



SWM&P

AN ALLETE COMPANY

NEW CONSTRUCTION GUIDE



WELCOME TO

SUPERIOR WATER, LIGHT & POWER

At Superior Water, Light & Power, we are here to assist you with your electric, gas and water needs. With an understanding that every project is unique, we will be there to work with you throughout the process.

It is important that you contact us as early in the process as possible but no less than three weeks prior to finalizing your plans.

This guide provides an overview of the steps we'll take together to install your new service. This will help to keep your project clearly defined and on track. We both have important roles to play to get your service installed on time and to your satisfaction.

If you have any construction questions along the way, please contact us:
Phone: 715-395-6227 or 715-395-6241
Email: newconstruction@swlp.com

The first step is to submit an application for service. You can access the new construction application at: www.swlp.com/customerservice. You have the choice to either submit the application online, or print it out and mail it to:

Superior Water, Light and Power
Attn: New Construction
2915 Hill Avenue,
P.O. Box 519
Superior, WI 54880

ABOUT YOUR BILL

Toll Free Area Wide: 1-800-227-7957
Superior Area: 715-394-2200

DIGGERS HOTLINE

Dial 811
Online Assistance: www.diggershotline.com

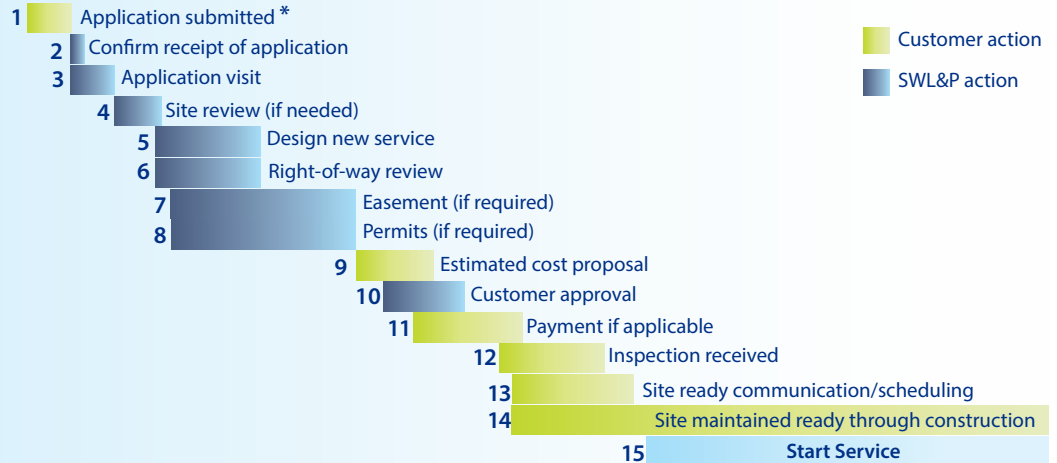
PAY STATION

8 a.m. – 4 p.m.
Monday through Friday
2915 Hill Avenue,
Superior, WI 54880

NEW CONSTRUCTION PROCESS

Superior Water, Light & Power will make every effort to meet your requested completion date. The amount of time it takes to complete the installation depends on a variety of factors. Once all requirements are met, the work will be scheduled.

Depending on the job, all applicable requirements must be completed before we schedule installation. If any special conditions apply, we must be made aware of them during the application process.



Step 1 - Application

Submit a New Construction Application with a certified survey map or site plan* (at least three weeks prior to date the service is required).

Step 2 – Receive Confirmation

If you submit an application online, you will receive an automated email advising you that your application has been received.

Step 3 – Application Review

After submitting the completed application, please allow a minimum of three weeks for Superior Water, Light & Power to review your request. Once the application has been reviewed, a representative will contact you to discuss your service needs. If additional information is needed to process your request, we will let you know at that time.

Step 4 – Site Visit

Once the application has been processed, a representative will determine if a site visit is required to successfully meet your service needs. If a site visit is necessary, a representative will contact you to schedule a time that works for you.

Step 5 – Design

A design is created using data collected during the site visit or supplied by the customer. When the design is complete, we will contact you to discuss costs, offsets and extension agreements (if applicable).

