

Key Activity	Responsible	
	Cust	DPL
1. Submit application for electric service. Submit information and plans as specified in the application requirements section of this document	X	
2. Review completed application and associated plans, including Right-Of-Way requirements (ROW). Provide feedback to customer		X
3. Submit drawings per DPL's requirements for services greater than 600 amps	X	
4. Approve drawings for services greater than 600 amps		X
5. Install conduit, when required, in accordance with DPL approved drawing	X	
6. Develop design and forward service agreement to customer		X
7. Sign and return, required executed ROW documents, Residential Service Agreement and pay in full all applicable fees	X	
8. Ensure the Electrical Inspection agency submits electrical inspection to DPL	X	
9. Prepare site for service construction: <ul style="list-style-type: none"> • Clear all obstructions for service and grade to within 6" of final grade • Ensure property lines, easements, rights-of-way, waterlines, sewer lines, septic systems and septic reserve areas are staked and marked • Provide a safe substantial support for overhead service drop wires (Only applicable for existing overhead service upgrades) 	X	
10. Obtain easements and permits, as required	X	
11. Construct and energize service		X

Keep in Mind

- New or changed wiring and equipment must be installed in accordance with the National Electrical Code and DPL requirements. This work will require an electrical inspection and certification.
- For your safety and the safety of DPL crews, only authorized DPL employees and contractors are permitted to make and energize the connection between the customer's service entrance and the service connection location.
- The voltage, number of phases, load and type of metering that can be supplied depends on the existing power lines at or near the construction site.
- It is important that you notify your DPL representative if there will be any changes with the schedule of your project. Please be aware that any customer responsibilities not met could delay your project.
- For your safety, do not remove existing meters. Contact us to schedule a meter removal.
- If you are planning to install solar or other renewable energy equipment that will be interconnected to DPL's system, contact us at 866-634-5571 or gpc-north@pepcoholdings.com.

Call Before You Dig

Protect yourself and any workers or contractors on your property by calling 811 before you dig to find out where underground utility lines are located. This service is free and required by law at least 48 hours before any digging project can begin.



Resources

For more information about applying for new or upgraded electric service, visit our website at delmarvapower.com.

Here are some helpful links:

New Service Application:
www.delmarva.com/newservice

Approved Meter Sockets:
www.delmarva.com/approvedmetersockets

Electric Service Handbook:
www.delmarva.com/electricservicehandbook

Contact Us

Our engineering offices are open from 7:30 a.m. to 4 p.m. Monday through Friday.

Christiana District New Castle County, DE

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Phone: 302-454-4343
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Millsboro District Kent and Sussex counties, DE

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**APPLYING FOR
NEW OR UPGRADED
RESIDENTIAL
SERVICE**
DELAWARE



GETTING STARTED

Whether you are building a new home or upgrading your current electric service, we want you to know that we are here to help. This brochure is designed to help guide you through the application process and keep your project on track. For renewable energy applications (solar, wind, etc), please contact the Green Power Connection team at 866-634-5571 or visit our website at gtc-north@pepcoholdings.com.

The process for applying for new or upgraded electric service can be broken down into four phases:

- **Application Phase**
- **Design Phase**
- **Construction Phase**
- **Completion Phase**

Application Phase

In order for your project to get under way, we need some critical information from you. The requirements for new service are generally the same as for upgraded or relocated service, but some minor differences do apply. To ensure that our schedule meets your needs, please apply at the start of your project. Your application for electric service and site plan must be received at least 60 days prior to your need for electric service.

Use our checklists below to make sure you have everything in order before you submit your application.

