

**TOWN OF RICHLANDS**  
**200 WASHINGTON SQUARE**  
**RICHLANDS, VA 24641**  
**PHONE (276) 964-2566 · FAX (276) 963-2889**

RESIDENTIAL POWER SERVICE  
INSTALLATION GUIDE FOR OVERHEAD SERVICE

New electrical meter installation or upgrade of existing electrical meter service

- A) Contact the Richlands Town Hall prior to beginning work on all electrical services.
- B) Obtain Town and County permits as required
- C) Provide a date when service will be needed
- D) Provide connected load information
- E) Contact the power company for meter base type and location requirements
- F) Provide specific address or location of work
- G) Provide a daytime telephone or cellular telephone number so you may be contacted

LOCATION REQUIREMENTS

- a) It is important to install your service equipment and service attachment in the correct location. The meter base shall be located at a power company approved location on the outside building wall. Always contact the power company prior to installation. \* **The Town of Richlands provides the meter base in most instances unless otherwise agreed upon. \***
- b) A 2" or larger (if required) rigid galvanized steel conduit must be properly secured with approved metal mast clamps (2 hole metal straps secured with proper bolts)
- c) There must be a 12 ft. minimum clearance at the lowest possible point of the service drop above yards or walkways, and an 18 ft. minimum clearance at the lowest possible point of the service drop above public streets, alleys and cultivated or grazing areas. The power company will help determine what is required to meet these requirements for the service drop.
- d) When a service mast is required to extend the service entrance through the roof the conduit should extend a minimum of 2' and a maximum of 4' past the roof. (In some circumstances other requirements may apply). If a mast extension is required, it must be installed at the base of the mast. The meter base shall be properly secured before service will be provided.
- e) The wall shall be capable of supporting the meter base and service entrance properly, possibly by adding supports between the existing studs.
- f) Install the meter base such that the center of the meter base is not less than 5 ft. and is not more than 6 ft. from the finished grade. If backfilling is to be done later, the meter base may be higher than 6 ft. provided that an adequate and safe platform is installed until backfilling is completed. This must be done prior to service being provided.
- g) Entrance conductors to extend a minimum of 2 ft beyond the service head. The power company makes connections to these conductors. Adequate wire is needed at this point for safe connections and for any future work that may be required.

- h) Ground connectors shall not pass through or be connected within the meter base. The driven ground rods and clamps shall be beneath the final grade.
- i) Clear and maintain the right of way for the service drop. A 5 ft or more clear area should always be maintained around the power poles, transformers and metering equipment. Trees and shrubs should never be placed beneath the service drop or near the meter base. Service personal shall be permitted free and safe access at all reasonable hours to the premises for the purpose of installing, reading, testing, and removing meters or other power company owned equipment. Maintain the meter location such that it is out of the way of pedestrian and vehicular traffic and is easily accessible without damage to property or risk of personal injury.
- j) A clear, safe area is required around the meter base for reading, maintenance and repair. The meter base and service should never be built around or enclosed. If structural changes are to be made contact the power company prior to work being performed so the service can be safely relocated as needed.
- k) Only power company employees may perform disconnection of service entrance equipment from the service wires. Customers or their electricians must not attempt this or any subsequent reconnection. Only power company employees shall cut the seal or remove the electric meter from the socket. Contact the power company prior to any work being performed involving the meter service.
- l) Antennas, lead-in conductors and guys shall not be attached to the service mast or to poles or similar structures carrying electrical conductors. It is recommended that any antenna be installed at least one and one half times its height away from power lines.