*** Customers must provide a certified survey map or a detailed site plan noting the following:**

- Where the new structure will be located
- Location of existing structures
- Distance (feet) structure will be located from roadway
- Location of proposed/existing driveway (note if matting has been installed)
- Location of well lines, sewer lines, or other potential obstructions
- Location of electric panel (service entrance) and gas meter
- Neighboring address and/or nearest intersecting road

A well-prepared application and site, along with good communication with your Superior Water, Light & Power representative, is the best way to keep your project on track.



NEW CONSTRUCTION PROCESS CONTINUED

Steps 6 & 7 – Right of Way Review

If your project requires obtaining easements, we must determine a path that is acceptable to all parties (including third parties where required). A recordable easement must be on file with the county.

Step 8 – Permits (if required)

Wetlands, waterways, threatened or endangered species, cultural or historical resources as well as hazardous spills or materials will delay the project, as permits would need to be requested and approved. Municipal, county and state permit requirements can also affect the installation timeline.

Step 9 – Estimated Cost Proposal

A SWL&P representative will determine the estimated cost for the service request. This quote will be given to the customer for approval.

Step 10 – Customer Approval

Customer will review the project costs and upon approval, sign and return the cost estimate,

notifying SWL&P to move forward with the service request.

Step 11 – Customer Payment Issuance

Depending on the service request, payment may be requested before work will be scheduled. If this is the case, a representative will notify the customer that the payment is required before work will begin.

Step 12 – Notification of inspection or affidavit (electric and gas only)

An inspection notification must be received from the municipal inspector confirming that the customer-owned equipment follows applicable codes, or an affidavit is received from a qualified installer.

Step 13 – Scheduling

When all scheduling requirements have been met, a service representative will schedule the work as long as the site is clear for installation.

Step 14 – Site maintained ready through construction

During this step of the process, make sure your site remains ready for service. Inform your builder to keep the path where the new service will be installed clear of obstructions. Please be sure to keep us informed of any design or scheduling changes.

Step 15 – Starting service

Once the work is completed, we will install a meter and start service. Gas and water starts require customers to request an appointment to start service. Call 715-394-2200 to schedule.

Note: Sometimes installation work requires an outage for other customers served from the same distribution system. When this occurs, we attempt to coordinate the outage to minimize impact. Some outages require considerable coordination.



KNOW YOUR SURROUNDINGS

Important note: Diggers Hotline will not mark underground facilities owned by the customer. These customer-owned facilities and obstacles must be identified on (a) your survey map or site plan and (b) on the property itself by using flags, stakes or water-resistant spray paint. Failure to do so can result in delays and damage to your facilities.

Note: SWL&P and its contractors are not responsible for damage to your facilities that are not properly marked before our work begins.

FUTURE PLANS

You may have plans to build a shed, install a pool, erect a fence or plant trees. Make sure you keep those plans in mind and mark them now. When considering what you may do in the future, remember to:

