

Important Phone Numbers

FOR	CONTACT	PHONE/FAX
Account activation in <u>Orlando</u> and to submit a copy of signed TUG Agreement	OUC Orlando Office	407.423.9018 407.423.9129 fax
Account activation in <u>St. Cloud</u> and to submit a copy of signed TUG Agreement	OUC St. Cloud Office	407.957.7373 407.957.2486 fax
Electric Meter requirements and Construction Standards	OUC Electric Engineering Division	407.434.4057
Temporary De-energize or Energize Transformers	OUC Construction Stand-by Department	407.434.4111
Rescheduling Meter Set Service	OUC Service Dispatch	407.823.9150
Permits and Inspections	City of Orlando Permitting Department	407.246.4444
	Orange County Building Division	407.836.5564
	City of St. Cloud Building Department	407.957.7386
	Osceola County Building Department	407.343.3070



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Commercial Services

Monday–Friday: 7:30 a.m. – 5:00 p.m.

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How To Obtain Temporary Underground (TUG) Service

Obtaining Temporary Underground (TUG)

TUG is a program that provides contractors with the ability to install the permanent meter base as soon as the lintel or tie beam is installed on the concrete block of a residential-detached home structure. This eliminates the need for temporary poles on site, and also allows for permanent power to the structure prior to securing a final inspection, and the Certificate of Occupancy.

TUG is only applicable for concrete block style residential-detached homes with underground electric service.

All licensed building contractors must indicate, at the time of permitting with the respective Building Department, the desire to participate in the TUG program. TUG Agreement forms are available at the Building Departments and OUC offices. With a signed TUG agreement and a permit, this service can be obtained.

Customer/Builder's Responsibilities:

1. Fill out and sign a TUG Agreement at the time of permitting with the respective Building Department.
2. Contact OUC to open an account, and provide a copy of the signed TUG agreement to activate the service.
3. Contact OUC Electric Engineering to obtain OUC Construction Standards, and OUC's Electric Metering Installation Requirements.
4. Install conduit system and pull string per OUC Construction Standards.
5. Contact OUC Safety Stand-By for entrance into OUC transformer at 407.384.4011. A 48-hour notice is required to schedule a Stand-By.
6. Provide and install meter base. Refer to OUC's Electric Metering Installation Requirements.
7. Request TUG electric inspection with the respective Building Department.
8. Make sure Building Department's inspector faxes inspection clearance to OUC.

Note: Customer is responsible for contacting OUC's Service Dispatch at 407.823.9150 if service was turned down [meter was not installed]. OUC will leave a door hanger on site indicating reason why meter was not installed.



OUC's Responsibilities:

1. Set up the customer's account, and create a service order to install electric meter.
2. Schedule and dispatch a service truck after receipt of electric inspection clearance.
3. Install wire in conduit system between transformer/junction box and meter base.
4. Make electrical connections at meter base, transformer and splice points.
5. Set electric meter.

Note: If OUC turned down the service [did not install the meter], then OUC will leave a door hanger on site indicating reason why meter was not installed.

Changing from TUG service to Permanent Service

Customer/Builder's Responsibilities:

1. Request final inspection, and issuance of a Certificate of Occupancy, with the respective Building Department for permanent power after house is built.
2. Terminate account with OUC.
3. Make sure new homeowner transfers account into the homeowner's name.

How to Avoid Delays on TUG Meter Installation

Builder/Electrical Contractor Has to Make Sure of the Following:

- Conduit system was installed according to OUC Construction Standards.
- Service address on TUG Agreement and the inspection clearance must match.
- identify the required electric service [voltage and amps] on TUG Agreement.