



READY TO BUILD.

RESIDENTIAL



WELCOME

We appreciate the opportunity to serve you in your project or building endeavor. We know you are ready to get started and we are ready to help you along the way. This booklet will serve as a general guide to assist you in the process. The information provided outlines the process for acquiring various electrical services. We have chosen to use a Frequently Asked Questions (FAQ) format to make it easier for you to get the information you need. More comprehensive information is available, as a part of our legal, governing documents, filed with the Public Utilities Commission (PUC) and the State of Colorado. Links to those documents are provided in this packet along with information regarding local building departments and Black Hills Energy Service Centers.

Additional information is available to you on our website:

blackhillsenergy.com. Once you have entered a **Service Request** either in person, online or by phone you will be contacted by a local project planner to guide you through the process. This planner will be your single point of contact which you can communicate with through the duration of your project. We are ready to serve you and want to make this process as smooth as possible for you.

Due to the sometimes complicated nature of projects requiring new electrical service or modification to existing electrical services we encourage you to submit a **Service Request** as early in the process as you can. This early contact to get questions answered can save you potential difficulties and unnecessary expenses down the line. We have certain requirements to get your project started. Many of these requirements are detailed in this booklet and other more project specific requirements may be explained by your planner. Providing these requirements in a timely manner will expedite your request. While project requirements and conditions vary it is not uncommon for the process to take 30-60 days once you have submitted all required documentation. We are here to serve you and we are ready to lead you through your next project.

Eric Sisco

Construction Planning Manager

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Thank you for contacting Black Hills Energy regarding your power needs.

This packet contains valuable information to help you acquire needed electrical services. Below is an index to the packet.

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DEFINITIONS

Temporary power/construction power: Anytime you will be needing power prior to the final installation of power at a building site, you will need to request it at the time you open your Service Request. This will alert our staff and we can make arrangements to supply power during the building on your site. Residential customers will have this billed as a part of their ongoing utility billing cycle. Commercial customers will need to make application for power and are subject to normal and customary charges separate and apart from the billing cycle. Your planner will advise you of costs prior to commencement.

Site plan: The site plan gives a visual overview of your project. This does not need to be an architectural type drawing — you can hand draw it, not to scale, but with correct measurements for distances. By showing the intended layout of your project, we can better identify your needs and assess costs according to your specific project. Our planners will work with you to make sure your project is successful.

Grade agreement: This agreement defines the condition which the site needs to be in before Black Hills Energy can move forward with the installation of your electric services. It is the customer's responsibility to insure that the location meets the described conditions as defined in the grade agreement.

Meter: The device which allows the utility to track your usage and bill properly.

Service request: The service request is the starting point for all electric utility needs whether it is a new service request, a change service request, temporary service request, etc. This first step creates a service request number for the customer and establishes the routing for a customer's particular request. No activity/work will commence until this request is made. A customer can make the request by using the Black Hills Energy website, or by calling 888-890-5554 to speak to one of our representatives.



**New construction and existing project
request for utility service**
blackhillsenergy.com/construction-request

REMODELING FAQ'S

**I am remodeling and need to upgrade/relocate my electrical panel.
How do I start my project?**

- ❑ Contact a licensed electrical contractor who will be able to advise you on installation of a new panel.
- ❑ Contact local building authority to acquire permit. (See pg. 10)
- ❑ Prior to commencement of work, contact Black Hills Energy to arrange for power to be shut off. Allow time for shut off. You can request power shut off by calling **888-890-5554**.
 - *Generally, your request for shut off can be accomplished in 1-2 business days.*
- ❑ When work is completed you will contact your local building authority for inspection. Upon receipt of signed inspection release, contact Black Hills Energy to request reconnection.
- ❑ Your service request will be assigned out for connection and energizing of equipment as quickly as a crew becomes available. Normally 1-2 days.

