

# SERVICE STANDARDS



SERVICE	LCEC ENGINEERING	LCEC CONSTRUCTION	GOV INSPECTION NEEDED	PROCESS
New service for single-family residences with existing overhead infrastructure	<p><b>5</b></p> <p>Calendar days from receipt of job to when it is released to Construction</p>	<p><b>19</b></p> <p>Calendar days to complete construction from the engineering release date or the government inspection receipt, whichever is later</p>	Y	<ol style="list-style-type: none"> <li>1) Customer completes application for service.</li> <li>2) A service order is entered by LCEC.</li> <li>3) The job is designed.</li> <li>4) The job is released to construction for scheduling and held until the government inspection is received.</li> <li>5) Once the inspection is received, the job is scheduled and constructed.</li> </ol>
New residential service that is either 1) permanent underground service requiring a temporary overhead pole during construction or 2) permanent overhead service where no electric facilities exist but a primary extension is not required.	<p><b>30</b></p> <p>Calendar days from receipt of job to released to Construction. (Note: Calendar days begin AFTER receipt of required permits, easements, CIAC payment, surveys, or other required documents or fees)</p>	<p><b>27</b></p> <p>Calendar days to complete construction from the engineering release date or the government inspection receipt, whichever is later</p>	Y	<ol style="list-style-type: none"> <li>1) Customer makes application for service.</li> <li>2) A service order is entered by LCEC.</li> <li>3) The job is designed by a Distribution Designer.</li> <li>4) A designer determines if permits, easements, or CIAC are needed.</li> <li>5) The job is on HOLD until all the permits, easements, and CIAC are received.</li> <li>6) The job is scheduled for construction when released from engineering and the government inspection is received.</li> </ol>
Temporary to permanent underground service where existing temporary new service will be replaced by a permanent underground service.	<p><b>15</b></p> <p>Calendar days from receipt of job to when it is released to Construction</p>	<p><b>27</b></p> <p>Calendar days to complete construction from the engineering release date or the government inspection receipt, whichever is later</p>	Y	<ol style="list-style-type: none"> <li>1) Customer makes application for service.</li> <li>2) A service order is entered by LCEC.</li> <li>3) The job is designed by a Distribution Designer.</li> <li>4) A designer determines if permits, easements, or CIAC are needed.</li> <li>5) The job is on HOLD until all the permits, easements, and CIAC are received.</li> <li>6.) The job is scheduled for construction when released from engineering and the government inspection is received.</li> </ol>
A new security light request from a residential or commercial customer with an overhead electrical service. Light will be placed on existing pole.	<p><b>15</b></p> <p>Calendar days from receipt of job to when it is released to Construction</p>	<p><b>19</b></p> <p>Calendar days from the engineering release date to when construction complete</p>	N	<ol style="list-style-type: none"> <li>1) Customer requests a new streetlight.</li> <li>2) A service order is entered by LCEC.</li> <li>3) The job is designed.</li> <li>4) The job is released to Construction.</li> <li>5) Construction begins.</li> </ol>
A streetlight repair requested by a customer for district lights or security lights		<p><b>5</b></p> <p>Calendar days from the receipt of the order to when construction complete</p>	N	<ol style="list-style-type: none"> <li>1) Customer requests streetlight repair.</li> <li>2) A service order is entered by LCEC.</li> <li>3) Construction is scheduled for repairs to the streetlight.</li> </ol>
Tree trimming requested by a customer and performed by an LCEC vegetation management contractor		<p><b>60</b></p> <p>Calendar days from receipt of the request until work is complete</p>	N	<ol style="list-style-type: none"> <li>1) Customer contacts LCEC to request vegetation inspection or maintenance.</li> <li>2) LCEC asks the customer if vegetation is around service drops or communications lines.</li> <li>3) If vegetation is determined to be around primary or secondary electric lines, excluding customer service drops, a service order is created by LCEC to initiate an inspection.</li> <li>4) An inspector will respond within five business days and contacts the customer with findings..</li> <li>5) If the inspector finds vegetation that should be maintained for safety or reliability, the work will be completed by a contractor within 60 calendar days of the initial request.</li> </ol>