



Builder's Guide

to working with Alabama Power

Committed to Service

Whether you're building and developing homes or office spaces, there are many advantages to choosing electric and working with us. To meet the needs of Alabama's builders and developers, we developed this guide to explain how our team can assist you in successfully completing your project from start to finish.

Meet Your Team

From setting up your account to providing quotes to connecting service, learn how our team members can help you.



Business Service Center

- Assists with your request to set up a temporary and/or permanent service account.
- Uses your W-9 form to set up your new account.
- Provides quotes for your service account deposit.
- Assists you with getting information on the status of your service request.
- Assists with your disconnect service request.
- You can contact the Business Service Center at 1-888-430-5787.



Power Delivery Engineer

- Contacts you with questions about your project if necessary.
- Designs your service job.
- Quotes your engineering job (where applicable).
- Receives your engineering payments at the local office.



Local Lineman

- Receive direction from our Power Delivery team to connect and/or disconnect service to your facility.
- You can contact the Business Service Center at 1-888-430-5787.



Underground Coordinator

- Coordinates your trenching needs.



Corporate Real Estate

- Works with you to complete right-of-way documents (where applicable).



Local Customer Service Representative

- Processes your engineering payments in the local office.

How to Avoid Service Delay Issues

You can rest assured we are here 24/7 for your critical power needs.
Call 1-800-888-2726 to report an outage.

Critical Power Outage

Keep your project on track by being prepared with the information needed to complete your specific service request. View what is required for each service we offer.

Account Setup

- Name of company as shown on your Alabama Power bill.
- Contact name and phone number.
- Type of service requested (temporary, permanent, overhead, underground).
- 911 Address, City, Zip code.
- Tax ID and W-9 form (new customers or those who haven't done business with us within the past three years).

You can apply for service up to 45 days in advance.

Temporary & Overhead Service

Please ensure the following:

- **Correct meter height:** The meter height must be 4' – 5' center of meter socket.
- **Cover on breaker panel:** Temporary meter sockets must have a cover on the breaker panel. This will be disconnected and re-inspected by the local inspection agency in some locations.
- **Proper pole construction:** Temporary poles must be solid-treated wood lumber and properly sized according to our Metering Handbook.
- **Temporary meter pole is NOT used for permanent service:** For safety reasons, temporary meter poles cannot be used for permanent service.
- **Guy wire(s) are not missing:** Guys are required on structure/roof if the mast is over 36'.
- **Stable temporary meter pole:** The temporary meter pole must be stable.

Permanent Underground Service

Trenching requirements: Electrical inspection is not required prior to the trenching request, but the following conditions must be met before making the underground service request:

- Conduit must be installed 24" below grade up to the meter socket.
- House footer may be notched to allow the conduit to go straight down or one (1) 45-degree bend may be used to go around the footer.
- Permanent meter sockets must have a minimum of three straps of conduit.
- Breakers off – must pass meter check out procedure.

Remodel/Renovations

Let our Business Service Specialist know if the meter socket will be relocated.

Inspection Considerations

UPDATE: Effective January 1, 2022, external disconnect must be installed.

