

## **SLEMCO**

### **Residential Service Order Procedure**

1. SLEMCO customers can request service by doing the following:
  - a. Contact SLEMCO's main service department at **(337) 896-5551**
  - b. Contact one of the three SLEMCO service centers:
    - i. **Kaplan** service center **(337) 643-6565**
    - ii. **Crowley** service center **(337) 783-7714**
    - iii. **Washington** service center **(337) 826-7911**
  - c. Apply for service in person at the main SLEMCO office and ask to see someone in new accounts.
2. When a request for service is made a service order will be written by a SLEMCO customer service representative.
3. Usually the next working day a SLEMCO field representative will contact you concerning your request for service. He or she will make an appointment to meet with you and discuss your service needs.
4. The SLEMCO field representative will answer all questions concerning providing you with electrical service. He or she will quote any cost associated with your request and provide any specifications involved with your request.
5. Any payment for construction or meter deposits must be paid in the office, by mail, or by phone. **No Payments will be collected by field personnel.**
6. **Before any digging is done on your property LA One Call must be notified by calling 811 or 1-800-272-3020.** No work can begin until 48 hours after LA One Call has been notified. *Special Note: Vermillion, Iberia, and Cameron Parishes require 96 hours before any digging can take place.*
7. All parishes along with some municipalities in SLEMCO's service area require some sort of permit. Before beginning any wiring on your service contact your local Governing Authority in order to obtain the local regulations concerning obtaining electrical service. **SLEMCO will not install a meter for service unless the service has a permit from the local Governing Authority.**
8. SLEMCO will proceed with construction of your job even if no permit has been issued, **but will not install a meter before the permit has been obtained.**
9. If at the time of construction you are wired and inspected, SLEMCO will install the meter under the standard **\$50.00** service charge. If at the time of construction you are not wired and inspected there will be an additional **\$15.00** service charge for a serviceman to return later to install the meter.
10. **When it is required that SLEMCO supply the material that the electrician will install, the times that this material will be issued by SLEMCO is 9:00AM-12:00PM, 1:00PM-3:00PM during a SLEMCO normal business day.**