**I am upgrading my electrical equipment and the upgrade may exceed the
current capacity of my Black Hills Energy equipment.
What do I do now?**

- ❑ Complete a service request online at **blackhillsenergy.com/service-request/** or contact the call center for a service request **888-890-5554**.
- ❑ Your service request will be assigned to a project planner who will contact you within three business days.
 - *The ability to complete your request for service is driven by the customer providing documentation in a timely manner. Until receipt, we cannot begin your service build. Normal turn-around is 30-45 days, so plan accordingly.*

Request for utility service

1. Set up your online profile
2. Log in to the protected site
with your user name and password
3. Fill out your online form
4. Submit

Username _____
Password _____

A Black Hills Energy construction representative will contact you to discuss your project.

TEMPORARY POWER FAQ'S

I need temporary power – Residential (non-commercial).

What do I need to do now?

- ❑ Complete a service request blackhillsenergy.com/service-request/ or contact the call center at **888-890-5554**. Generally, this is in advance of a future permanent service request. You will only need to originate one request for both services.
- ❑ Note your service request number for reference: SR#_____
- ❑ Obtain any required permits for temporary service. Additionally, you may need to acquire a permit routing sheet from the Regional Building Department/State Inspector. A list of those agencies is provided as a part of this document. (See pg. 10). If temporary service is being used for new construction, communicate this at time service request is made so that it can be noted in your job file.
- ❑ Ensure that you have a Black Hills Energy account. If not, contact **888-890-5554** to have an account created.
- ❑ You are responsible for providing the temporary pedestal. Builders/electricians will often assist with or provide the temporary pedestal for construction.
- ❑ Obtain required inspection releases (State or County) depending on location (see attached list) and ensure that they've been sent to Black Hills Energy once completed.
 - *There is a separate fee for the connection of temporary service, which will be billed to the mailing address on file after we have connected the temporary service. Your planner, once assigned, can advise you of costs associated with temporary service.*
 - *Temporary service will be removed at the customer's request and/or when the structure is ready for permanent service.*

REAL ESTATE AGENT & DEVELOPER FAQ'S

I am a real estate agent/home buyer and I need a “ballpark” estimate to get power to a new home site. How can I get this information?

- ❑ Complete a service request at blackhillsenergy.com/service-request/ or contact the call center to request a service request **888-890-5554**
 - *Information required: address or parcel information must be provided.*
- ❑ Note your Service Request number for reference: SR#_____

I am a developer and I need a cost estimate for installing electrical infrastructure. What now?

- ❑ Complete a service request at blackhillsenergy.com/service-request/ or contact the call center to request a service request **888-890-5554**
 - *Information required: final plat plan, phasing or build out plans, easements within subdivision.*
- ❑ Your service request will be assigned to a project planner who will contact you within three business days.
- ❑ Early communication to facilitate road crossings, if required.
- ❑ Note your Service Request number for reference: SR#_____



**CALL 811
BEFORE
YOU DIG.**

Whether you're planting a tree or digging a post hole,
it's critical to know what's underground.
Call 811. It's free, safe and it's the law.

Visit blackhillsenergy.com/811 to learn more.

GRADE AGREEMENT

The utility will locate its equipment, and facilities in areas requested and designated by the developer on the land being developed by developer as shown on the plat provided.