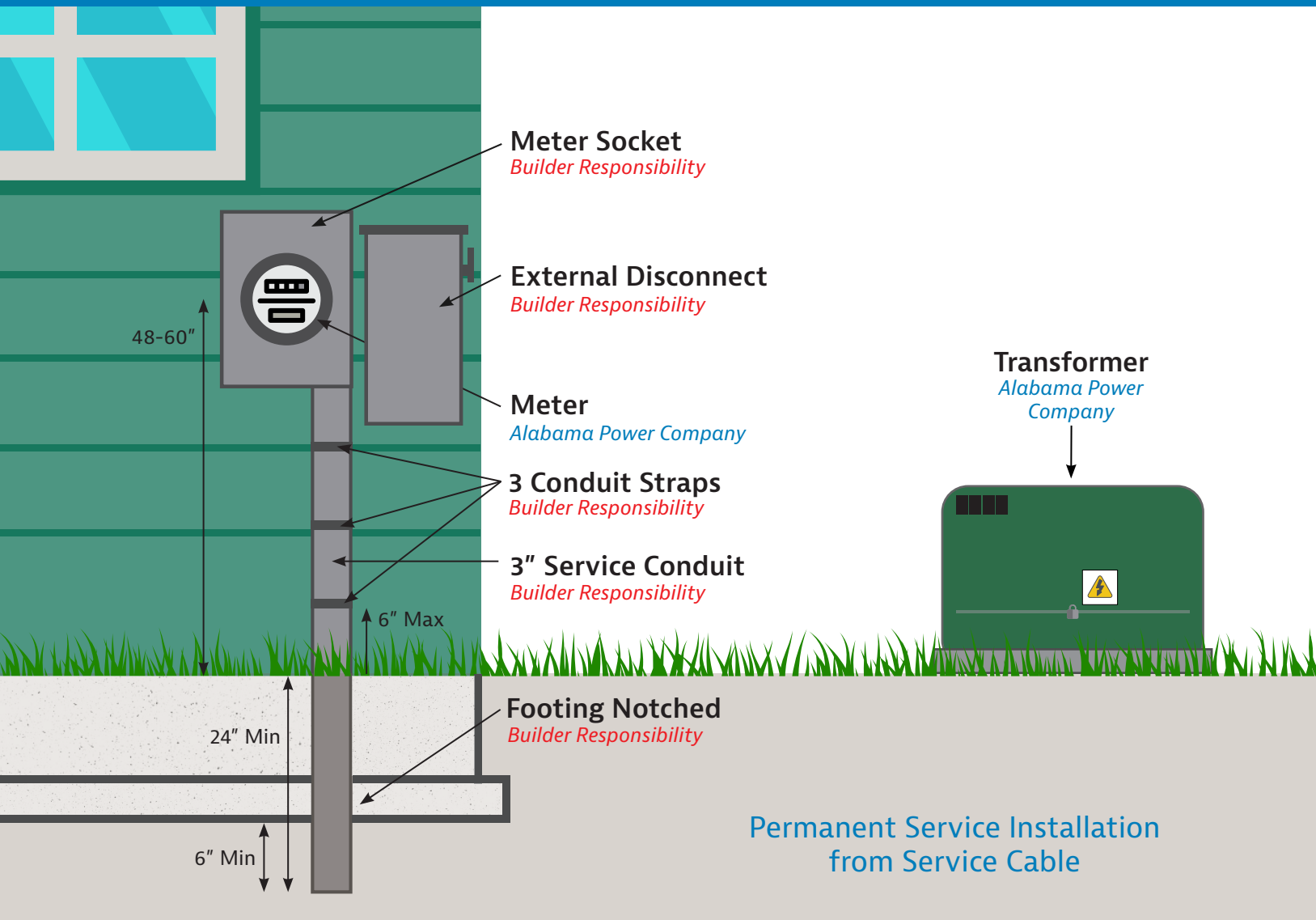
- Electrical inspection release must match the 911 address exactly.
- Display the 911 service address in an easily visible location.
- For temporary service, display address on temporary pole.
- For permanent service, display the 911 address in two locations: front window and meter socket. If the meter is not installed within two business days after inspection, weather permitting, contact the Business Service Center at 1-888-430-5787.

Disconnects & Reconnects

- Be prepared to share 911 address, meter number or account number.
- Let our Business Service Specialist know when this service change is needed, allowing up to three business days to complete, weather permitting.

For more builder resources, please visit www.alabamapower.com/builders. You can also call 1-888-430-5787.

Important Update to Residential Metering Procedure



What procedure has been updated?

Alabama Power recently updated its [Residential Metering Handbook](#) with a new requirement to the procedure for residential meter sets. An external disconnect on the load side of a new residential meter base will now be required.

When will the requirement be in effect?

Alabama Power will begin enforcing the new requirement on January 1, 2022.

Where will the requirement be enforced?

The new requirement will be enforced across all of the Alabama Power service territory, whether electrical inspections are required in a specific area or not.

Who do I contact with questions?

Call our Business Service Center at 1-888-430-5787, Monday through Friday, 7:00 a.m. to 6:00 p.m. or visit AlabamaPower.com/builders.

Thank you for your cooperation with this update to the Alabama Power Residential Metering Handbook.