

Your new service is installed. Now what?

- You will receive your first energy bill approximately four weeks after your installation is complete.
- Your bill will include a facilities charge beginning the day the natural gas and/or electric meter is installed, whether or not natural gas and/or electricity is being used.
- After you receive your first bill, you can manage your account online. Pay your bill, view your billing and payment history, report an outage and much more.
- Visit wisconsinpublicservice.com to learn more.



Questions?

If you have questions about your new service not answered here or online at www.wisconsinpublicservice.com/home/new_service.aspx, please call us at **800-242-9772**.



Submit your service application and site sketch/liability waiver form to:

Email:
newserviceinstallation@wisconsinpublicservice.com

Mail:
ATTN: New Service Installation, D2
Wisconsin Public Service
P.O. Box 19001
Green Bay, WI 54307-9001

Fax: 866-430-6021

Digging

Diggers Hotline (Wisconsin)
811 or 800-242-8511

Miss Dig (Michigan)
811 or 800-482-7171

24-Hour Customer Service
800-450-7260



Welcome to your new home

Your guide for new construction service installation



Welcome to Wisconsin Public Service

We look forward to working with you to provide electric and/or natural gas service to your new home. Because building a new home or renovating an existing home requires much work and coordination, we want to make your installation as easy as possible. That's why it's important to involve us early in your project.

This booklet provides an overview of the steps we'll take together to install your new service. It also provides you with a checklist to track your job's progress. We both have important roles to play to get your service installed on time and to your satisfaction.

As part of this packet, you'll find a new residential service application and property site sketch/liability waiver form. Your first step is to complete the application and return it along with the site sketch/liability waiver. If available, include a certified plat of survey and copy of the elevation plan that shows door and window placement.

Note: Missing information and required documents may result in service installation delay. We will work closely with you to keep you informed of what is needed and what to expect.

We look forward to serving you with safe and reliable energy.

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New service checklist

As you can see from the checklist below, we both have roles in installing your new service.

Customer

- Submits application with property site sketch and liability waiver and, if available, a certified plat of survey

WPS

- Confirms application is complete
- Designs new service
- Mails cost letter, with contract (if applicable)

Customer

- Sends in payment and contract (if applicable)
- Prepares the building site, which includes:
 - Locate and mark any private facilities or obstacles
 - Clear a 10-foot-wide path along service route
 - Grade to within 6 inches of final elevation along service route
 - Install meter socket at agreed-upon location and obtain inspection (electric)
 - Mark exact location of natural gas meter placement

- Notifies WPS site is ready

WPS

- Applies for permit
- Schedules service installation

Customer

- Maintains building site until service installed, which includes:
 - No obstructions placed along route (lumber, equipment or soil piles)
 - No changes to grade
 - No changes to agreed-upon meter location

Potential impacts

What things could delay my project?

- ✓ Required customer paperwork not received
- ✓ Incomplete application (missing load and equipment data, plat of survey or site sketch, etc.)
- ✓ Inspection
- ✓ Failure to mark private underground facilities or obstacles
- ✓ Site conditions or site not ready
- ✓ Rocky terrain
- ✓ Weather
- ✓ Emergency repairs or outages
- ✓ Permitting
- ✓ Environmental or historical considerations
- ✓ Easement (if applicable)



