



San Patricio Electric Cooperative, Inc.

A Touchstone Energy™ Cooperative 

402 E. Sinton Street, PO Drawer 400
Sinton, Texas 78387
Phone: 361-364-2220
Toll-free: 888-740-2220
FAX: 361-364-3467

New Service Procedures

WO#

Welcome to San Patricio Electric Cooperative, Inc. (SPEC). By now you have received your “new service packet”. This packet includes all of the necessary forms that you will need to complete and return to our office. Our new service process involves five basic steps. These steps are:

Step 1; Member Contact (within 10 business days of initial call)

Step 2; Cost Estimate (within 5 business days)

Step 3; Staking/Design (within 10 business days from date all paperwork and payments are received)

Step 4; Final Inspection (within 5 business days after line is staked)

Step 5; Release to Construction (within 15 business days after final inspection)

Total days to complete process = 45 business days!!!!!!!

The actual time involved will largely depend on the weather, our existing work load and you. Our customer service department will try to assist you in every way possible to make sure that your new service request is processed timely. You can do your part by completing the required documents as soon as possible. We recommend contacting the county agencies for development permits (if required) and your 911 address immediately. The sooner we receive your completed paperwork and payment for construction the sooner we can complete our part. Take a few minutes to read over this information. If you follow the suggestions provided you will help a great deal in eliminating any unnecessary delays. Most importantly do not hesitate to call us if you have any questions. That is why we are here.

Step 1: Member Contact. Please allow 10 business days to schedule initial appointment with a customer service representative.

A customer service representative will meet with you at the location to review and discuss the information provided in the “new service packet” and determine where the new service is to be located. Once we have determined what is needed to provide electrical service to you a cost estimate will be prepared.

Your construction file will remain open for 90 days from the date of the initial “Member Contact”. All paper work and construction fees should be received within this time frame. If all paperwork and construction fees are not received within this time frame the file will be closed and you may be required to restart the process.

The documentation may seem a bit overwhelming but it is important! A description of each required form is listed below. Please familiarize yourself with the following items:

Membership Application: San Patricio Electric Cooperative (SPEC) is a “not for profit” electric cooperative. All customers receiving electric service from SPEC must be members. Your membership with San Patricio Electric Cooperative provides you with some very distinct advantages in addition to low rates and reliable service. As a member you become a part owner in the Cooperative. Any member may elect to run for a Board position or may cast their vote to elect a Board member that they feel would best represent their interests. Because we are “not for profit” all profits are allocated back to our members in the form of capital credits. Later, when financially able to do so, the Cooperative will pay these capital credits back to the member. When completing the application please remember to sign the application in the name that the account will be set up. Please have your spouse sign the application, also, if the membership is to be set up as a “joint” account. A “joint” account allows either member to vote on Cooperative business and to participate in the election process.

The Cooperative holds an annual meeting every year. The purpose of this meeting is to elect Board members and conduct Cooperative business. You and your spouse are encouraged to attend this meeting. This is your opportunity as a member to support your Cooperative and to meet with other members, friends, SPEC employees and Directors. We look forward to seeing you at the next annual meeting. Hopefully you will be the next member to take home one of the many door prizes!

Load Survey Sheet: The load survey sheet is required for all new construction or service upgrades. The information that you provide on this sheet will be used to determine the size of the transformer and the size of wire to be installed. This information is important and needs to accurately reflect the estimated electrical load for your service location. The type of appliances that you will be using, the size of the air conditioning system (amps) and the size of the heating unit (kW) installed are just a few of the items that we need to know about. The load requirements that you provide us will also be used to determine the applicable rate for your new service. You are encouraged to discuss your load requirements with our customer service representative.

Electric Line Easements: The customer is required to provide an easement to San Patricio Electric Cooperative, granting use of necessary right of ways and access to property. The customer may be required to obtain additional easements from adjoining property owners if other property owners are affected by the “Project”. A copy of your staking sheet/drawing can be attached to the easement as an exhibit to limit the use of the easement if you so choose. If the property is legally owned by one or more persons then all must sign the easement. Please remember to print the names below your signatures.