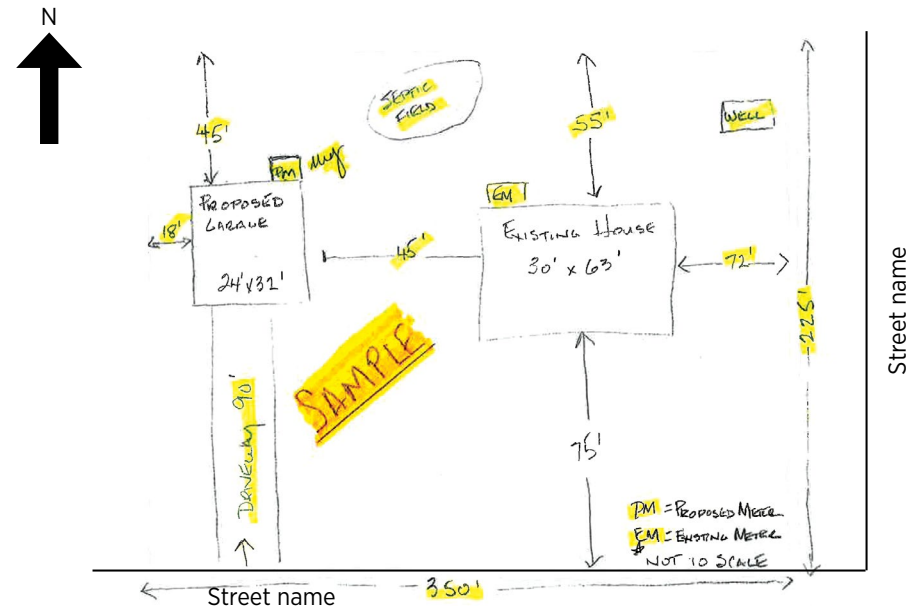
The Developer shall furnish to the utility the final elevations and grades, which final elevations and grades shall be accurate to ± 6 inches (final elevations and grades, are interpreted to mean, all work necessary prior to acceptance by homeowner). In addition, the developer shall advise the utility prior to commencing any excavations or grades after utility facilities have been constructed. Developer will pay at its sole expense all costs of raising, lowering, relocating, or otherwise rearranging, repairing, or changing such facilities when in the opinion of the utility such work is necessary to provide required clearances, stability and protection of structures or underground facilities in accordance with the applicable building or construction codes, and policies of the utility. In the event that the developer or any independent contractor of the developer has not complied with the terms and conditions of this agreement, and if damage to any existing utility facilities occurs, the developer shall pay all damages and loss suffered by the utility in repairing, relocating, or replacing such facilities, including a reasonable attorney's fee.

The developer will establish a sufficient number of lot corners when requested by utility in order that the utility facilities may be placed in its proper location with respect to easement, street, or alley lines, and other utilities.

COLORADO SITE PLAN

Plot Plan: must contain the following:

1. Configuration of lot and all property dimensions.
2. Location on lot and dimensions of all structures. Identify each structure as "existing" or "proposed".
3. Setback distances from proposed structures to all property lines and to any existing buildings.
4. Location and name of any public or private roads which adjoin or trespass property.
5. Location that driveway enters property from public or private road. Driveway will determine "front" of property.
6. Initials at location of new meter(s).
7. Indicate location of septic tank, field well, and existing meter if applicable.



Installation area shall be within plus or minus 6 inches of final grade before electric facilities will be installed. After electric facilities are installed it is the customer's responsibility to maintain this condition. I have read the grade agreement summarized here and available in full as part of our tariffs at blackhillsenergy.com/rates.

