



Maintenance of Underground Services		
DPP NUMBER	DPP 500 P III-423	
EFFECTIVE DATE	10/14/2025	SUPERSEDES 09/17/1985
APPROVED BY	 Dawn Lindell (10/14/2025 07:57:18 PDT)	

1.0 PURPOSE

To establish policy for the installation, maintenance, and replacement of underground services.

2.0 POLICY

- 2.1 **Standard.** All electrical infrastructure installed below grade is required to be located within a durable conduit, and direct buried cables and conductors are not permitted. Existing direct buried cables are grandfathered and may be used until they reach the end of their useful life. Any direct buried installation more than 30 years old is considered past its useful life, and any outage of direct buried infrastructure indicates the need for immediate full replacement.
- 2.2 **Responsibility.** Installation and replacement of service connections, which is all infrastructure located between the customer's meter and the designated service point in the right-of-way is the responsibility of the customer. Infrastructure beyond the service point in the right-of-way is maintained by the Department.
- 2.3 **Replacement of Legacy Service Connections.** Replacement of a direct buried service connection is the responsibility of the customer. This includes but is not limited to the design, permitting, and installation of underground conduit, and any other infrastructure needed to meet current Requirements for Electric Service Connection, and restoration of landscape.
- 2.3.1 **Service Energization.** Service energization is performed by City Light. The utility will inspect newly constructed underground infrastructure and upon approval, will supply and pull new conductors through the underground conduit and energize the service connection. This work will be performed at no additional cost to the customer.
- 2.3.2 **Temporary Service.** During construction and installation of a new underground service, a temporary service may be used, in accordance with [DPP 417-Service Installations](#).

- 2.4 **Outage Response.** City Light will respond to any outage of electrical service. If the outage is due to a fault located underground, a preliminary determination of the extent of required repairs needed to restore service will be provided to the customer.
- 2.5 **Spot Repairs.** Spot repairs of failed direct buried cables are not recommended but may be provided upon customer request. The customer is solely responsible for the cost of any spot repairs of direct buried cable, and payment is required in advance of work being performed. No warranties are provided for spot repairs of direct buried cable.
- 2.6 **Civil Restoration.** When utility work on private property is necessitated, it is the customer/property owner's responsibility to clear the worksite, both above and below grade, so that work may be performed safely. City Light takes no responsibility for the restoration of trees, grass, plantings, hardscape, or any other civil property disrupted by necessary utility work.

3.0 **AUTHORITY/REFERENCES:**

- Requirements for Electric Service Connection
- DPP 417–Service Installations
- SCL Construction Standard 1561.05. Customer Requirements for Underground Secondary Service, Looped Radial System

REVISION HISTORY:

DATE	CHANGES MADE	REVISED BY
10/9/2025	Revised policy and procedure to align with current business practices.	Author: Jeff Wolf, Eivind Perander, Robert Santoff, Kirsty Grainger Coordinator: Kim Kinney

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Final Audit Report

2025-10-14

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