

DMEA New Construction

Frequently Asked Questions

DMEA's Line Extension Policy applies to all requests for new service, service upgrade, retirement of old or unused services, or other changes to DMEA facilities. In all circumstances the applicant shall be the fee owner of the property to be serviced by the extension, upgrade, retirement, or change in service.

Q: How do I sign up for service?

Call DMEA at 970-249-4572 or 1-800-687-3632. A phone call is all that is needed to get the process started. We will ask you some questions and ask that you complete a Request for DMEA System Design Services with a list of items that we need in order to insure that your service will be designed to fit your needs (also available online at www.DMEA.com/Account Services/New Construction Information). A completed Request for DMEA System Design Services along with a \$350 design fee will get you in the design queue for a site visit.

You can stop by one of the following offices to speak to one of our Customer Service Representatives and turn in your completed Application and Fee:

Montrose Headquarters
11925 6300 Road, Montrose, CO 81401
Monday thru Friday, 8 AM-5 PM

Read Service Center
21191 H 75 Road, Austin, CO 81410
Monday thru Wednesday, 9AM-4PM

Q: When should I apply for a new service?

Call us after you own the property and have determined the need for a new electric service or service upgrade. Working upfront with your builder and/or electrician to determine construction details before contacting us will save you time and money by reducing DMEA design time and avoiding expensive changes.

For a single residential service, please allow up to 4 weeks to get a new service designed and installed. Jobs requiring redesign, complex projects, commercial projects and subdivisions may take longer.

Once a job is designed and paid in full, it will be sent to DMEA Operations for installation. One of our crew foreman will then contact you to schedule the work.

Q: Where can I find more information on DMEA's construction services?

DMEA's New Construction Handbook is available at www.dmea.com/. The Handbook provides information to help our members apply for a new construction service or upgrade an existing service.

Q: If I need to cross my neighbor's property to get power installed, how do I get an easement?

DMEA is happy to prepare easement documents for you to present to your neighbor, and will be happy to answer questions as they arise. However, you are responsible for taking care of obtaining an easement from your neighbors.

Q: If I am working out of my home, will I be billed on a residential or commercial rate?

DMEA will assess each situation separately to determine the rate class. However, if the meter is under a business name it will be billed commercial. If we confirm that your electric usage is 50% or more residential AND it is under a member's name, it will be billed as residential.

Q: Will DMEA upgrade my service from overhead to underground?

Changes of service at the request of the member which benefits you the member will be at your cost. If you choose to remove your overhead service and reconstruct it underground, an Application for New Service is required along with the \$350 design fee. DMEA System Designers will then schedule a time to design your underground service.

Q: Why do I really need the State Electrical Inspector to inspect my service?

Yes, for your safety anytime there is a new service installation or change in wiring on the customer's side of the meter, the State Electrical Inspector is required by law to inspect your service before DMEA can install/re-install a meter. Your electrician is familiar with the Electrical Inspector in your area and should call him to schedule an inspection.

Also, when a service has been disconnected for more than 6 months a state electrical inspection is required before DMEA will re-install a meter.

Q: Who do I call to request removal an old electric service from my property?

Call DMEA at 970-249-4572 or 1-800-687-3632 to speak to one of our Customer Service Representatives. Service wires, poles, transformers and meters are typically owned by DMEA. When DMEA determines that those services are no longer needed, DMEA may decide to remove them from the property. To complete the process, the landowner is requested to review and sign an 'Idle Service Retirement Agreement' (available online at www.DMEA.com/Account Services/New Construction Information) acknowledging ownership of the property and requesting removal of an idle/abandoned service.

Q : Who is responsible for trimming trees?

DMEA will trim trees away from our high voltage distribution lines. DMEA maintains tree clearances within DMEA power line right-of-way. Tree trimming and removal is required to avoid trees and limbs coming in contact with power lines causing outages, damage, and safety issues.

You may not like how we trim trees! The best way to protect your investment in landscaping is to plan ahead - know the size of your trees and shrubs when full grown and avoid planting near both the overhead and underground utilities in your area.

Q: I understand the need to not plant trees near power lines, but can I hide the 'green boxes' using large rocks and retaining walls?

DMEA asks that our members avoid putting landscaping items within 10' of our equipment. Working with high voltage equipment is a dangerous job which requires a safe working zone for our employees. During outage events, linemen also need to find and access the equipment quickly. If the need arises, we will remove landscaping to restore power to DMEA members.

Also, digging can damage underground lines and cause electrocution or fire. To avoid accidents or incidents, **call 8-1-1 or 1-800-922-1987 (Utility Notification Center of Colorado)**. There is no charge for this service, but all locations must be called in a minimum of three business days before digging begins.

For more information on electrical safety, visit www.DMEA/Safety.

Q: Will DMEA install a security yard light?

DMEA does not install yard lights but refers members to local electricians who should be able to help select and install the type of light needed.