

Obtaining New Service



In order to proceed with new service installation, follow the following steps:

Step 1 – Meet with a TNMP representative to discuss electrical service requirements:

- Call TNMP to request a meeting with an engineering designer.
- The designer will inspect the desired location to determine what equipment is necessary to establish service.
- The designer will also discuss possible fees and charges associated with the new service. If applicable, the customer may be required to pay any contributions in aid of construction (CIAC).
- No work will be done or materials ordered until the CIAC has been paid.
- For underground service, ditching and installation of conduit will be done at customer's expense to TNMP specifications.
- TNMP must inspect the ditch and conduit installation prior to covering up the ditch.

Step 2 – Determine Load Information:

- Before the designer can begin the plans for new service, the designer must know the load information.
- The load information is an accurate record of the power requirements of the new service and can be compiled by an electrician.

Step 3 – Easement Information:

- TNMP may require an electric line easement from you before TNMP can install power poles on your property.
- If it is necessary to cross another landowner(s) property in order to deliver your service you will also have to secure an easement from each landowner.
- All easements must be completed before work can begin.

Step 4 – Landscaping Requirements:

- The customer is responsible for removing all trees, brush or limbs that obstruct access to construction. Refer to included drawing for a guideline.
- No construction work will occur until all obstacles have been removed.
- All limbs removed by TNMP will be left on site unless the customer requests limb removal which will be provided at an additional cost to the customer.

Step 5 – Meter Requirements:

- The customer is responsible for building the meter loop.
- The loop must be constructed in accordance with TNMP standards. **It is the customer's responsibility to call TNMP for an inspection after the meter loop is finished.**
- All inspection requirements apply to temporary meter poles as well as permanent installations.
- Please note that some cities require their own code enforcement inspections of meter loops. It is the responsibility of the customer to contact the city for such inspections.

Step 6 – Choosing a Retail Energy Provider:

- It is the responsibility of the customer to set up an account with a Retail Energy Provider.
- The State of Texas requires an Electric Service Identification Number (ESI ID#) for each meter location.
- After the meter loop passes inspection call TNMP to obtain an ESI ID#. You must have your ESI ID# when contacting your chosen REP.
- TNMP will send an energy technician to initiate service as soon as the REP issues a turn-on order.

Retail Energy Providers:
Phone: (866)797-4839
Website: www.powertochoose.org
(Note: Texas official contact REP site)