LOOK UP & LIVE

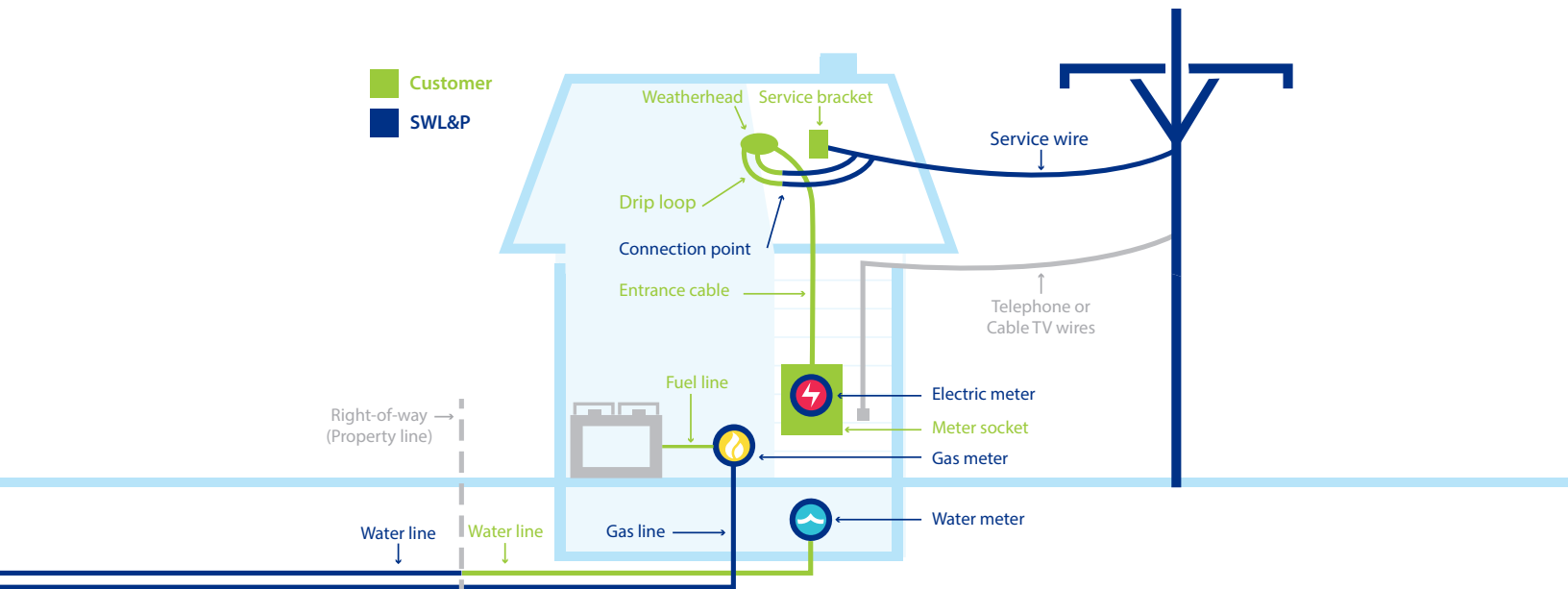
Federal law requires that all contractors maintain at least a 10-foot clearance from overhead power lines up to 50 kV. Greater clearance is required for higher-voltage power lines, cranes and derricks in construction. Contact SWL&P at 715-394-2200 at least three working days before you start working near overhead power lines and equipment so that safety recommendations can be made.

TREE PLANTING

While well-placed trees can help conserve energy and add to the appearance of your home, a tree installed in the wrong location can be harmful. Remember, the small tree you plant today will increase in size. Make sure you give the tree adequate room to grow. Never plant trees with a mature growth height of greater than 25 feet directly below overhead power lines. Trees reaching 25 to 40 feet in height should be planted at least 30 feet from power lines. Trees growing to more than 40 feet should be located at least 50 feet away. Tree roots grow out as far as the tree's canopy, so plant trees 25 feet from gas lines and shrubs 5 to 10 feet away.

KNOW WHAT'S BELOW

If you're planning construction, gardening, landscaping, fencing or any type of digging around your home, you must call Diggers Hotline by dialing 811 or 800-242-8511 to locate buried utility lines. Coming in contact with utility lines can be extremely dangerous or fatal. Repairs to damaged lines can also be extremely expensive. Contact Diggers Hotline at least three business days prior to excavation. Calls can be made 24 hours a day, seven days a week, 365 days per year.



WHAT'S OURS, WHAT'S YOURS

Superior Water, Light & Power owns much of the equipment that serves your home, but you may be surprised to learn that you also own parts of the system. If severe weather or an accident damages your home's electric, gas or water service, here is a basic guide to what equipment is ours and what is yours.

ELECTRIC

SWL&P owns and is responsible for repairing or replacing the service wire—the wire that comes from the street to your home.

If fallen tree limbs interfere with the service wire, you are responsible for removing the tree limbs on your property before we can restore your

power. A licensed tree-service contractor can help clear the tree limbs for you. For your safety, contact us before you begin clearing tree limbs. We will detach the service wire and confirm the line is not energized.

SWL&P also owns and is responsible for the electric meter. If the meter is damaged by severe weather or by accident, we will repair or replace it for you.

