



**WATER AND
POWER**

Burbank Water and Power

PROCEDURES FOR UNDERGROUND ELECTRICAL SERVICE AND/OR UPGRADES

Step 1 Schedule a site visit with an Electrical Service Planner to spot the location of the new meter panel and obtain a **Confirmation of Electric Service** (Confirmation). For residential services please make an appointment at www.burbankwaterandpower.com/electricplanning. For commercial/industrial services, contact ECOM@burbankca.gov for an appointment. If you have questions, please see the resources available at the link above including frequently asked questions. If you have other questions please contact Burbank Water and Power (BWP) Electrical service planning at ERES@burbankca.gov for residential or ECOM@burbankca.gov for commercial and industrial services.

Step 2 Obtain an **Electrical Permit** from the Building Division (150 N Third St). A valid Confirmation from BWP is required to apply for a permit.

Note: Based on the condition of the servicing pole, BWP may opt to replace it before installing the underground service. The Service Planner will provide the location of the new pole. Underground service **must rise** at the location provided by BWP. BWP will **install standoffs** on the riser pole to attach to. Substructure installed prior to BWP work may need to be moved at your expense. For projects involving onsite transformation or primary service, a detailed drawing will be provided.

For Upgrades Only: Call 818-238-3575 option 2 with your permit number to request meter unlock.

For New Services Only: Contact the Public Works Department (150 N. Third St.) for **address assignment**. BWP will only provide meters for legal addresses as recognized by the Public Works Department. To set up a **billing account** for new services, contact Burbank Water and Power Customer Service at 818-238-3700 or visit burbankwaterandpower.com. There must be an active billing account for BWP to energize the service.

Aid-In-Construction (AIC) charges may apply. AIC charges are shown on the Confirmation. Any fees and/or deposits required by BWP must be paid prior to energizing the service. These fees are separate from permitting fees required by the Building Division. Please pay AIC charges in the BWP Lobby at 164 W Magnolia Blvd. Monday through Friday, 8:00 am until 5:00 pm.

Step 3 When the substructure has been installed per BWP specifications (including S-707, S-810, S-811 as applicable) contact BWP at ERES@burbankca.gov (residential) or ECOM@burbankca.gov (commercial) for an **underground inspection**. This is separate from any required Building Division Inspections. BWP specifications are available at www.burbankwaterandpower.com/electric/specifications

Step 4 **Complete work** in compliance with BWP's Confirmation and adopted Building Codes. All service equipment must comply with Electric Utility Service Equipment Requirements Committee (EUSERC) standards. The contractor may maintain continuity of service until the final connection by BWP. Temporary connections should be made with split bolt connectors or equivalent UL-listed devices. Contact the Residential Electrical Service Planner if temporary power is required. Any connections or devices of any kind which prevent metering of electricity consumption constitute diversion of electric energy and are subject to fines per Burbank Municipal Code 8-2-213. BWP reserves the right to install a limiter or disconnect service when an electrical panel or service head conditions are left unsafe.

Step 5 Upon work completion, contact the Building Division for **final inspection** as shown on the Permit.

Step 6 Upon approval of both BWP underground inspection and a Building Division final electrical inspection, BWP will issue a Service Order to the field. Please allow up to 10 business days for field crews to **install the service**. The Building Division will contact BWP directly. Please do not follow up with BWP unless 10 days have passed, and BWP has not yet come out to install the service.