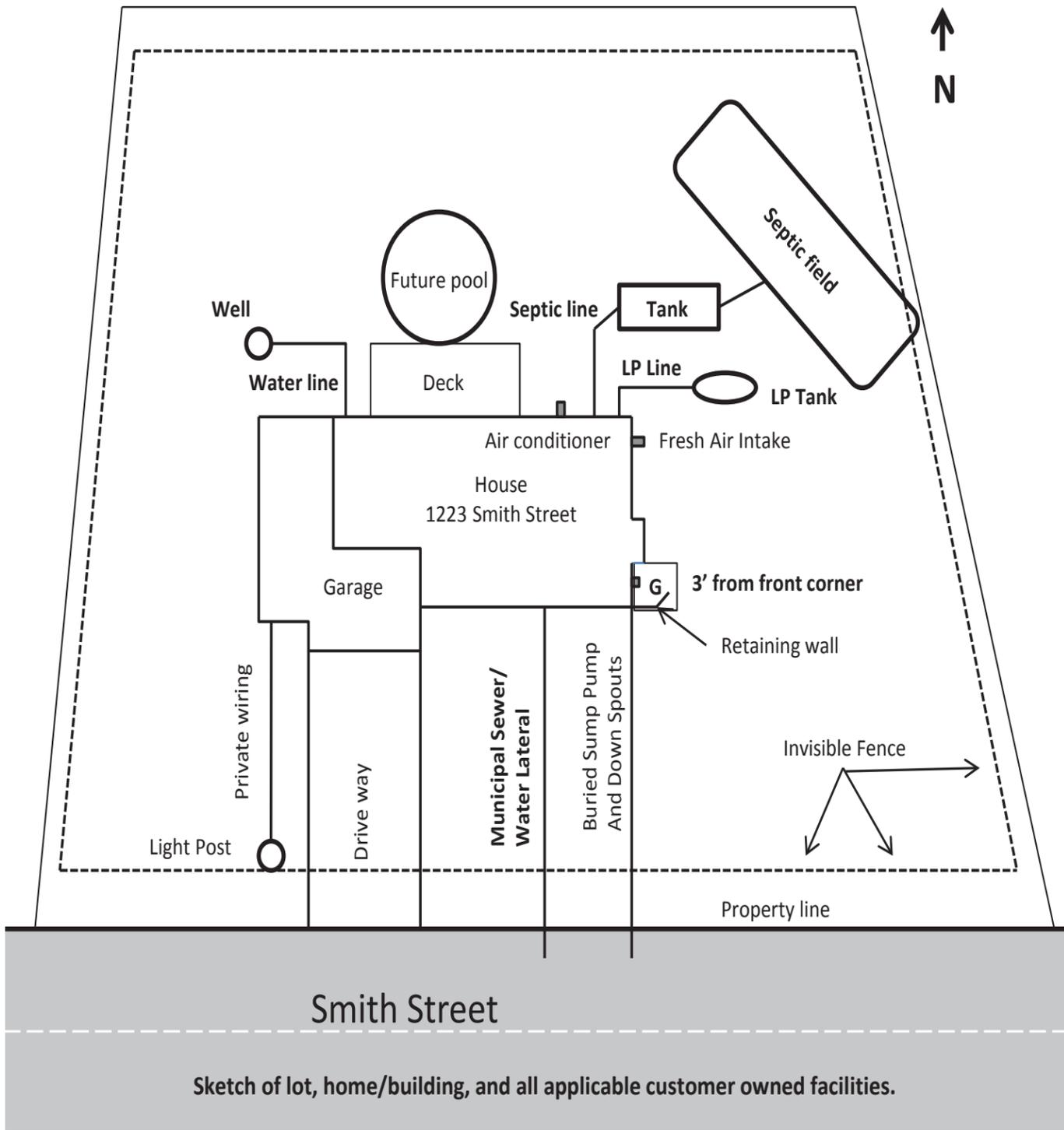
For more information, visit www.wisconsinpublicservice.com/home/new_service.aspx