Signature: _____

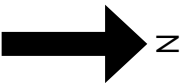
Date: _____ SR# _____

SITE DRAWING MAIL-BACK

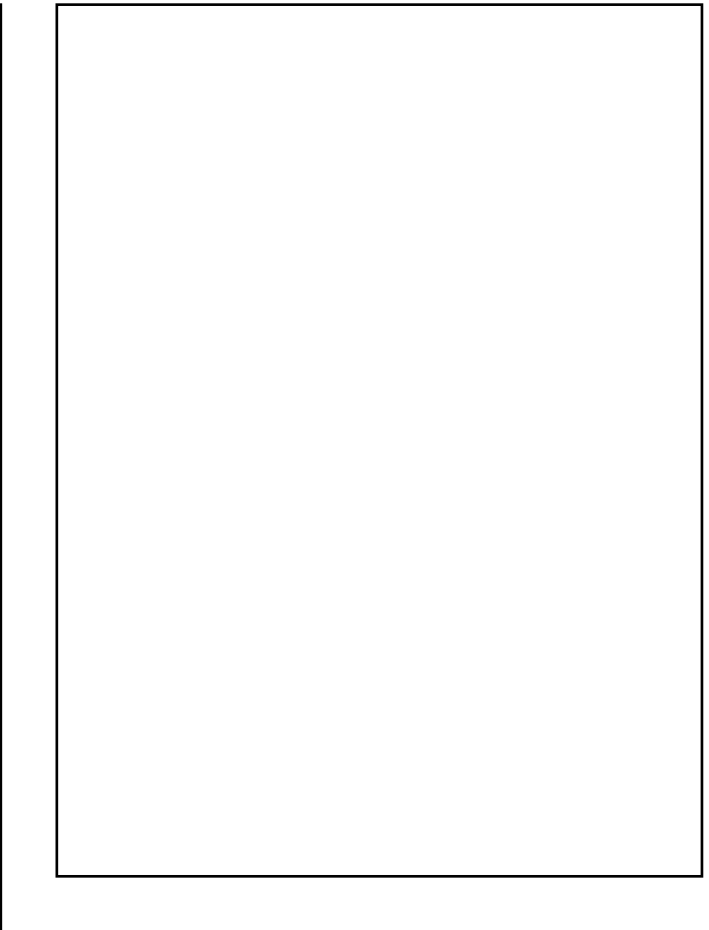
Customer name: _____
Location: _____

Plot Plan: must contain the following:

1. Configuration of lot and all property dimensions.
2. Location on lot and dimensions of all structures. Identify each structure as "existing" or "proposed".
3. Setback distances from proposed structures to all property lines and to any existing buildings.
4. Location and name of any public or private roads which adjoin or trespass property.
5. Location that driveway enters property from public or private road.
Driveway will determine "front" of property.
6. Initials at location of new meter(s).
7. Indicate location of septic tank, field well, and existing meter if applicable.



Legend
Proposed Meter (PM)=
Existing Meter (EM)=



Street name

Street name

Installation area shall be within plus or minus 6 inches of final grade before electric facilities will be installed. After electric facilities are installed it is the customer's responsibility to maintain this condition. I have read the grade agreement summarized here and available in full as part of our tariffs at blackhillsenergy.com/rates

Signature: _____
Date: _____ SR# _____

Detach for mailing,
secure with tape prior to placing in the mail

Place
postage
here



Utility Construction Planning Department
105 South Victoria Avenue
Pueblo, CO 81003

NEW RESIDENTIAL CONSTRUCTION FAQ'S

**I need electrical service for a new residential construction project.
What do I need to do?**

- ❑ Complete a service request blackhillsenergy.com/service-request/ or contact the call center at **888-890-5554**. Generally, this is in advance of a future permanent service request. You will only need to originate one request for both services.
- ❑ Your service request will be assigned to a project planner who will contact you within three business days. Your project planner will then become your point of contact and will guide you through the process providing you with information and forms you will be required to submit prior to design.
- ❑ If you will need temporary construction power, indicate this at time the service request is made.
- ❑ Note your service request number for reference: SR#_____
- ❑ Once you have provided all documentation necessary to design your services, your file will be assigned to an estimator for design and estimation.
 - *The ability to complete your request for service is driven by the customer providing documentation in a timely manner. Until receipt, we cannot begin your service build. Normal turn-around is 30-45 days, so plan accordingly.*

Colorado Electric fast facts

- **96,600 customers**
- **24 communities served**
- **More than 130 employees**
- **537 MW of generation**
- **3,704 miles of electric system infrastructure**

PRIVATE AREA LIGHTING FAQ'S

**I want to install Private Area Lighting (PAL) at my location.
What is the next step?**

- ❑ Contact your local government agency to confirm approval for Private Area Lighting in your area.
 - *Please note that there is a Dark Sky Ordinance in effect in some local areas and you will need documentation allowing PAL installation.*

*Private Area Lighting options are available depending upon local ordinances & regulations. To obtain more information submit a service request at blackhillsenergy.com/construction-request/ or contact the call center to request a service request **888-890-5554**.*



**Know what's below.
Call before you dig.**

Whether you're a homeowner planting a tree or a contractor excavating a subdivision, you must call 811 before you dig.

It's free, it's easy, and it's the law.

