

## Establishing electric service with Cleco for new construction

**Customers should provide the following to set up temporary electric service for construction:**

- Physical address of the location (911 address)
- Daytime phone number as point of contact for the project
- Site plan showing the location of project on the property
- Property ownership papers if right of way must be acquired
- Desired start dates for temporary electric service and permanent electric service
- Person responsible for the Cleco bill must provide the following:
  - Name and Social Security Number
  - Driver's license or other photo ID (if applying in person at a Cleco customer service office)
  - Mailing address

Deposits are required for all new electric services. The amount of the deposit is determined by Cleco at the time of application for service.

### **Permits and other requirements**

Local governing authorities usually require permits and electrical inspections prior to both temporary and permanent electric service connections. (*Cleco is not the local governing authority.*) A licensed electrician may be required for your electrical work. Cleco customer service representatives can assist in determining which authorities should be contacted.

If Cleco lines must be extended to reach your location, rights of way may have to be obtained from you and/or other property owners. Cleco also may need to obtain permits from third parties such as the Corps of Engineers, Railroads, and the Louisiana Dept. of Transportation. **This can take several weeks or months. Contacting Cleco as early as possible is very important when line extensions are necessary for service connection.**

Call 1-800-622-6537 or visit a Cleco customer service office to begin the process of setting up service for your new construction. You will receive a call within one working day from a person who will become your Cleco contact for the length of your project. You should be prepared to give your Cleco representative the following information pertinent to your project:

- Type of building (residence or type of business)
- Type of electric service needed (voltage, capacity, electric load summary, etc.)
- Location of the electric meter
- Whether the electric service will be overhead or underground

Some projects will require a contribution from the customer and the execution of certain agreements and documents. Your Cleco contact will make this determination as the details of the project are reviewed.

At any point during a project, customers can call Cleco's 24-hour customer service line at 1-800-622-6537 for assistance.