Working together to keep your project on track

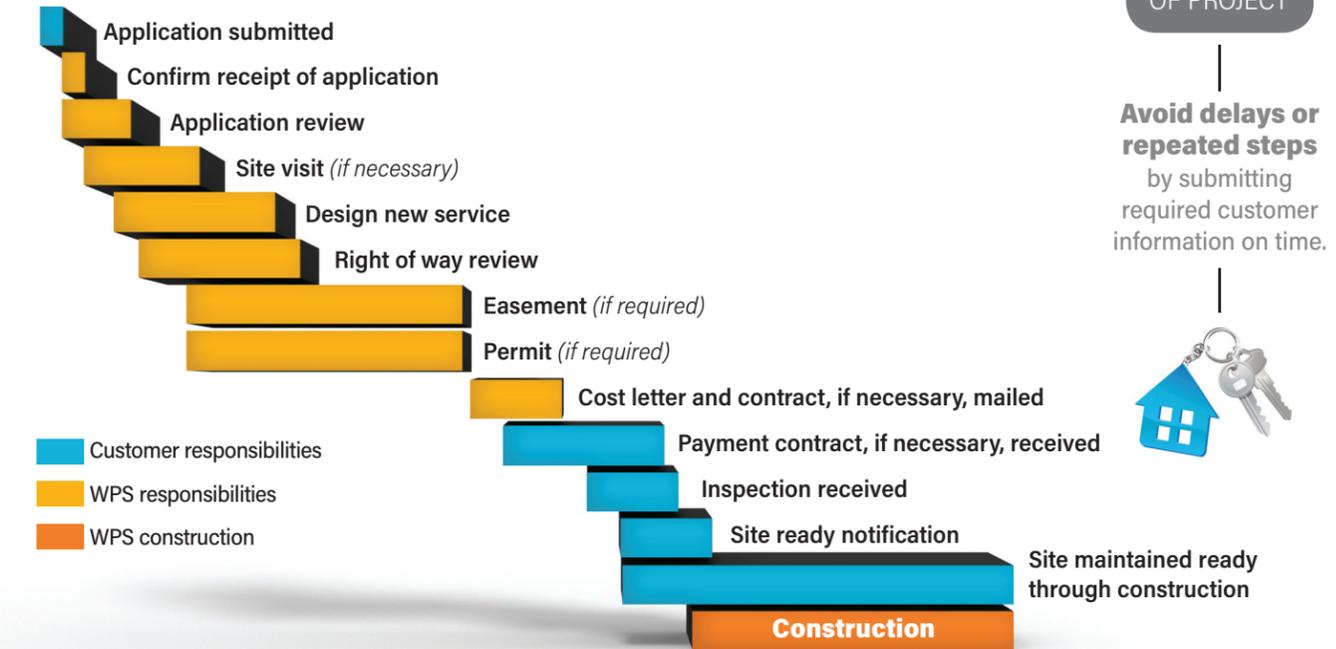
We both have important roles to play to get your service installed on time and to your satisfaction. We pledge to communicate with you throughout the process, and we ask that you communicate with us when your site is ready for service or if you make any changes.

Example site sketch



Please complete and return this form to:
Wisconsin Public Service - New Service Installation Team - P.O. Box 19001 - Green Bay, WI 54307-9001
 Phone: 800-242-9772 • Fax: 866-430-6021 • Email: newserviceinstallation@wisconsinpublicservice.com
 Website: www.wisconsinpublicservice.com

New service process steps



Application and installation steps

Involve us early in your new construction project so that we can successfully meet your timeline.

Step 1 - Application
 Submit a new service application with site sketch and liability waiver (at least 90 days prior to date natural gas and/or electric service is required). If available, include a certified plat of survey.

Step 2 - Receive confirmation
 We will confirm that we've received your new service application. If we need additional information to process your request, we will let you know.

Step 3 - Site visit
 Once all required information is received and verified, we will complete a site visit, if necessary.

Step 4 - Design
 A cost letter and contract, if necessary, are mailed to you.

Continued on next page



Electric and natural gas construction property site sketch and liability waiver

Customer name: _____ Contact number: _____
Service address: _____ City, State: _____

Location of customer-owned facilities – Customer is required to sketch all of the following information in the property site sketch area below – see next page for an **example** site sketch.

- Desired meter location - electric and/or natural gas.** Indicate with “E” and “G” with footages from nearest corner of building.*
*Natural gas meter location needs to be a minimum of 3’ from the electric meter, any electrical wiring and components, operable windows, intakes and exhaust vents. Refer to our natural gas and electric service manual for clearance information
- Water.** Show current and proposed municipal water lines or private well. Include connecting pipes to the building.
- Sewer.** Show current and proposed municipal sewer lines or private septic system. Include connecting pipes to the building.
- Propane (LP)** – Show current and proposed tanks and connecting fuel lines.
- Other above-ground and underground facilities.** Show current and proposed facilities including:
 - Private underground wiring
 - Private cable/satellite systems
 - Invisible fences
 - Private outdoor lighting
 - Sprinkler systems
 - Air conditioning units
 - Fresh air intakes
 - Retaining walls
 - Drain tile/down spouts/sump pump lines
 - Geothermal heat pumps and lines
 - External wood furnace and lines
 - Decks, patios, swimming pools, outbuildings

PROPERTY SITE SKETCH Check here if no existing or future private facilities on the property/site.



