

TO: MAT-SU HOME BUILDER'S ASSOCIATION

FROM: MATANUSKA ELECTRIC ASSOCIATION, INC.

To better serve the home builders MEA needs your help. Here is a list of things builders can do to help us respond in a more timely manner to your service requests.

1. If you know a road crossing will be required, apply before you are ready for service, with the notice of the needed permit to MEA's Customer Service Representative so MEA can attempt to get the road crossing permit ahead of time.
2. Clear the route from MEA's pole/pedestal to the meter base when you are having the lot cleared for the house. This will reduce the time the job takes if it goes to Engineering since the engineer will not have to make up a clearing sketch, we will not have to send the request to our clearing department, and the construction crews will not have to wait for the clearing to be done before they can build the service.
3. Keep the route for MEA's line clear of debris or construction materials. Occasionally line crews show up but cannot do the job because the builder has placed obstructions in the route.
4. Whether your job can be dealt with by using the faxed form or not, call our Customer Service a couple of days after you called ready to verify your job is not held up.
5. Sign as much of the paperwork as you can when you initially make application for service. Fill out the Extension of Service Agreement (ESA) with the legal description and what other information is known and sign the ESA. When you are ready for service and fax us the notice form, we will use your measured distance to complete the ESA. You may also want to have several signed easements and signed ESA's on file with our Customer Service Department so we can just pull one out of your file, complete the form you have already signed, and attach it to the job. You should not have to make another trip into the office just to sign a form.
6. Measure the route distance accurately. If you say the distance is 75 feet and it is actually 90 feet, there is a chance the crew will not have enough wire to do the job.
7. Call or fax the form **ONLY WHEN YOU ARE ACTUALLY READY!** This applies to temporary services as well as permanent services. If we send crews out on more than a couple of jobs for a builder that was not ready for service, we will start sending all of that builder's jobs to Engineering so an engineer can verify the job is ready to be built. This will obviously slow down that builder's jobs.
8. Make sure your temporary services are installed correctly. Often we find safety covers missing, missing a ground rod, the pallet and post not supported, no conduit, no breaker, etc. Crews will not hook up a temporary or permanent service entrance that is not installed correctly.

If builders do the above whenever they can, our engineering technicians can concentrate only on those jobs that need to be truly "engineered", allowing those jobs to be designed quicker. If the builder makes sure everything is ready for our line crews we will be able to get in and get the job done without delays or second trips.