The service bracket and all of the hardware running from the connection point of the service wire, down the side of the house (including the weatherhead, entrance cable and meter socket), and into the house are your responsibility. If any

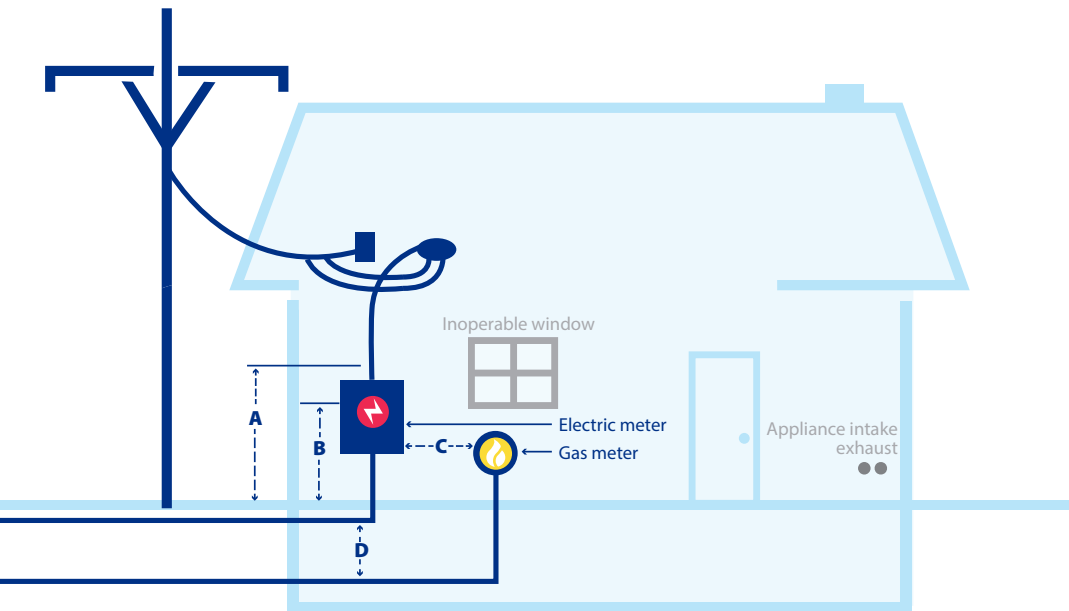
of this equipment is damaged, you will need to work with a licensed electrician to repair or replace it before we can restore your service.

NATURAL GAS

SWL&P owns the gas meter and the gas line that crosses your property and connects with the meter. You are responsible for the fuel lines from the gas meter to your furnace or appliances.

WATER

SWL&P owns the water meter and the water line from the street to your property boundary. You are responsible for the water line that runs on your property to the house and meter.



ELECTRIC METER REQUIREMENTS

The National Electric Safety Code requires an unobstructed working space that extends from the floor or ground to a minimum height of 6 feet, 6 inches. For electrical equipment mounted higher than 6 feet, 6 inches, this space shall extend to the top of the equipment.

For underground service laterals, the centerline of all meters shall be between 3 and 6 feet from the finished grade (B).

For overhead service drops, the centerline of all meters shall be between 4 and 6 feet from the finished grade (A).

There shall be a minimum distance of 3 feet of unobstructed working space, measured from the meter face, in front of all electric and natural gas meters (C).

We prefer a 3-foot minimum separation between natural gas and electric facilities (D).

The preferred termination of service laterals is on the outside of a building.

Only approved meter-mounting devices and termination equipment are to be used.

Meter locations shall be free from excessive moisture, vibrations and heat.

SAFETY

Keep all vehicles and heavy machinery such as cranes, bucket and dump trucks, backhoes, front-end loaders and cement pumpers out of the danger zone around power lines.

