Welcome to your new home

New construction service installation guide

We look forward to working with you to provide electric and/or natural gas service to your new home. We want to make your installation as easy as possible.

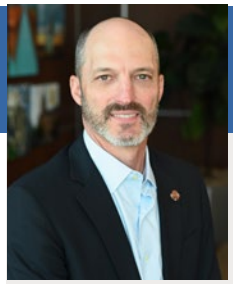
This booklet provides an overview of the steps we'll take together to install your new service.

WPS®

Energy you can depend on

240036-01-GJ

Commitment to our customers



Congratulations on your new project. We look forward to working with you and are committed to providing the safe and reliable energy service we know you depend on.

After you submit your application, you will be assigned a Wisconsin Public Service representative who will guide you through the project. I encourage you to become familiar with this guide — and download or print it for easy reference. There's a checklist of the steps involved, and it features important phone numbers you'll want to keep on hand. I think it will be a valuable resource as you work with your representative to get your project energized.

My team is here to support you and everyone involved in this process so it goes smoothly.

Mike Hooper
President — Wisconsin Public Service
414-221-4991
Hooper_Newservice@wisconsinpublicservice.com

Important numbers:

24-Hour Customer Service
800-450-7260

New service inquires
800-242-9772

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

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

Applying for new construction service

1. You'll find the application for new service and a copy of this guide at **www.wisconsinpublicservice.com/services/new-service**.
2. Read over the checklists and timelines with your contractor.
3. Fill out the application with your builder and/or contractor. This is critical in determining the correct service size.
4. Submit application with property site sketch and liability waiver and, if available, a certified plat of survey.

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

Email:
newservice@wisconsinpublicservice.com

Mail:
New Service Installation
Wisconsin Public Service
PO Box 19001
Green Bay, WI 54307-9001

Fax:
866-430-6021

When we receive your application, you will receive a confirmation email.

Checklist for new service installation

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.

Customer

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

WPS (3-4 weeks)*

- ❑ Confirms application is complete
- ❑ Designs new service
- ❑ Applies for permit
- ❑ Mails cost letter, with contract and/or easement (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 base at agreed-upon location and obtain inspection (electric)
  - Mark exact location of natural gas meter placement
- ❑ Finalizes inspections and/or wiring card
- ❑ Notifies WPS site is ready
- ❑ Alert WPS representative if any additional changes are needed

WPS (2 weeks)*

- ❑ Schedules service installation

Customer

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

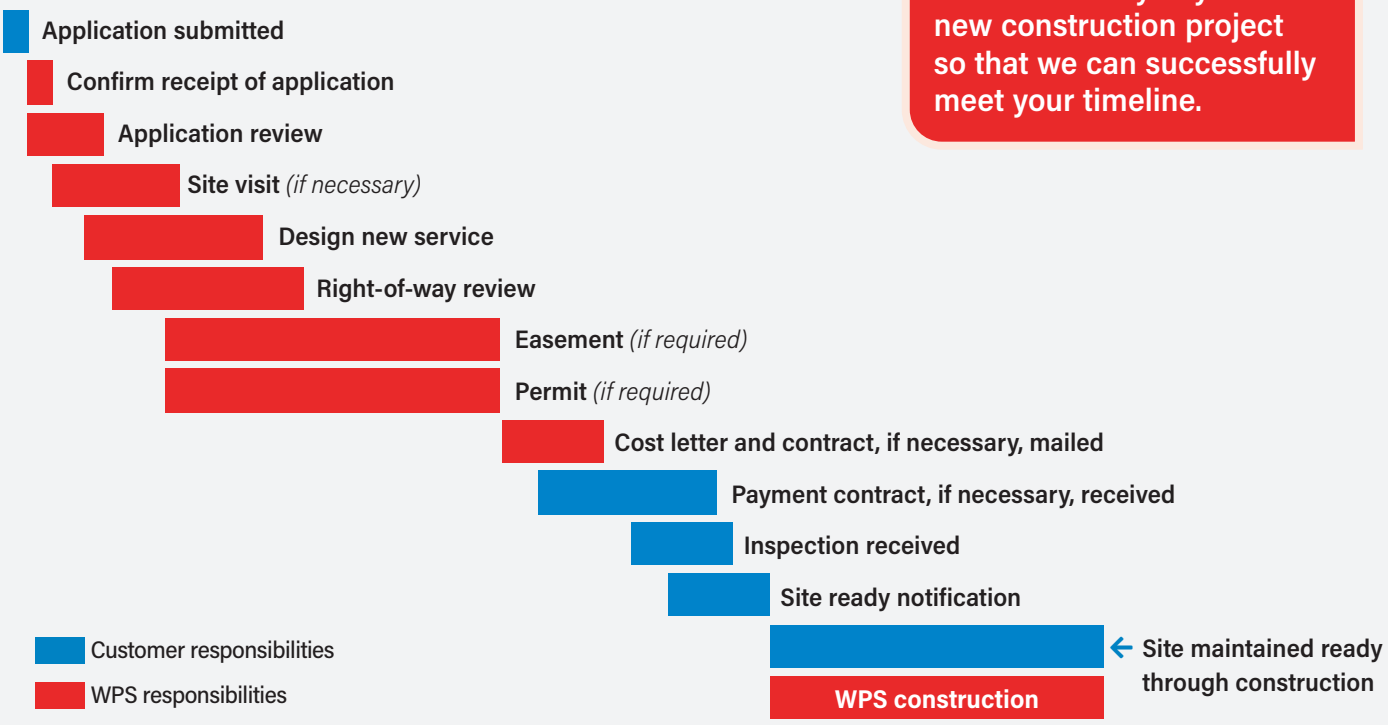
What things could delay my project?