New or Upgraded Residential Electric Service Application Checklist

- Exact location of the premises (house number (911 address), street, ZIP code and your 10 digit (5 #'s over 5 #'s) utility pole number or padmount transformer, if possible). Note that 911 address is required before the final meter can be set
- Name, telephone number and address of the person to be billed for service
- Name and telephone number of additional contacts such as the builder or electrician
- Date electric service is required

- Expected date of the Electrical Inspection from the local Electrical Inspection Agency
- Size and type of electrical load and any special load requirements
- Voltage requirement (120/240 volts is considered normal)
- Requested meter size (200 amp, 320 amp or 400 amp) and location, overhead or underground (existing and proposed)
- Scaled, detailed site plans should include the house location, square footage, future additions, decks, pools, garages, etc., sewer lines/ septic reserve areas, and water/well locations
- For services greater than 600 Amps, please contact your local DPL District Office

Additional Checklist for New Service

- Kilowatt size of major appliances (e.g., electric heat, air conditioning, stove, water heater, etc.)
- Approved recorded plat(s) with proposed meter locations
- If you should need temporary service (where available), there is a minimum charge of \$150 in advance

Additional Checklist for Upgraded or Relocated Service

- Identify and submit existing and additional load required
- For voltage change requests contact the local District Office

Now that you have gathered all of your information, it is time to submit your application. To obtain an application form or apply online, go to delmarva.com/business/requests/ and select "Apply for New or Upgraded Service Connection" or call us at:
302-934-3357 Kent and Sussex counties, DE
410-860-6295 Delmar, DE ONLY
302-454-4343 New Castle County, DE

Design Phase

Next, a DPL representative will review your application and assign your job a work request number. We will contact you if there are any questions or if additional information is required.

Once your application is approved, the DPL representative will inform you that the Design Phase is under way. A DPL designer will develop your site-specific design plan and contact you by phone, email or letter with an estimated construction fee.

Fees

There is no service charge up to the first 300 feet using a straight line from the nearest DPL equipment located on your property to the nearest corner of your house. Any additional service length will be charged at \$7 per foot. Your actual service charge will be provided in a written service agreement letter.

For upgraded electric service, there is normally no charge if the location of the service connection and the type of service remain the same. If you are requesting a different type of service and/or in a different location, a DPL representative will provide the associated fees when the design process is completed.

Please refer to PHI's Electric Service Handbook for specifics related to residential services, and refer to DE Public Service Commission approved tariff for service connection fees. Both can be found on our website at www.delmarva.com. After you receive your cost estimate from DPL, use this checklist to complete the Design Phase.

Design Checklist

- Sign and return Service Agreement
- Pay all service connection fees
- Ensure the Electrical Inspection agency submits electrical inspection to DPL

Construction Phase

After the design phase is completed, a District Service Coordinator will contact you to inform you that construction work can begin. Use the following checklist during the Construction Phase.

Construction Checklist

- Clear all obstruction at the service connection location. The cable path on your property must be clear of all obstructions for a width of ten (10) feet and be within six (6) inches +/- of final grade
- Ensure property lines, easements, right-of-ways, water lines, sewer lines, septic systems, and septic reserve areas are staked and marked along the cable path. Any private underground facilities (sprinkler systems, drainage pipes, security systems, landscape lighting, etc) should NOT be installed until DPL's equipment installation is complete
- Paving, final grading and landscaping, should not be completed until DPL has installed our facilities. If any paving, grading, seeding, sodding or landscaping is damaged during installation, DPL will not be responsible for any damages or repairs. As an alternative, the customer may install conduit under any obstructions. DPL must approve the size and location for the conduit before installation
- Provide a safe and substantial support for overhead service drop wires
- Ensure all meter boxes are installed and inspected

Completion Phase

Your work is complete and it is time to turn on your service. A DPL approved crew will complete installation of your residential service, set the meter, and energize your service.

Meter Requirements

Here are some guidelines regarding your metering equipment:

- Metering equipment must be located on an exterior wall of the structure being serviced (preferably the wall closest to DPL's facilities).
- The top of the meter glass can be no more than 6 feet above final grade and no less than 3 feet above final grade
- At least 3 feet of unobstructed space in front of the meter must be provided at all times
- Meter sockets can be installed only on the finished outside wall surface