At construction time, all existing or proposed private underground facilities must be marked or exposed before service can be installed.

Construction authorization/underground damage liability waiver:

I certify that I own or am the authorized representative of the owner of the property of the service address indicated on this property site sketch, and that I have read and understood the above statement regarding markings and/or exposing all private underground facilities. I furthermore agree to hold Wisconsin Public Service and/or its agents harmless for any damage to private underground facilities that occurs during the installation of natural gas and electric service as a result of failure on my part to ensure that the private underground facilities on this property have been adequately marked and/or exposed.

Signature: _____ **Date:** ____ / ____ / ____

Design considerations

Depending on the job, all applicable requirements must be completed before we schedule installation.

- **Right of way.** If your job requires obtaining easements, we must determine a path that is acceptable to all parties (including third parties where required). A signed authorization approving the easement is required.
- **Environmental.** Wetlands, waterways, threatened or endangered species, cultural or historical resources, or hazardous spills or materials will delay the project, as permits would need to be requested and approved.
- **Permits.** Municipal, county and state permit requirements as well as environmental concerns (*mentioned above*) can impact the installation timeline.

Permits can take 8 weeks or more

Step 5 - Scheduling requirements

We require the following before scheduling construction:

- **Payment** (*if applicable*)
- **Signed contract and/or easement** (*if necessary*)
- **Inspection** (*electric only*) – an inspection form must be received from the municipal inspector confirming that your customer-owned equipment is wired correctly.

Your project can be delayed if these requirements are not met or the site is not ready upon arrival.

The construction timeline begins at this step, which means *installation will be approximately three weeks from this point.* Larger jobs could be longer.

Scheduling for construction

Step 6 - Scheduling

When all scheduling requirements are received, we schedule your job.

Step 7 - Outage coordination (*electric only*)

Sometimes installation work requires an outage for other customers served from the same distribution system. When this occurs, we attempt to coordinate the outage to minimize impact. Some outages require considerable coordination.

Step 8 - Energizing service

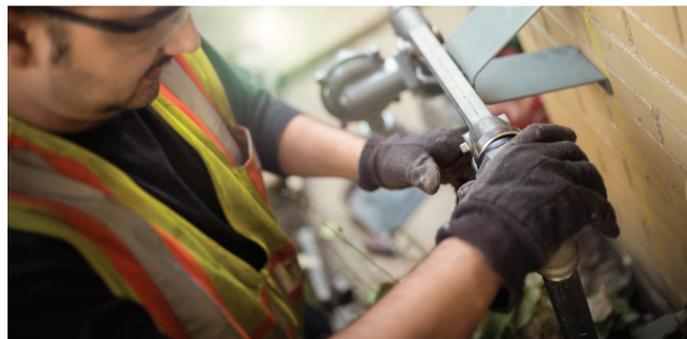
We install a meter and energize service when all work is completed. The energize date will follow the construction completion date by a few days.

Step 9 - Lawn and pavement repair

To allow for natural settling, repair work typically begins a minimum of three weeks after the work is completed. The timeline may be extended by:

- Inclement weather.
- Other work activities in the same area, such as road widening, road resurfacing, municipal sewer or water work, etc., that make it necessary to coordinate efforts and delay repair. Let us know if you are aware of any planned municipal work.
- Trenching construction that requires a longer time to settle. Repair work is planned about six weeks from the trench-backfilling date.
- When weather conditions (typically winter) prohibit repair activities for the season, restoration will be completed in the spring.

Road weight restrictions, weather conditions and repair work backlog from the previous year are factors in repairing surfaces.



