Business Services Project Overview

Establish a Project

- To establish a project work order (WO), call 412-393-4343 and ask to speak with a New Business Representative.
- For projects with a load greater than 300 kW, a Business Services team member will request the following:
  - Completed Electric Service Request (ESR) form, pages 1 and 2
  - Utility site plan in AutoCAD (2017-compatible) and PDF formats
  - Riser diagram or single-line diagram

NOTE All required documentation must be complete before the project review can begin.



KEY TAKEAWAYS

- Submit complete project information early to avoid delays.
- Finalize the CSR before design can begin.
- Long-lead equipment can significantly impact project timelines.
- Customer construction, inspections, and wiring approval must be completed before energization.
- Construction-ready projects are typically scheduled four weeks or more in advance.

Customer Resources

- Current Tariff — Review utility rules, standard rates, and related tariff information.
- Electrical Installation Rules — Review service installation requirements and cost allocation.

Your Project Team

- Your Business Services Project Developer will be your primary point of contact throughout the project.
- An Engineering Technician will be assigned during the design phase to develop the detailed design and coordinate technical requirements.

Project Milestone Overview

1 Customer Service Recommendation (CSR)

- Once all required information is received, Distribution Planning will develop a draft Customer Service Recommendation (CSR). The CSR evaluates the proposed service approach, including system capacity, service routing, and equipment requirements.
- Typical duration: Approximately 4 weeks to develop a draft CSR.
- Customers may review the draft CSR and provide comments or request clarification. After comments are addressed and customer approval is obtained, DLC will issue a final CSR.

NOTE Design work cannot begin until all required information has been received, and the CSR is finalized.

2 Customer Agreements & Account Setup

- A rate contract (Rate GL or L) must be executed, as applicable based on demand.
- Establish a billing account through DLC Customer Service, Monday–Friday, 7:00 a.m.–4:00 p.m.
  - **Business Customers: 412-393-7300**
- The customer will be asked to provide a load forecast, which may affect 1CP and 5CP calculations.

3 Engineering Assignment, Long-Lead Materials & Design

After the CSR is finalized:

- An Engineering Technician will be assigned to the project.
- Your Project Developer will arrange an introductory meeting with the Engineering Technician to review project details, next steps, and any site visit requirements.
- Long-lead-time (LLT) materials will be ordered, if required, to support the project schedule.

Typical Timeframes

- Draft design prints will be shared with the customer for review.
- Engineering design typically takes approximately 3 months, depending on project complexity.
- Updates on estimated LLT material delivery dates will be provided monthly. Dates may change due to supplier availability and supply chain conditions.
- Customers may review draft design prints and provide comments. Final design prints will be issued once necessary revisions are complete.
- After final design prints are issued, the approval process may take several additional weeks.
- If applicable, customer invoices will be issued after final design prints are complete.
  - Invoices are emailed from ARMisc@duqlight.com. Check spam or junk folders if needed.
  - Payment options include ACH, wire transfer, or check.
  - Invoice processing may take several business days after payment is received.

Project Milestone Overview

4 Establishing a Target In-Service Date

After draft design is completed, the customer should provide a construction schedule so that a realistic target in-service date can be established.

Key schedule considerations include:

- DLC inspections of customer-installed facilities
- Switchgear and customer equipment delivery dates
- DLC-provided long-lead materials, delivery, and installation
- Wiring approval

5 Right-of-Way & Permitting

DLC will obtain required municipal permits and coordinate applicable agency approvals. If easements or private property rights are needed, the customer must execute and return the documents promptly to avoid schedule impacts.

6 Construction Readiness Reviews

Before construction can be scheduled, customer-installed facilities must be complete and consistent with the approved design drawings. A DLC technician will inspect the installation to verify compliance with project requirements.

Please provide DLC with at least one week's notice to schedule the required inspections.

Metering Requirements

- Metering activities may be required before energization, including equipment pickup and installation coordination.
- Contact the DLC Metering Department at 412-393-8713 for coordination.

7 Scheduling, Construction, and Energization

Once all project requirements have been satisfied and necessary materials are available, the project may be released for construction scheduling.

Current Scheduling Expectations

- Projects are typically scheduled four weeks or more after becoming construction-ready.
- Actual scheduling may vary based on workload, weather conditions, material availability, and seasonal demand.

> **NOTE** Most projects will require additional coordination between the customer and DLC during construction to support final energization activities.

Wiring Approval

Before energization, all electrical work must be inspected by a qualified electrical inspector.

Customers are responsible for:

- Coordinating with the appropriate local inspection agency
- Obtaining wiring approval
- Submitting wiring approval to DLC before energization

*Project Changes & Scope Revisions

Changes to requested electrical load, equipment, site plans, or other key project requirements may require restarting the service review and design process. Previously completed milestones—including the CSR, design, materials, and approvals—may need to be revisited. Changes can affect costs and the target in-service date; notify your Project Developer promptly and provide updated documentation.