- ✔ Required customer paperwork not received
- ✔ Incomplete application (missing load and equipment data, plat of survey or site plan, 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
- ✔ Easements (if applicable)
- ✔ Land survey
- ✔ Material shortages

***Timeline may vary (longer or shorter) based on complexity of the project and the impacts listed on the right.**

Application and installation overview

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.

Involve your builder and/or electric and HVAC contractors when completing the electric and/or gas requirements section of the application. This data ensures correct service size. Include a copy of your elevation plan illustrating door and window placement.

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.

Design considerations

Depending on the job, all applicable requirements must be completed and can impact your project timeline.

- **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 by the landowner.
- **Environmental.** Wetlands, waterways, threatened or endangered species, cemeteries, 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

Scheduling for construction

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 emailed to us 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. (Site ready requirements on page 6)

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

Continued

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. We will notify you when this is done.

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 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.

Winter construction charges

Colder months require seasonal charges because:

Site conditions

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

Working conditions

- Shorter daylight hours, less time for crews to work.
- 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:

OCT. 14

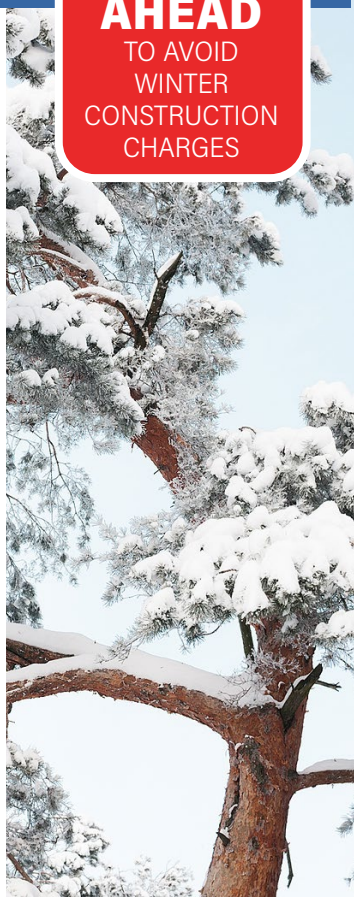
Option 1: Apply on or **before Oct. 14** and be site ready on or **before Nov. 14**.

OR

MARCH 31

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

Contact your WPS representative for an estimate during seasonal work.



Site ready requirements

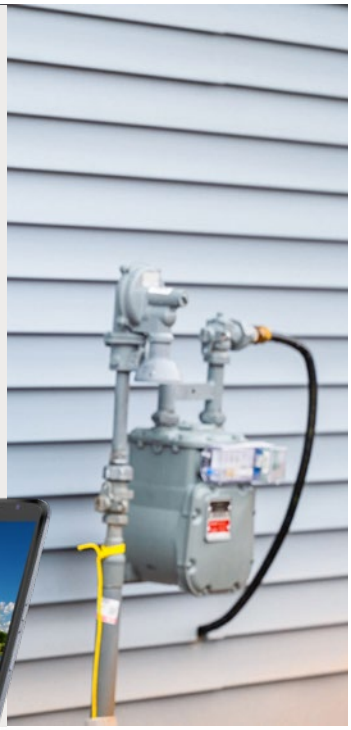
All items must be complete prior to scheduling