Ready for service requirements

Complete the following prior to scheduling

- ✓ Locate; mark with stakes, spray paint or flags; or expose any private buried obstructions or underground facilities (well, septic/mound system, drain tiles, underground sprinkler systems/yard lights, private underground electric lines). Let us know about any proposed decks, pools or other structures.
- ✓ Clear a minimum 10-foot-wide path along the service route from the property line to the meter location on the building. Dirt piles and construction materials cannot be in the way. Dumpsters also cause a delay.
- ✓ Prepare the ground around the building and along the service route to within 6 inches of final grade.
- ✓ Mark exact location with flag, stake or spray paint to identify where the meter will be placed. (*natural gas*)
- ✓ Install meter socket at agreed-upon meter location. Applies to both underground and overhead service. (*electric*)

If the site is not ready when we arrive to install service, your timeline for service may be significantly delayed.

Winter construction charges

Colder months require winter construction charges because:

Site conditions

- Mud, ice and frost make it harder to move equipment around.

Working conditions

- Shorter daylight hours leave less time for crews to work.
- Snow, ice, mud and salt cause additional wear and tear on equipment and vehicles.

Weather conditions

- Colder temperatures, as well as snow, rain, sleet and brisk wind chills, make schedules less predictable.

To avoid these charges, we offer two installation options:

Option 1: Apply on or **before Oct. 14** and be site ready on or **before Nov. 14**.

OCT.
14

OR

Option 2: Request your electric and/or natural gas facilities to be scheduled for installation during the weeks **following March 31**.

MARCH
31

**PLAN
AHEAD**
TO AVOID
WINTER
CONSTRUCTION
CHARGES



Marking private underground facilities, natural obstacles and future structures

You must mark any of your private underground facilities or obstacles that we need to take into consideration.

Common underground facilities

- Septic
- Well
- Sewer lateral
- Drain tile
- Customer-owned cable
- Underground tank/fuel lines
- Invisible dog fence
- Sprinkler system

Common obstacles (under/above ground)

- Rock
- Wetlands/creeks
- Steep hill
- Trees
- Retaining wall
- Yard lighting

Facilities and obstacles you own must be identified on (a) your plat of survey or site sketch and (b) the property itself by using flags, stakes or water-resistant spray paint. Failure to do so can result in delays and/or damage to your facilities. Note: WPS and/or its agents are not responsible for damage to your facilities that are not properly marked before our work begins.

Future plans

You may have plans to build a shed, install a pool, erect a fence or plant trees. Make sure you keep those plans in mind and mark them now. When considering what you may do in the future, remember to:

Look up.

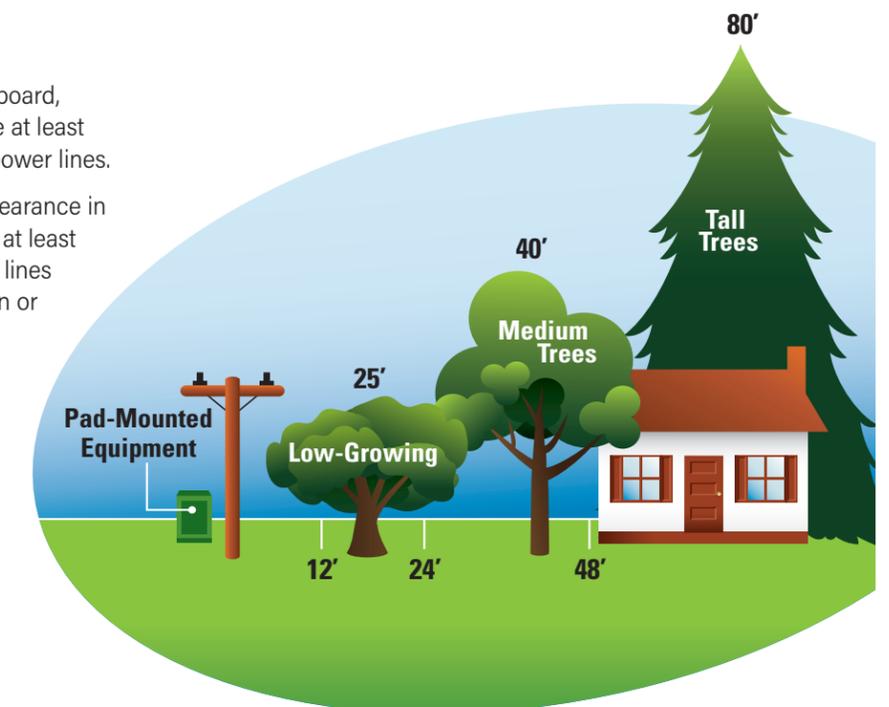
Horizontal clearance. Any pool wall, diving board, observation deck, tower or platform should be at least 10 feet away horizontally from any overhead power lines.

