefer to get them done as soon as possible.

 After the Inspector signs off on the job they will send a “Meter Release” to Duke. This is the green light for Duke to come and install your permanent overhead lines and your permanent connectors. Normally they will not call you. They will show up and drop your lines and hook you back up when they can get to you. It may take anywhere from 3 to 30 days for Duke to do the change over. Please keep in mind Cullen Electric, nor your County Inspector can force Duke to operate in a pace faster then they do internally.  An underground service works in the same manner.