

# How to Get Electric Service for New Construction

## 1. Getting Started

If you are a residential customer, to request new service, call us at 1-866-DOM-HELP (1-866-366-4357).

If you are a commercial builder, you can start your request in [eBuilder](#). If you are having issues, contact us to get the process started at 888-569-5700.

The name and phone number of your Construction contact and the estimated scheduled completion date will be emailed to you. If you are a commercial builder, you can also look up this information in [eBuilder](#).

## 2. Determine Service Needs

Have the following information ready for the designer:

- Site readiness date,
- Approved site plan,
- Electricity load letter, and
- Proposed location of your meter.

## 3. Working Together

Typically, within 4 to 6 business weeks, our designer will develop a project plan and design package. This plan will include:

- Right of way agreement and easement,
- Any necessary charges, and
- Underground agreement.

Meanwhile, you should prepare the site. As you do, please refer to the Site Ready Checklist and the Blue Book Requirements to the right.

Once your site is ready, contact the designer by phone.

Return the signed and completed design package to Dominion Energy.

Then our designer will confirm the site's readiness and that the design package is complete. The designer will flag the proposed route for the electric line to be installed.

## 4. Connect Service

Our designer turns the project over to Dominion Energy's Construction team.

The name and phone number of your Construction contact and the estimated scheduled completion date will be emailed to you. If you are a commercial builder, you can also look up this information in [eBuilder](#).

If digging is required, we will contact Miss Utility to mark all non-private underground utilities.

We then will perform the work required to complete your request.

Please note that inclement weather and emergency-service restoration may affect the completion dates.

### Important

You must schedule the required electrical inspection. After the inspection, we can set the meter.

Action	Date
Customer information to designer	
Customer ready	
Requested project completion	

### Site Ready Checklist

Before work can begin to install service, please complete the following:

- \_\_\_ Mark property lines
- \_\_\_ Mark all private underground facilities
- \_\_\_ Ensure lot is within 6" of final grade
- \_\_\_ Install and mark conduit per Dominion Energy requirements
- \_\_\_ Sign and return underground agreement to Dominion Energy
- \_\_\_ Make all necessary payments to Dominion Energy
- \_\_\_ Clear obstructions from cable route
- \_\_\_ Make sure all erosion control is adequate
- \_\_\_ When the site is ready notify your designer on line at [eBuilder](#).

### Blue Book Requirements

Before electrical service can begin, you also must take care of the following:

- \_\_\_ Clear space around meter (Section VII, Definitions)
- \_\_\_ Overhead point of attachment (Section 290)
- \_\_\_ Overhead entrance cable (Section 270 & 280)
- \_\_\_ Overhead service entrance (Section 270 & 280)
- \_\_\_ Underground service entrance (Section 450)
- \_\_\_ Meter location (Section 230)
- \_\_\_ Meter connection (Section 240)
- \_\_\_ Footer requirements for underground (Section 450.6)

The [Blue Book](#) is available on [dominionenergy.com](http://dominionenergy.com).