San Patricio Electric will need to put a lock in your gate in order to access our equipment during normal working hours and during emergencies. Signing the easement will provide us permission to install a lock in your gate. If you have an electronic gate, and a lock cannot be used, your access code will be acceptable. Having 24/7 access to our equipment is especially important when the lights go out in the middle of the night.

Things to Consider:

Right of Way Clearing: All right of ways should be cleared to allow access for construction equipment and crews. Make sure the right of way is clear of stumps, cactus and any other hazards that may damage our equipment. Shredding the right of way is not acceptable. Stumps, thorns, trees and brush need to be removed.

You can help us to keep our right of ways clear too. Never plant trees directly below our power lines. When planting trees remember to plant your trees far enough away from the power lines to allow them enough room to reach maturity without contacting the high voltage lines. The easement that you have granted us is thirty feet wide. No buildings, trees or other structures should be placed within this easement.

Trenching: If you decide to dig your own trench for underground service there are several things to remember:

First and foremost, before you dig, call Dig Tess 1(800) 344-8377. It is the law! Dig Tess will notify the telephone companies, pipeline companies, electric companies and others to mark their facilities in the area that you will be digging. There is no charge for this service and this call may save your life!

Second, there are special requirements for burying underground wire. The trench must meet depth requirements as established by National, State and Local code. Make sure you are aware of these requirements.

Third, you need to share your plan with us. Don't dig your ditch before calling us. We need to schedule our construction to coincide with your trenching. If you are going to dig the trench then remember, you are responsible for keeping the trench cleaned out until we place our wire in it. If it rains and the ditch caves in you will be required to clean out the trench.

Fourth, once the wire is placed in the trench you will be required to backfill the trench. This will need to be done immediately after the wire is placed in the trench and before our crews leave the job site.

All of these things must be considered before you decide to dig your own trench. What little you save on trenching your own line may not be worth the trouble you go through to schedule around weather and other issues. Allowing us to do everything is often the best choice. Our crews will complete the job from start to finish, usually in one day.

Development Permits: Bee County, Live Oak County and San Patricio County prohibit any electric utility from connecting new service without first verifying that the customer has received a development permit from the county. A list of county contacts has been included in your “new service packet”. Please notify the appropriate agency as soon as possible to avoid any delays.

911 Address: All counties require a 911 address assigned to each location served by an electric utility. This address will help emergency response personnel locate you in the event of an emergency. A list of county contacts has been included in your new member packet. Please notify the appropriate agency as soon as possible to avoid any delays.

Highway Permits: If the proposed project requires San Patricio Electric to cross over a farm to market road or State Highway, SPEC will need to file for a “highway crossing permit” with the Texas Department of Transportation. You need to be aware that this permit may cause additional delays. Once again, the sooner we get your completed paperwork the sooner the permit can be filed.

Meter Loop: The customer is responsible for the meter loop and all wiring beyond or past the meter. You may choose to build your own meter loop or hire an electrician to build the meter loop or pay San Patricio Electric to build the meter loop. In all cases the meter loop must meet National, State and Local code as well as any additional requirements as specified by San Patricio Electric.

Included in your new construction packet is a meter loop diagram for overhead and underground service. Please make sure you or your electrician follow these guidelines when building your meter loop. Once installed, the meter loop becomes the property of the customer. If the meter loop is built by someone other than San Patricio Electric then the meter loop must be available at the service location for inspection at the time the “Final Inspection” is performed.

Step 2: Cost Estimate. Please allow up to 5 business days, depending on the weather and/or workload, to complete the cost estimate.

After the “Member Contact” the customer service department will provide you with a construction cost estimate within five (5) business days. This estimate will be good for 90 days. Before your job can be built a signed copy of your cost estimate (Invoice) must be provided to SPEC. All consumers shall pay the Contribution in Aid of Construction (when required) in full, prior to the start of construction.

