



Appendix B – RMLD

Utility Authorization Number (UAN)

The following describes RMLD's Utility Authorization Number (UAN) process.

1. Electrician will call Customer Service for a UAN. Customer Service confirms the customer's name and address and will open a new UAN ticket. The following information is then requested:
 - a. Contact information for the electrician Including name, license number, cell phone number, company name and address, company phone number and email address.
 - b. Detailed information about the type of service occurring at the address is required. Such as, Request Category (repair, new service, upgrade, solar, or temp service), Connection Type (overhead or underground), Connection Construction (Single Phase or Three Phase), Voltage, Amperage, any and all details for changes to the service connection point (inclusive of the location of the meter). Additional notes should be included for specific situations.
 - c. Contact info for the customer. The UAN is then added and the UAN number is given to the electrician. Customer Service tells the electrician of RMLD's procedures for disconnects and reconnects. Reconnects only occur after the RMLD has received the wire inspector's approval (see Step 3).
 - d. A load data sheet is required whenever a service modification, upgrade or load addition is being performed. See Appendix M for the RMLD load data sheet.
2. A service order then created by the RMLD Customer Service.
3. Once the service is ready for inspection, the wire inspector for the town where the customer resides will call RMLD's Control Center to approve the service at the address, referencing the appropriate UAN, and indicating service can be connected. This will in turn create an internal service order to accommodate the RMLD related work required for the UAN request.