

# GUIDE TO AEP/COUNTY ELECTRICAL SERVICE PROCEDURES

Including:

*New Service*  
*Disconnected Service*  
*Re-Connected Service*  
*Electrical Upgrade*  
*Temporary Power Pole*  
*Permanent Power Pole*

**All** electrical services require an "**application for service**" from American Electric Power (AEP) "**before any work**" is to begin. Depending upon your service request to AEP you will receive one or more of the following work order numbers for your project:

1. **A nine digit work order number for disconnect: example 029688704**
2. **A nine digit work order number for re-connect: example 028774688**
3. **A nine digit work order number for connection: example 029123789**

**When** applicable permits and approvals have been received including the work order number from the property owner and/or their acting agent then a building permit will be issued for the work. **This work order number will be placed on the building permit.** The building department utilizes this work order number to communicate approval of the electrical service project to AEP.

**After** an approved inspection report by the building department is faxed to AEP with the applicable work order number, AEP will place the request in their own system for disconnection, re-connection, or connection as **AEP's** schedule allows.

**Please do not call for inspections until the nine digit work order described above has been provided to the building department.**

Your help in providing work order numbers to the building department in a timely manner will reduce lead time for service hook-up and eliminate the need for coordination after inspections.

## **ADDITIONAL INFORMATION:**

1. It has come to our attention that electrical work order requests from AEP do have time limits and can expire before the work can be completed. We recommend that the customer call AEP and be familiar with these time frames in order to prevent re-application for service.

**AS OF JULY 1, 2006 NO BUILDING PERMIT FOR ANY ELECTRICAL SERVICE WILL BE ISSUED UNLESS YOU HAVE OBTAINED THE NINE (9) DIGIT WORK ORDER NUMBER FROM AEP AND IT HAS BEEN INCLUDED ON THE BUILDING PERMIT CHECKLIST.**

**Thank you for your cooperation.**  
**Pulaski County Building Inspection Department**