

# SERVICE STANDARDS



SERVICE	LCEC ENGINEERING	SERVICE STANDARDS	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>	<p><b>Y</b></p>	<p>1) Customer completes application for service.                  2) A service order is entered by LCEC.                  3) The job is designed.                  4) The job is released to construction for scheduling and held until the government inspection is received.                  5) Once the inspection is received, the job is scheduled and constructed.</p>
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>	<p><b>Y</b></p>	<p>1) Customer makes application for service.                  2) A service order is entered by LCEC.                  3) The job is designed by a Distribution Designer.                  4) A designer determines if permits, easements, or CIAC are needed.                  5) The job is on HOLD until all the permits, easements, and CIAC are received.                  6) The job is scheduled for construction when released from engineering and the government inspection is received.</p>
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>25</b></p> <p>Calendar days to complete construction from the engineering release date or the government inspection receipt, whichever is later</p>	<p><b>Y</b></p>	<p>1) Customer makes application for service.                  2) A service order is entered by LCEC.                  3) The job is designed by a Distribution Designer.                  4) A designer determines if permits, easements, or CIAC are needed.                  5) The job is on HOLD until all the permits, easements, and CIAC are received.                  6.) The job is scheduled for construction when released from engineering and the government inspection is received.</p>
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>	<p><b>N</b></p>	<p>1) Customer requests a new streetlight.                  2) A service order is entered by LCEC.                  3) The job is designed.                  4) The job is released to Construction.                  5) Construction begins.</p>
A streetlight repair requested by a customer for district lights or security lights		<p><b>7</b></p> <p>Calendar days from the receipt of the order to when construction complete</p>	<p><b>N</b></p>	<p>1) Customer requests streetlight repair.                  2) A service order is entered by LCEC.                  3) Construction is scheduled for repairs to the streetlight.</p>
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>	<p><b>N</b></p>	<p>1) Customer contacts to request vegetation inspection or maintenance.                  2) LCEC asks the customer if vegetation is around service drops or communications lines.                  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.                  4) An inspector will respond within five business days and contacts the customer with findings.                  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.</p>