

OPERATIONAL POLICY BULLETIN NO. 91

SUBJECT: New Service Application and Line Extension Construction Procedures

I. OBJECTIVE:

To establish procedures for implementation of Policy No. 92 (Rates, Rules and Regulations) for new consumer services in order that all new services will be reviewed, engineered, constructed and recorded in a timely and efficient manner.

II. POLICY CONTENT:

The following procedures apply in consumer applications for new service:

- A. All new service requests shall be routed to the Engineering Assistant's office, where an application for service (AFS) shall be filled out with complete information. Within the same day, an AFS follow up index card shall be initiated and filed alphabetically in the assistant's office. This card shall serve as the source for consumer inquiry; therefore, it shall be updated when every step outlined below is completed.
- B. The AFS is routed to the appropriate Staking Engineer. The Staking Engineer contacts the consumer for a field appointment, estimates the construction costs, and prepares the staking sheet. The Staking Engineer is also responsible for preparing all applicable documents for the job, such as permits, easements, transformer orders, etc.
- C. The approved staking sheet is returned to the Engineering Assistant who prepares contracts and/or easements for mailing. Contracts shall not be mailed until all applicable permits and easements have been received. Upon receipt of the consumer signed contract and construction deposit the assistant shall assign a work order/job order number and prepare the following document copies to be distributed:

- 1 yellow copy of staking sheet for Materials
- 1 pink copy of staking sheet for Operations
- 1 copy of all applicable easements/permits for Operations

The yellow and pink copies of the staking sheet, along with transformer order, connect or disconnect order, etc. are routed to the Materials Supervisor. (The original AFS, staking sheet, easements, permits and contracts remain on file in Engineering Assistant's office.)

- D. The Materials Supervisor shall route the yellow copy, along with special equipment requests to the work order clerk for preparation of a materials picking list. If the material necessary for the job is not in stock, the work order clerk shall return the yellow copy to the Materials Supervisor until all necessary material is available. Upon completion of the picking list, the

yellow copy and attached documents are returned to the supervisor for approval. The supervisor then releases the pink field copy and necessary attachments to the Operations Department for construction scheduling.

- E. Prior to noon of the day preceding scheduled construction, the Assistant to the Operations Manager shall notify the Materials Supervisor of the construction needs. Upon receipt of the notification, the Materials Supervisor will forward the yellow staking sheet and picking list to the warehouse personnel to draw materials and prepare a material transaction ticket. The lineman or foreman picking up the materials will verify the material received and initial the transaction ticket. All material tickets shall be routed to the Materials Supervisor for posting.
- F. If the engineered staking sheet requires changes in order to complete the construction, the Operations Supervisor shall re-route the staking sheet to the applicable Staking Engineer. The engineer shall make the necessary changes. The Engineering Assistant shall destroy all copies of the original sheet and shall re-route copies of the revised sheet. Additional material necessary for revised construction shall be issued in the same manner outlined in Step E.
- G. When construction is complete, the foreman shall initial and date the pink field copy and return it to the Operations Manager who will route it to the Engineering Assistant, who attaches the original and routes to the Materials Supervisor. The supervisor will run a print-out of material usage by W/O/J/O and route the staking sheets and print-out to the work order clerk for material reconciliation and close out of the work order as outline in REA Bulletin 184-2 Suggested Work Order Procedures. The field crew shall return all unused or salvage material to the warehouse.

Warehouse personnel shall verify material returned and prepare and initial material transaction ticket.
- H. The Work Order Accountant shall file the original staking sheet with the monthly Form 219 "Inventory of Work Orders" and the yellow copy along with the picking list in a separate reference file.
- I. When the signed pink field copy is routed to the Engineering Assistant the construction is complete, and the documents are then routed to the appropriate department; 1) Transformer order, AFS, contracts to billing department for entry and filing; 2) connect order to the reception desk to be matched with the original; and 3) easements and permits to the appropriate consumer files.
- J. After material reconciliation, the pink field copy of the staking sheet is returned to the Engineering Assistant, who routes it to the Draftperson for recording on the system map. After posting, the Draftperson returns it to the Engineering Assistant for filing.

III. RESPONSIBILITIES:

- A. It shall be the responsibility of the Engineering Department, Operations Department and Materials Department to follow the procedures of this policy.
- B. It shall be the responsibility of the General Manager to ensure that the provisions of this policy are enforced.

Date Adopted: _____ Issued By: Jarrett Broughton
Date Revised: _____ General Manager