REGIONAL AND STATE BUILDING DEPARTMENTS

- Pueblo County** Pueblo Regional Building Department
830 N. Main Street, Suite 100, Pueblo, CO 81003
719-543-0002
- Fremont County** State Building Inspector
Bobbie Huffman (works remotely)
Bobbie.Huffman@state.co.us
303-869-3452/970-531-8476
- Teller County** Colorado Code Consulting
Victor/Cripple Creek
Dan Weed
dweed@coloradocode.net
303-895-9988
- Custer County** State Building Inspector
Bobbie Huffman (works remotely)
Bobbie.Huffman@state.co.us
303-869-3452/970-531-8476
- El Paso County** Pikes Peak Regional Building Department
2880 International Circle, Colorado Springs, CO 80910
719-327-2880
- Otero County** Otero County Building Department
Alan Baker
13 W. 3rd St, Rm. 208, La Junta, CO 81050
abaker@otero.gov.org
719-383-3035

ADDITIONAL BUILDING AND DEVELOPER RESOURCES:

- Standards for electric meter installation and use
- Rules and regulations
- Extension standards

blackhillsenergy.com/coloradoconstruction

Black Hills Energy Service Centers

- Pueblo** 105 South Victoria Ave., Pueblo, CO 81003
- Canon City** 3110 Utility Lane, Canon City, CO 81212
- Rocky Ford** 1501 Maple Ave., Rocky Ford, CO 81067

*Service centers handle all new construction, maintenance, engineering, and installation of overhead and underground services, installation of streetlights and area lights and matters pertaining to service reliability.

Customer Service Call Center 888-890-5554

Black Hills Energy Website blackhillsenergy.com

A woman's hand is shown turning off a lamp with a floral patterned shade. The lamp sits on a white nightstand next to a piggy bank and a jewelry box. The scene is dimly lit, emphasizing the energy-saving message.

SAVE ENERGY. SAVE MONEY.

Learn more about our energy efficiency programs at energy-ready.com.

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PROJECT NOTES

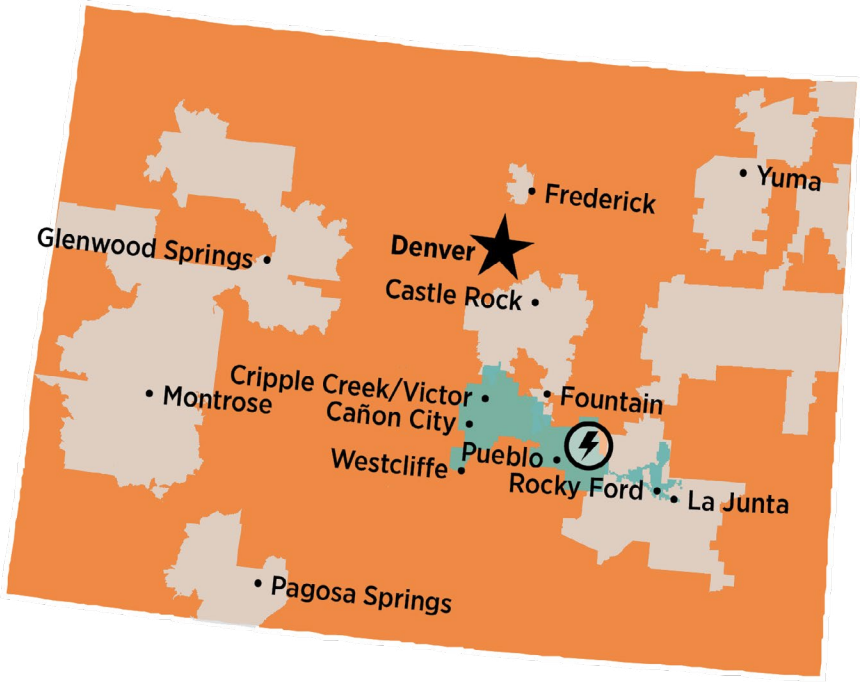
SERVICE REQUEST #

PLANNER NAME

PLANNER CONTACT #

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

COLORADO SERVICE TERRITORY



- Natural Gas Utilities
- Electric Utilities

- ⚡ Power Generation
- ★ Corporate Offices