Vertical clearance. Have a least 25 feet of clearance in any direction from a pool water's surface and at least 17 feet of clearance between overhead power lines and a diving board, platform, slide, observation or patio deck. Never place a pool directly under power lines.

Look down. Underground wires and natural gas facilities should be at least 5 feet from your pool or the edge of your deck.

Look around. Be sure not to block pad-mounted equipment, natural gas or electrical meters, well heads, or cable TV boxes with your new construction. Pools or decks too close to utility equipment could be damaged during required repairs and could delay service restoration. Obstructions should not be placed within 10 feet of this type of equipment.

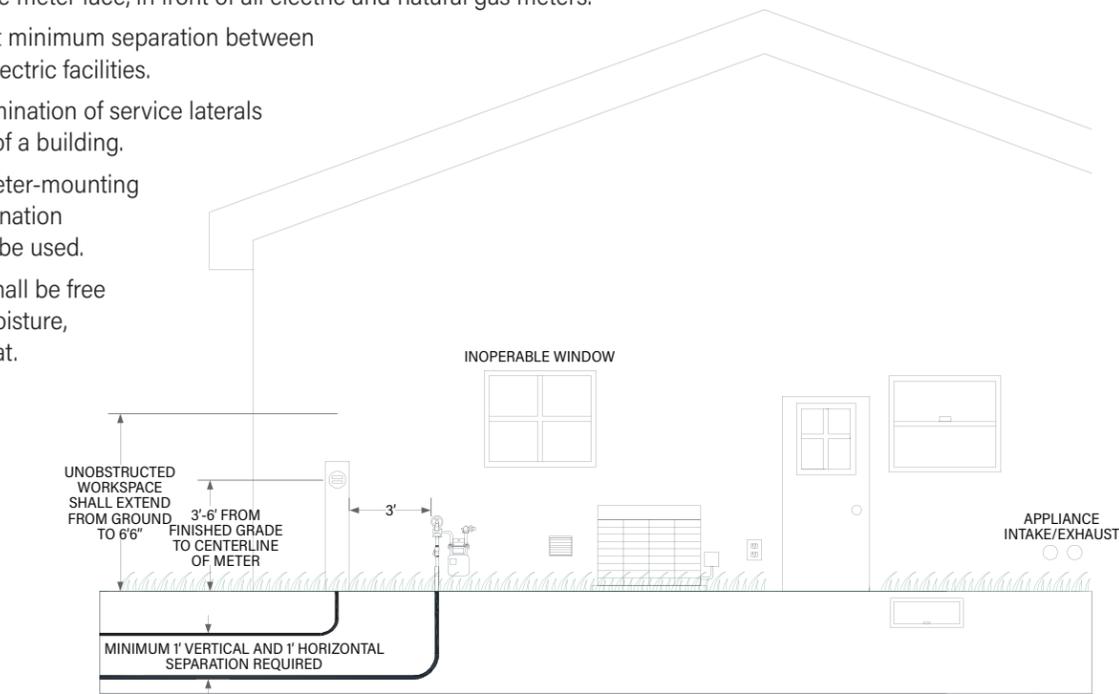
Tree planting. While well-placed trees can help conserve energy and add to the appearance of your home, a tree in the wrong place can be harmful. Remember, the small tree you plant today will increase in size. Make sure you give the tree adequate room to grow. Never plant trees with a mature growth height of greater than 25 feet directly below overhead power lines. Trees reaching 25 to 40 feet in height should be planted at least 30 feet from power lines. Trees growing to more than 40 feet should be located at least 50 feet from power lines.