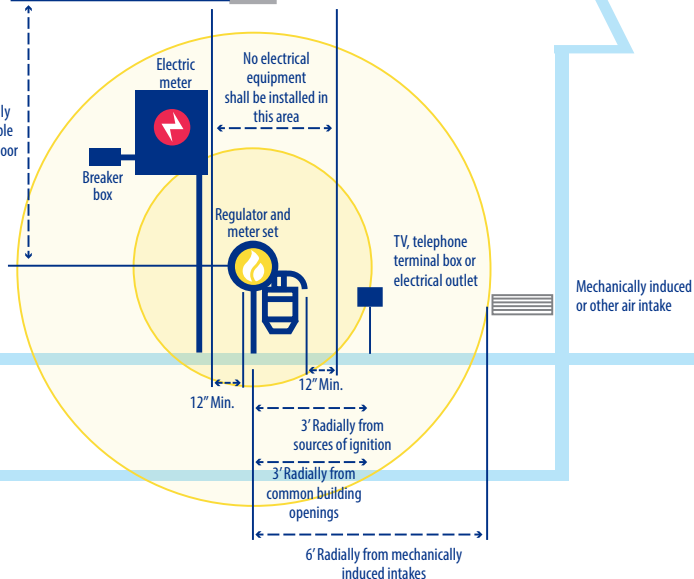
- If a machine's boom or bucket gets within 10 feet of overhead power lines, or comes into contact with a power line, anyone touching the machine—or even standing nearby—is at risk.
- Designate at least one employee to observe and ensure that the minimum danger zone clearance around power lines is maintained, especially when raising dump truck beds, booms and cranes.
- Always have a safety meeting at the site before work begins each day. Be sure all subcontractors on the job are aware of safety issues and adhere to site safety rules.

Overhead **power lines** may be coated to protect them from the weather, but that coating will not protect you from electric shock. If you contact an overhead line—with your body or indirectly through a ladder or tool—you may be killed.

- Keep scaffolding and rigging away from electrical equipment and overhead lines. Scaffolding can sway into a power line, energizing the entire structure and endangering anyone who touches it.
- Stay clear of the 10-foot danger zone around wires connected to homes and commercial buildings.

Operable window

10' Vertically
from operable
window or door



SWL&P adds a harmless chemical odor to the natural gas we deliver to you. This rotten egg odor will help you detect gas leaks that might occur in your home, business or neighborhood. A gas leak can cause:

- Hissing noises
- Unusual odor indoor or near the pipeline
- Bubbling in wet or flooded areas
- Dirt being blown into the air
- Dead or discolored vegetation near an underground pipeline
- Abnormally dry or hardened soil
- Fire or explosion near pipeline

GAS METER REQUIREMENTS

The National Fuel Gas Code (NFPA 54), manufacturer guidelines, and industry best practices require certain clearances be maintained from the natural gas meter assembly to sources of ignition, air intakes, windows/ doors, structures, etc.

We prefer a 10-foot clearance from the natural gas meter assembly in the cases of sources of ignition and air intakes, including doors and windows.

If a 10-foot clearance is not practical, a 3-foot clearance is the minimum distance that must be maintained from sources of ignition and

common building openings.

A 6-foot clearance must be maintained from mechanically induced air intakes.

Windows that cannot be opened are exempt from clearance requirements.

The assembly shall not be located directly below exhaust vents that may produce condensation that can drip on to the meter assembly.

In unique situations where these requirements cannot be met, your service representative will discuss options with you.

If you smell natural gas:

- Call **911** from a safe distance.
- Evacuate the area immediately and warn others to stay away.
- Do not touch anything that might create a spark, such as a light switch, telephone, cell phone, or garage opener.
- Do not attempt to control a leak.



WATER METER REQUIREMENTS

Water meter safety and regulations are case-specific. Please contact Superior Water, Light & Power when you are considering water meter installation.

Letting your water provider evaluate your plumbing systems allows us to help protect your drinking water safety as well as the water safety of others. The best way to do this is to give SWL&P's cross connection control technicians easy and courteous access to your plumbing system to help you avoid cross connection contamination.

We have delivered water to our customers for more than a century. Our thorough treatment process provides clean, safe drinking water that is pumped via our distribution mains to homes and businesses. Each year, SWL&P supplies a drinking water quality report to customers. You can find it at swlp.com.



What is a cross connection?

A cross connection is a “link”, or a direct or potential connection between drinking water piping and a contamination source. This can be as simple as a garden hose end that is submerged in a swimming pool, a bucket of detergent or other contaminated water source. Other examples of cross connections are supply lines connected to boilers, lawn irrigation systems, cafeteria equipment, process equipment and bottom-fed tanks. Under certain conditions, cross connections can allow potentially contaminated water to flow backward through the piping system and contaminate the drinking water supply. This is called backflow and it is caused by two types of pressure changes: back siphonage and back pressure.



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swlp.com/MobileApp  





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Great service. Even better.