

September 12, 2024

**IMPORTANT NOTICE: New Service Procedure for Residential Services UPDATE**

Dear valued contractor,

In June CCEC wrote to inform you of an important service process change in regards to the connection of temporary services for residential construction. After receiving feedback and meeting with builders, we wanted to provide some important updates and clarifications on the process.

**New Process Overview**

To ensure a smooth transition, please take note of the following steps:

1. **Service Application:** Complete the application for service at [CassCountyElectric.com/Request-Service](https://CassCountyElectric.com/Request-Service).
2. **Foundation Completion:** Once the foundation is poured, backfilled, and marked for trenching, contact CCEC at (701) 356-4481 or via email at [nbrand@kwh.com](mailto:nbrand@kwh.com) to initiate trenching the service drop to the home. The path must be clear for the trenching contractor. CCEC will make its best effort to contact the builder regarding materials being in the way.
3. **Installation:** CCEC's subcontractor will arrive to install the conduit and wire to the marked service location per CCEC policy.
4. **Temp Energized:** The electrician notifies CCEC when the temporary service is ready to be energized. Temporary service should be set near the foundation where service wires are to go or have already been installed.
5. **Transition Notification:** Electrician notifies CCEC when the service needs to change from temporary to permanent.
6. **Final Transfer:** CCEC lineworkers will visit the job site to complete the transfer to permanent service.

**Key Change**

Under the new procedure, CCEC will only bring the secondary wire to the service location after the foundation has been poured. Our underground contractor will handle trenching to the home, allowing a temporary meter to be set at that time. Temporary services can still be set at transformers and pedestals and will be energized regardless of trenching status.

## **Winter Concerns**

After freeze-up when CCEC subcontractors are no longer working for the winter season, please contact CCEC with remaining houses needing temporary feeds for the winter season. CCEC will push wire and connect temporary for winter season then return in the spring to trench.

## **Action Required**

We understand that this change may impact your workflow. We encourage you to inform any subcontractors as soon as possible to accommodate this new process.

If you have any questions or need further assistance, please do not hesitate to contact us at (701) 356-4542 or [tknutson@kwh.com](mailto:tknutson@kwh.com)

Thank you for your cooperation and understanding.

Sincerely,

A handwritten signature in black ink that reads "Troy Knutson". The signature is written in a cursive style with a large initial 'T'.

Troy Knutson, P.E.  
Manager of Engineering  
Cass County Electric Cooperative