

Information Required to the Complete Request Electrical Work Forms

Please review the following information needed to complete each form.

Types of Electrical Work:

[Service Upgrade](#) [New Construction](#) [Temporary/Permanent](#) [Lighting](#) [FAQs](#)

Service Upgrade Form

- Online username and password or your service account number and zip code
- Address where electrical work is required
- Requestor name and phone number
- Contact name, phone number, and email address
- Type of upgrade – commercial, residential or general relocating electric service
- Cross street – streets that are near the location for electrical work
- Connection type – overhead, underground
- Feet setback from the road – how many feet is the required electrical work from the road
- Voltage – 120/240, 120/208, 208/120 (3 phase), 120/240 (3 phase), 480/277 (3 phase)
- Amperage – 100, 200 or other
- Phase – single or three
- Detailed description of work required

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New Construction Form

- Online username and password or your service account number and zip code
- Lot or house number
- Address where electrical work is required including township/borough
- Type of structure (e.g., house, garage, cabin, apartment)
- Whether or not it is a customer-owned transformer
- Square footage of the structure
- Cross street – streets that are near the location for electrical work
- Connection type – overhead, underground
- Feet setback from the road – how many feet is the required electrical work from the road
- Voltage – 120/240, 120/208, 208/120 (3 phase), 120/240 (3 phase), 480/277 (3 phase)
- Amperage – 100, 200 or other
- Phase – single or three
- Heating source (e.g., electric, wood, solar)
- Detailed description of work required

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Temporary and/or Permanent Service Form

- Online username and password or your service account number and zip code
- Lot or house number
- Address where electrical work is required including township/borough
- Type of structure (e.g., house, garage, cabin, apartment)
- Whether or not it is a customer-owned transformer
- Square footage of the structure
- Cross street – streets that are near the location for electrical work
- Connection type – overhead, underground
- Feet setback from the road – how many feet is the required electrical work from the road
- Voltage - 120/240, 120/208, 208/120 (3 phase), 120/240 (3 phase), 480/277 (3 phase)
- Amperage – 100, 200 or other
- Phase – single or three
- Heating source (e.g., electric, natural gas, solar)
- Detailed description of work required

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Lighting

If you are requesting lighting installation, no online form is available. Please [call our Contact Center](#) and a Customer Service Representative will assist you. You will need to provide the following information:

- Name
- Address
- Account Number
- Location of Lighting
- Type of Lighting Needed

If you are experiencing streetlight or outdoor area lighting issues, please [report your lighting problem online](#).

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Frequently Asked Questions

- **Who do I contact if I have questions?**
Complete our [Contact Us form](#) if you have additional questions or concerns.
- **How long will it take before I hear from your company about my request?**
You will receive a confirmation email once your form has been submitted. We will contact you either by phone or email only if there are any questions or concerns with your request.
- **How do I submit a request if I do not have an online account?**
You can [register for an online account](#) on our website if you have your account number and zip code. If you do not have an online account, go to [Request Electrical Work](#), select your work

type, and then click on the link contained at the end of the paragraph on that page -- "If you are an electrician or contractor submitting the request on behalf of a customer or you don't know your account information, please click here to request service."

- **How do I request electric service when I move into my home?**

Complete a [Start Service \(move in\) form](#) to have your electric service turned on.

- **What form do I complete to stop my electric service?**

Complete a [Stop Service \(move out\) form](#) to discontinue your electric service.

- **What form do I complete for removal of electric facilities?**

Fill out our [Contact Us form](#) for removal of electric facilities, including meters, wires, lines, etc. The request must be made in writing by authorized personnel (owner, POA, City - provides ownership paperwork).

- **How do I request to have my service split and a meter installed?**

Complete the New Construction request for the additional service needed, and make sure to include in the comments that you will be splitting your existing service.

- **How do I know what electrical equipment is owned by FirstEnergy and what is customer-owned?**

FirstEnergy's electric companies are responsible for the (1) service drop and the (2) electric meter.

Customers are responsible for the (4) weatherhead and insulator, (5) service entrance cable, (6) fuse box or circuit breaker box, and (7) house wiring. Although FirstEnergy may have provided the (3) meter base, the customer is responsible for its installation or replacement.

For more information, go to [Request Electrical Work](#) and review the Information and Guidance for Customer Requirements for Electric Service.



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