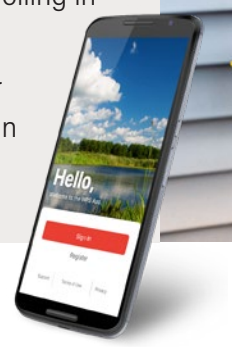
- ✔ Locate; mark with stakes, spray paint or flags; or expose any private buried obstructions or underground facilities (well, septic/mound system, drain tiles, underground sprinkler systems/yard lights, private underground electric lines). Let us know about any proposed decks, pools or other structures.
- ✔ 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.
- ✔ Desired meter location must be marked on a foundation wall or a built/framed wall with a flag, stake or spray paint. *(natural gas)*
- ✔ Install meter base 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.

Using your new service

- You will receive your first energy bill approximately four weeks after your installation is complete.
- Your bill includes a customer charge and it begins 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, get money-saving tips personalized to your home and much more by enrolling in My Account.
- Text WPS to 91924 to download our app. Opt in for notifications so we can quickly assist you during an outage or with your energy service.





Marking private underground facilities, natural obstacles and future structures

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

Common underground facilities

- Electric
- 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

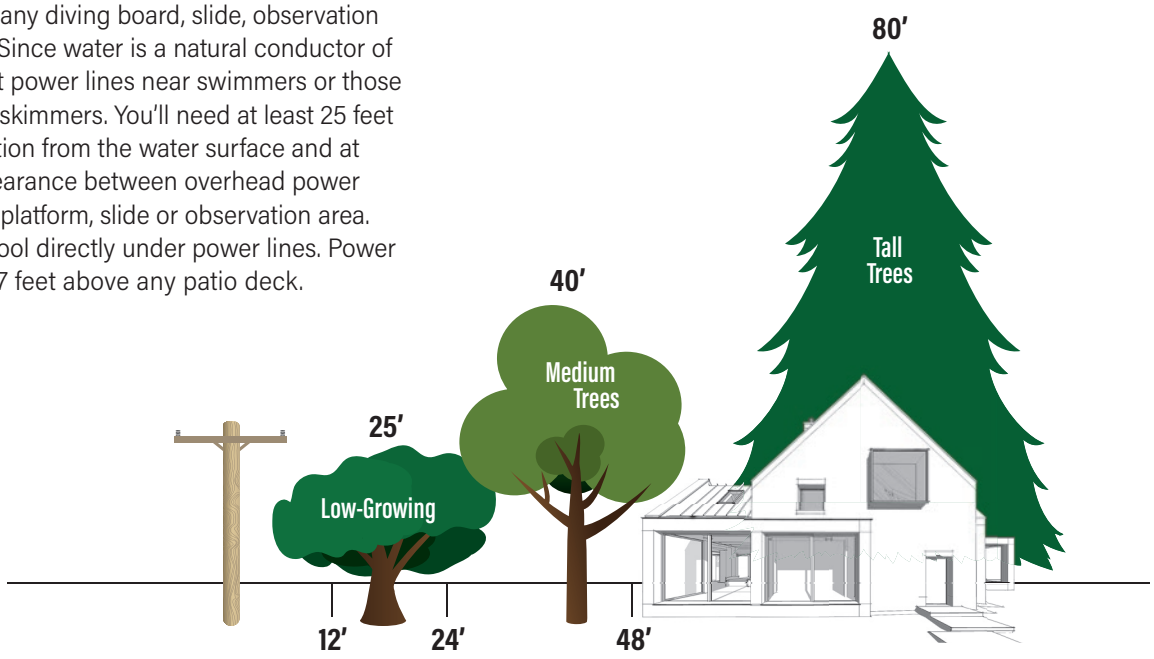
These customer-owned facilities and obstacles must be identified on (a) your plat of survey or site plan and (b) on the property itself by using flags, stakes or water-resistant spray paint. Failure to do so can result in delays and/or damage to your facilities. Note: WPS and/or its agents are not responsible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

Future plans

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

Look up. Examine where overhead power lines are – they should be at least 10 feet horizontally away from the inside wall of your pool and beyond any diving board, slide, observation stand, tower or platform. Since water is a natural conductor of electricity, you don't want power lines near swimmers or those using long-handled pool skimmers. You'll need at least 25 feet of clearance in any direction from the water surface and at least 17 feet of vertical clearance between overhead power lines and a diving board, platform, slide or observation area. Always avoid placing a pool directly under power lines. Power lines should be at least 17 feet above any patio deck.

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 of 50 feet from power lines.