

ORLANDO UTILITIES COMMISSION MULTIPLE ELECTRIC METER INSTALLATION PROCEDURES

GUIDELINES FOR CONTRACTORS REQUESTING SINGLE PHASE SELF CONTAINED STANDARD 240 VOLT METERING IN GANG BASES INVOLVING MULTIPLE FAMILY APARTMENT DWELLINGS OR COMMERCIAL PROJECTS OF A SIMILAR NATURE:

1. Contact OUC Development Services at 407-236-9651 to advise them of the proposed project layout. This will include: a site plan, power riser diagram, and a landscaping plan showing storm water retention. *Building addresses and unit numbers for the units are needed as early as possible. It is important that the addresses used to pull permits match the addresses under which the orders for service are placed.*
2. Contact OUC Commercial Services at 407-423-9018 to place an order for new electric service.
3. When a building or buildings has been cleared for power (received its final electrical inspection) by the City of Orlando (407-246-2271) or Orange County (407-836-5550), OUC Service Planning is notified at 407-244-8741. *If OUC has not received a clearance, transformers will not be “heated-up” (energized) and meters will not be set. The City or County must be contacted to pursue the reason why a clearance was not received.*
4. After items 1, 2 and 3 are satisfied, please contact our electric department to schedule the transformer heat-up by calling: 407-384-4011.
5. When transformer heat-up is completed, please contact our Revenue Protection & Service Section for electric meter sets. For projects East of Orange Blossom Trail call: 407-384-4110. For projects West of Orange Blossom Trail call: 407-244-8764. For St. Cloud call: 407-957-7323. Note: The Lake Nona area is served by the St. Cloud office.

NOTE: It is imperative that the meter bases are marked with permanent element resistant labeling indicating the correct addresses or apartment numbers. In addition, permanent numbers must be located on or adjacent to unit doors so our Field Service Technicians can do cross checks with the project electrician or designated representative. **If meter bases and/or apartment units are not permanently labeled, meters will not be set.**

Our Field Service Technicians will attempt to set meters within **three** working days after transformer heat-up provided the above requirements have been met. Failure on the contractor’s part in satisfying all the steps listed above, and conditions beyond OUC’s control, such as inclement weather or priority calls could cause further delay.

NOTE: Landscaping must be designed to ensure adequate accessibility for OUC personnel for meter reading and meter maintenance purposes.

Thank you in advance for your cooperation.