

# New Electric Service

If you are planning a project or new build that will require new electric service, our Distribution Design Planning Team is here to help you through each step of the process.



## Getting started

Once you have a valid 911 address, complete our user-friendly service request form online, via email, or by calling us. A dedicated Establish Service Representative (ESR) will guide you through the process and connect you with your job owner, who will be your main point of contact. Once we have your project details and required documents. Phase 1 usually takes about 7 business days.



## Designing your project

We will assign a distribution designer and develop a comprehensive plan that ensures efficiency, reliability, and regulatory compliance. Your designer will analyze site factors, define design parameters, and tailor a design optimized based on your specific needs.



## Pre-scheduling

Fulfilling all prerequisites, such as signing the service agreement, making your full payment, obtaining permits, and securing easements is essential for keeping your project on track.



## Scheduling

Once all pre-construction requirements have been met we will conduct a thorough site pre-check to ensure readiness. When your site is confirmed ready, we will schedule your project for construction. Our goal is to carry out construction accurately, safely, and in compliance with regulations. Scheduling work for commercial projects typically ranges from 4-6 weeks. If there are customer requirements during the scheduling phase, that will be communicated to you during the design phase (i.e., trenching, conduit, transformer pad base). We will work with you to schedule any applicable customer related inspections to ensure construction is moving forward.

*Please note that the construction schedule may be subject to delays due to weather conditions or unforeseen emergencies.*



## Construction

Assuming a smooth scheduling phase, we will move forward with the actual construction and installation of your commercial electric connection. This involves setting poles or conductors and ensuring all necessary construction work is complete. Before energizing your new service, we must obtain a municipal inspection from an electrical inspector who has jurisdiction in your area. It's the responsibility of the electrician to request this inspection, and we cannot proceed until it is approved.



## Installation

Once we receive notification of the approved inspection and confirmation that your construction work is finished, we will schedule any final construction and energizing of your project. During this phase, the National Grid crew onsite, if applicable, will install the service and set your meter(s). A service technician will be scheduled to complete the final steps of your service activation following this step. If authorization is not in place, a qualified service technician will visit your location to complete these final steps. Once construction and installation are complete, your project is considered field complete and if applicable will progress to project cost reconciliation.

CM10242 (10/24)