The only exceptions to this policy are the large projects under contract described below. Once your payment and all required paperwork have been received the “Project” will be Designed and “Staked” (drawn up and marked on the ground).

In a case where ***the line extension exceeds one half mile in length***, the applicant may choose to sign a contract stating that the applicant shall pay in advance of construction a minimum of 20% of the total Cost of Construction, with the balance to be paid in equal monthly installments over a period of time not to exceed 5 years, at the determination of the Cooperative. Simple interest of 9% will be added to the installment amount. ***In cases involving a payment contract, a Facilities Extension agreement as well as a payment contract must be signed and returned to SPEC before your “Project” can move on to Staking/Design phase.***

Step 3: Staking/Design. Please allow up to 10 business days, depending on the weather and/or workload, to complete the drawing/design (design only, no construction).

Upon receipt of the Customer's completed forms and payment of construction fees, San Patricio Electric will review the completed membership application, load survey sheet, electric line easements and other required documents. Once all documentation is determined to be in order, San Patricio Electric will schedule a staking technician to visit the location to "Stake" or mark locations of the proposed "Project" based on the design.

The staking technician will drive wooded stakes in the ground to show the placement of poles and anchors. Please make sure that these stakes are not knock down or moved. Revisiting the location to replace stakes will delay your "Project" and may add additional costs.

Step 4: Final Inspection: Please allow up to 5 business days, depending on the weather and/or workload, after the line has been staked/designed to complete the final inspection.

Once the "Project" has been "Staked/Designed" the Cooperative will notify Dig Tess, 1(800) 344-8377, to have all buried telephone cables or gas/oil pipelines marked. You are responsible for locating and marking your own buried water lines, septic lines and any other buried lines that you may have placed on your property.

During this "Final Inspection" we will check to make sure that all of the wooden stakes are still in the proper place and all right of ways are clear and free from obstructions. If the meter loop is built by someone other than San Patricio Electric the meter loop must be available at the service location at the time the "Final Inspection" is performed. ***If the meter loop is not available to inspect during the "Final Inspection" or if the meter loop does not meet San Patricio Electric's specifications, a service fee will be charged and the "Final Inspection" will be rescheduled***

Once everything is determined to be in order the "Project" will be "Released to Construction". It is important to note that any changes made to the "Project" after this point may require the customer to restart the process from the beginning.

Step 5: Release to Construction: Please allow up to 15 business days, depending on the weather and/or workload, after the final inspection has been performed to complete construction.

Once the "Final Inspection" has been completed the "Project" will be "Released to Construction". The Operations department will then schedule the "Project" for construction.

The wooden stakes that our staking technicians drove in the ground to mark the pole and anchor locations must be in place when our crews arrive to set the poles. If the stakes are knocked down or missing the crews will not be able to complete your "Project" as scheduled. Please make sure that our stakes remain in place until construction is complete.

After the construction has been completed and your meter is connected you should receive a short questionnaire in the mail. Please take a few minutes to complete the questionnaire to let us know how we are doing. Your comments will be greatly appreciated.

The power line may be removed if the meter/account is ever disconnected. To assure that the power line remains in place you must keep an active account.

Signatures:

Customer: _____ Date: _____

Customer Service Representative: _____ Date: _____

**MEMBER ACKNOWLEDGEMENT RECIEPT AND REVIEW OF NEW SERVICE PROCEDURES
(SAN PATRICIO ELECTRIC COOPERATIVE COPY)**

Signatures below indicate a review and explanation of “New Service Procedures” for San Patricio Electric Cooperative with a representative of the Cooperative and receipt of pages 1-5 of the New Service Procedures document with a revision date of 3/22/13

After the construction has been completed and your meter is connected you should receive a short questionnaire in the mail. Please take a few minutes to complete the questionnaire to let us know how we are doing. Your comments will be greatly appreciated.

The power line may be removed if the meter/account is ever disconnected. To assure that the power line remains in place you must keep an active account.

Signatures:

Customer: _____ Date: _____

Customer Service Representative: _____ Date: _____