

Responsibilities

What should I do for service?

- Contact the Customer Operations Center to complete an application for service at **1-800-572-1113**. This will include a date when service will be needed and connected load information with as much detail as possible.
- Provide and install a completed temporary structure to which service drop will be attached. See diagram.
***It is important** to install your service equipment and service attachment point in the correct location. Installing without first contacting KY Power could result in additional charges if location results in the need for additional line work.
- Ensure installation meets KY Power requirements.
- Obtain electrical inspection and call inspection number in to KY Power.
- A KY Power representative will contact you to sign any necessary agreement and collect the required charges (if applicable) before service installation can be scheduled.

What will KY Power do?

- Determine location of temporary service.
- Provide & Install overhead service drop to customer's cable/wire.
- Provide the meter base / Install & remove meter if/ when necessary.

***NOTE:** If you obtain a meter base from a source other than KY Power, please verify the meter base is on KY Power's approved meter base list (can be found at www.kentuckypower.com). Failure to use an approved meter base will result in denial of service and could result in extra costs to you.



Notes & Requirements

Service Drop

- Temporary service drop from KY Power will be less than 100 ft.
- Service drops up to 50 ft. require one 4 in. X 4 in. minimum timber. Service drops up to 100 ft. require one 6 in. X 6 in. timbers or pine pole with 5 in. min diameter round top. Distances are taken from existing secondary or transformer of proper voltage.
- Customer to provide additional 15 ft. of #2 Aluminum Triplex Cable if the temporary service drop structure is not truck accessible as determined by KY Power. Cable must be terminated into a wire holder and may not be used as the service entrance cable.

***NOTE:** Extend clearance above the roof 18 in. min. if the service drop crosses 4 ft. or less of the roof; if the installation crosses more than 4 ft., of the roof contact KY Power.

Temporary Structure

- Service attachment shall be installed high enough to provide 12 ft. min. clearance unless crossing a roadway etc. which requires 18 ft. min clearance.
- Use 1/4 in. X 4 in. hot dipped galvanized lag screws or machine bolts to secure support structure.
- Customer grounding shall be in accordance with NEC. The customer shall have a minimum of 2 X 5/8 in. X 8 ft. driven ground rods at least 8 ft. apart and clamp shall be beneath final grade.

Temporary Structure diagram

Critical Measurements	
Meter Base Height	Between 5 & 6 ft. from ground
Service Attachment Height	Min 12 ft. from grade OR Min 18 ft. from grade (when crossing roadway etc.)
Pole/Timber Needed (depends on service drop length)	Min 4 in. X 4 in. (Up to 50 ft.) OR Min 6 in. X 6 in. (Up to 100 ft.)
Support Depth	Min 4 ft.
Ground Rod Depth	Min 6 in. below grade
Ground Rod Length	2 X 8 ft. (8ft. Apart)

Top View