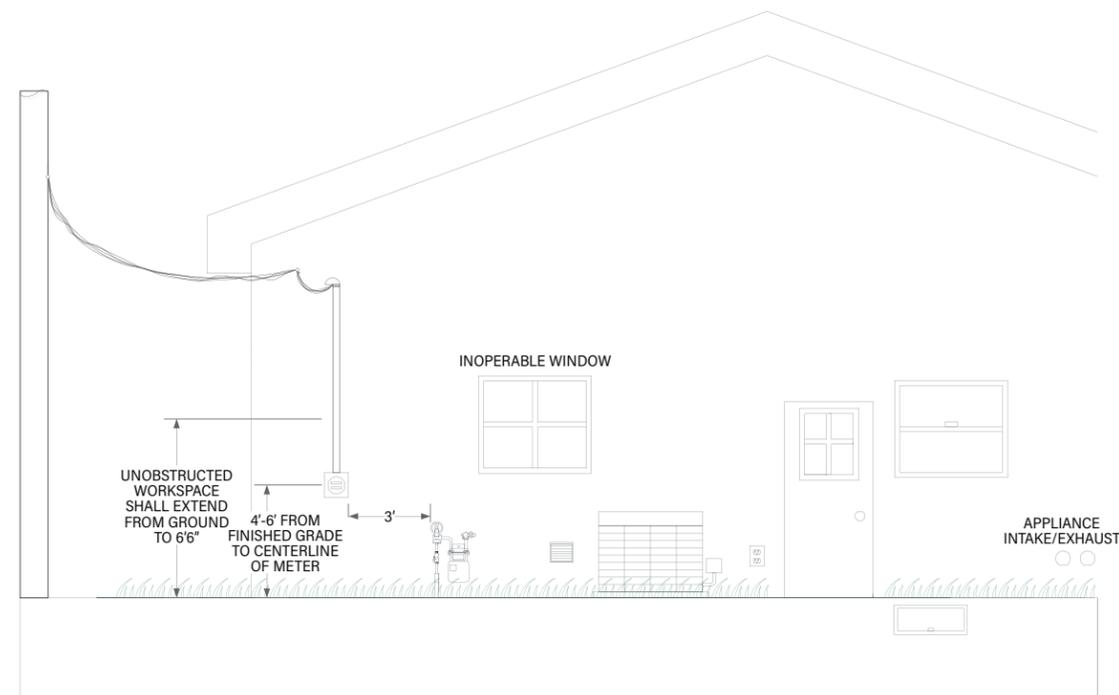
Electric meters

- The National Electric Safety Code requires an unobstructed working space that extends from the floor or ground to a minimum height of 6 feet, 6 inches. For electrical equipment mounted higher than 6 feet, 6 inches, this space shall extend to the top of the equipment.
- For underground service laterals, the centerline of all meters shall be between 3 and 6 feet from the finished grade.
- For overhead service drops, the centerline of all meters shall be between 4 and 6 feet from the finished grade.
- There shall be a minimum distance of 3 feet of unobstructed working space, measured from the meter face, in front of all electric and natural gas meters.
- We prefer a 3-foot minimum separation between natural gas and electric facilities.
- The preferred termination of service laterals is on the outside of a building.
- Only approved meter-mounting devices and termination equipment are to be used.
- Meter locations shall be free from excessive moisture, vibrations and heat.

Underground electric service



Overhead electric service



Natural gas meters

- The National Fuel Gas Code (NFPA 54), manufacturer guidelines, and industry best practices require certain clearances be maintained from the natural gas meter assembly to sources of ignition, air intakes, windows/doors, structures, etc.
- We prefer a 10-foot clearance from the natural gas meter assembly in the cases of sources of ignition and air intakes, including doors and windows.
- If a 10-foot clearance is not practical, a 3-foot clearance is the minimum distance that must be maintained.
- Windows that cannot be opened are exempt from clearance requirements.
- The assembly shall not be located directly below exhaust vents that may produce condensation that can drip on to the meter assembly.
- In unique situations where these requirements cannot be met, your service representative will discuss options with you.

