

Line Extension / Secondary Service Frequently Asked Questions



Question: How do I determine if power is available to my property?

Answer: Submit an [Electric Service Request](#) form to find out if power is available to your property, or what is needed to bring power to your property if it is not already available. Forms can be found [online](#), sent to you through the mail or email, or filled out at one of [our offices](#). Call (509) 661-8400 for more information.

Question: What is a power line extension?

Answer: A line extension is the extension of primary (high voltage) electric facilities to the customer's property, subdivision or commercial building. If the PUD does not have a usable power source within an acceptable distance to the customer's property, a line extension may be required.

Question: Who pays for a power line extension?

Answer: The customer pays all costs associated with a power line extension. If additional customers connect to a line extension that was completed in the previous 10 years, then the original customer who paid for the line extension will receive money back if the customer has not sold the property associated with the line extension. The PUD calls these "shared costs."

Question: How long does it typically take to have a power line extension completed?

Answer: There are several factors that affect how long a line extension may take, such as the size/length of the extension, whether the customer is doing some of the work or the PUD is performing all the work. Typically it takes four to five months.

Question: How do I find out where I am in the line extension process?

Answer: The [New Line Extension Brochure](#) is an informative guide that may help you track where you are in the process. Please call (509) 661-8400 if you would like a status update.

Question: What happens after the electric line extension is complete? Why doesn't my house have power?

Answer: Service from the transformer to your home is typically a separate part of your building process. Once power is available at the property, then a secondary service is needed. See the [New Secondary Service Brochure](#) for more information.

Question: How do I know what size of service I will need for my new home or building?

Answer: Many factors affect the size of a service such as square footage of the home/building, size and type of furnace, and whether you will have a swimming pool. Your electrician will be able to help you determine the proper service size.

Question: Where do I obtain a building permit in Chelan County?

Answer: Chelan County Building and Planning department is a great place to start. Listed below are local contacts.

- Chelan County – (509) 888-6225
- City of Wenatchee – (509) 888-3200
- City of Chelan – (509) 682-8017
- City of Leavenworth – (509) 548-5275
- City of Cashmere – (509) 782-3513
- City of Entiat – (509) 784-1500

Question: When my line extension is complete and my meter base is installed, who inspects the meter base?

Answer: Washington state Department of Labor and Industries permits and inspects the meter base. Call (509) 886-6500 for more information. Chelan PUD personnel will also verify that your meter base and conduit installation meet PUD specifications prior to your service being connected.

Question: Can I install my own conduit?

Answer: Yes, on your own property you can excavate and install the conduit. PUD engineering staff will determine the route and conduit size and quantity. A PUD employee will inspect your installation and determine project readiness.

Question: I already have a “Green Box” on my property. Why do I have to pay for a line extension?

Answer: Not all utility boxes can be used for powering your house. An engineer will determine whether a line extension is needed or you can use existing equipment.