

Residential Service Upgrades



This information card is designed to identify the standard procedures and charges involved with upgrading existing residential services for single-family dwellings.

Customers applying for a building permit are required to meet all requirements of Riverside Public Utilities (RPU). Electric Rule 11-B-1 requires that our non-commercial customers pay the associated costs when building new or relocating the electric facilities on site.

RIVERSIDE



PUBLIC UTILITIES

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Residential Service Upgrades Procedures

There must be an active electrical billing account for the address being upgraded. If none exists, an account must be established with RPU Customer Service at (951) 782-0330.

Applicants upgrading residential service panels must first contact RPU Electrical Engineering at (951) 826-5489 to request a "Meter Spot." This is required to ensure the meter location meets RPU's current standards. If your proposed location does not meet our requirements, you will be directed to relocate to a location that does.

After the meter location is approved by the utility, applicants will be given a tentative permit number and list of any applicable RPU requirements. Take this information to the City's Building Division to pull a building permit.

After receiving approval from the City of Riverside's building inspector, a clearance will be forwarded to RPU Electrical Engineering indicating that the project has passed inspection.

For Underground Services, RPU's electrical underground inspector must be contacted to approve the work. Schedule this inspection two working days in advance, call (951) 826-5429.

A work crew will then be scheduled for installation and energization of the service. This process usually takes two to three working days.

Same-Day Service Disconnect/Reconnect

To minimize the time without electric service, a customer may coordinate with all parties to facilitate a Same-Day Disconnect/Reconnect of their service.

Use preceding procedure to obtain a building permit.

Schedule a specific date and time for the building inspection by calling (951) 826-5361.

Overhead - For services fed from overhead wires, customers must coordinate the corresponding disconnection and reconnection of the electric service with the date of building inspection. Call the RPU crew scheduler (951) 351-6341 two working days in advance to schedule this work.

Underground - For services fed from underground wires, underground services must also be inspected by RPU's utility inspector prior to reconnection. The customer must coordinate this inspection with the date of the building inspection. Call the RPU utility inspector at (951) 826-5429 two working days in advance to schedule this inspection. The utility inspector will schedule a crew to disconnect and reconnect the service.

All inspections must be completed and the work approved by 2:30 p.m. to reconnect service during normal working hours. Services approved after 2:30 p.m. will result in an overtime charge.

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Note: The customer is responsible for the costs and installation of all required conduits and structures, in accordance with Riverside Public Utilities provided plans and specifications. The Building Division can be reached at (951) 826-5697 and will provide information regarding building inspections and specifications.

3901 Orange Street
Riverside, CA 92501

951.826.5489

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