



## **Line Extension / Secondary Service Frequently Asked Questions**

### **Question: How do I determine if power is available to my property?**

Answer: Submit an Electric Service Request form to find out if power is available to your property, or what is needed to bring power to your property if it is not already available. Forms can be found online, sent to you through the mail or email, or filled out at one of our offices. Call (509) 661-8400 for more information.

### **Question: What is a power line extension?**

Answer: A line extension is the extension of primary (high voltage) electric facilities to the customer's property, subdivision or commercial building. If Cowlitz PUD does not have a usable power source within an acceptable distance to the customer's property, a line extension may be required.

### **Question: Who pays for a power line extension?**

Answer: The customer pays all costs associated with a power line extension.

### **Question: How long does it typically take to have a power line extension completed?**

Answer: There are several factors that affect how long a line extension may take, such as the size/ length of the extension, whether the customer is doing some of the work or if the PUD is performing some of the work. Typically, it takes two to four weeks to receive your job design and RFP (request for payment) along with easement documents after the initial onsite design appointment. After that point, the time really depends on how quickly the customer can complete the requirements of their project along with paying the job costs and obtaining any needed signatures for the easements. Once the job is released to our Operations Department, the installation is usually completed within 7-10 working days.

### **Question: How do I find out where I am in the line extension process?**

Answer: Log in to your PUD Smarthub account to see the current status of your job or you can call our Engineering Coordinator at 360-501-9546 to get an update. Please contact our Engineering Coordinator if you need help setting up your Smarthub account.



**Question: What happens after the electric line extension is complete? Why doesn't my house have power?**

Answer: Service from the transformer to your home is typically a separate part of your building process but this will be discussed at your onsite meeting. Typically, a primary line extension is installed up to the new transformer and a temporary electric service is energized for construction of the new house/building. Once the house/building is complete and a new meter base is installed, a secondary service is needed. If you have a meter in either your temporary or permanent service and still don't have power, check your main breaker.

**Question: How do I know what size of service I will need for my new home or building?**

Answer: Many factors affect the size of a service such as square footage of the home/building, size and type of furnace, and whether you will have a swimming pool or other electrical needs. Your electrician will be able to help you determine the proper service size. Your Engineering Planner will also be able to provide guidance or suggestions as well.

**Question: When my line extension is complete and my meter base is installed, who inspects the meter base?**

Answer: Washington state Department of Labor and Industries permits and inspects the meter base. Call (360) 575-6900 for more information. Cowlitz PUD personnel will also verify that your meter base, trench and conduit installation meet PUD specifications prior to your service being connected. Please contact our Engineering team to schedule an inspection at 360-501-9546 or your Engineering Planner directly.

**Question: Can I install my own conduit?**

Answer: Yes, on your own property you can excavate and install the conduit. PUD engineering staff will determine the route and conduit size and quantity. A PUD Planner will inspect your trench and conduit to determine project readiness.

**Question: I already have a "Green Box" on my property. Why do I have to pay for a line extension?**

Answer: Not all utility boxes can be used for powering your house. An engineer will determine whether a line extension is needed or you can use existing equipment. Some "green boxes" are junction boxes which can be used but do not provide the voltage that is needed for your home. To provide the secondary voltage that your house needs, a transformer is needed.