TURN DOWN CODES - Revised 04/2017

A000	**WEATHERHEAD (SERVICE OUTLET) - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
A001	Need Meter Loop and Outlet Installed
A002	Need fiber spacer for service entrance conductors
A003	Need weatherhead on conduit above meter base
A004	Fiber wire spacer protector broken in weatherhead
A005	Screws holding head in place broken off or threads stripped
A006	Exceeds 25' above finished grade
A007	Damaged Meter Loop
A008	Needs clamps at Weatherhead
B000	**POINT OF ATTACHMENT - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
B001	Too close to window, door or porch, needs to be 3' away
B002	Point of attachment over 3' above roof without guy or bracing
B003	None installed
B004	Drop attachment. Too far from service outlet, should be with 18" of drop
B005	Anchorage not sufficient to support drop cable - 300 lb. pull of service drops
B006	Need penta or creosote treated pole, or a 4" x 6" timber
B007	Temporary meter pole needs bracing to withstand 300 lb.pull of service drops
B008	Meter pole not set deep enough to support drops and withstand 300lbs pull of service drops
B009	Pole not of proper height over driveway. Need 12' vertical clearance above finished grade, over residential driveways
B010	Service attachment needs to be higher for driveway, alleys, roads and streets
B011	Unable to get drop attachment high enough to get clearance from low point of sag in cable service, over sidewalk, porch or platform
B012	Need bracket on the service mast for attaching service rack
B013	Requires secondary rack
B014	Exceeds service drop distance
B015	No Meter Pole
B016	Dose not have 12" clearance from SWBT, Cable TV, etc cables
C000	**LINE CONDUIT - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
C001	Should not be water pipe fittings
C002	Water pipe not allowed for service outlet conduit
C003	Service outlet conduit not sufficiently clamped to building
C004	Two inch G.I. or I.M.C. or three inch aluminum conduit required for mast head
C005	Electrical junction boxes not sealable type
D000	**LINE OF CONDUCTORS - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
D001	Service entrance conductors not identified
D002	Line wire of wrong type insulation
D003	Line wires too short to reach lugs in meter can
D004	Wires from service outlet too short for TDSP to connect drops
D005	No line wires in service outlet
D006	Bare aluminum neutral conductor in meter loop
E000	**METER BASE - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**

E001	Improperly mounted on pole. Too low or too high
E002	Un-used holes in meter not closed up or covered
E003	No neutral connector in meter base
E004	Meter base improperly mounted. Upside down
E005	Need 125 amp meter base to match customers wire size
E006	Need 200 amp meter base to match customer wire size
E007	Customer wired for current transformer installation. Refer to primary meter man
E008	Foreign type of meter base, TDSP does not
E009	Gang type meter socket base not completely wired
E010	No cover on meter base
E011	Meter base mounted too high above finished grade ground level, should be 5' to 6'
E012	Residential meter socket, need commercial
E013	Meter socket base not level
E014	Ground in meter can
E015	Meter base needs to be replaced
E016	Customer not ready
E017	Faceplate needs Tamper Proof Lid
F000	**CUSTOMERS NEUTRAL WIRE - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
F001	Must be electronically continuous inside for permanent service socket base
F002	Conductors unidentified in service entrance conductors. Must be white, bare or gray
F003	All 3 phase wires must be identified
F004	Uninsulated aluminum conductor
F005	Bonding conductor for 480 volt, 3 wire service must be a minimum of #6 copper or equivalent and must be insulated
G000	**LOAD CONDUIT - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
G001	Customer used water pipe nipple going to switch box. Need water tight conduit.
G002	No bushing on conduit from meter base. Weather proff entrance fitting.
H000	**CUSTOMERS LOAD CONDUCTORS - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
H001	Exceeds ampacity of meter socket
H002	Has the wrong type of insulation
H003	No wires in load side of meter box
J000	**SWITCH BOX - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
J001	Holes in customers switch box not used or closed. Bare wires and connections exposed.
J002	No ground connector attached to box
J003	Inside mainswitch box mounted outside. Must have water tight connections between meter base and swithc box.
J004	No cover on breaker box. Lighted connections exposed to public
J005	Load wires still energized from backfeed
J006	Neutral connection must be electrically continuous and not fused
J007	Main switch inside premises. Unable to relieve load from loop
J008	Need main breaker if over 6 breakers
K000	**GROUNDING ELECTRODE CONDUCTORS - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
K001	Grounding electrode conductor not sized in accordance with table 250-94 of NEC
K002	Where used outside, aluminum or copper clad aluminum conductors shall not be installed within 18" of earth

K003	Grounding electrode conductor not securely fastened to the premises below the meter can
K004	No grounding electrode conductor installed
K005	Grounding electrode conductor not attached to ground rod with approved clamp
K006	Has aluminum grounding electrode conductor in direct contact with masonry or earth
K007	Grounding electrode conductor must go from switch bos to ground rod
L000	**GROUND CONDUIT OR ARMORED - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
L001	Not attached to switch box with watertight connector
L002	Not bonded to ground rod
L003	Not attached to switch box
L004	Not secure to building or pole
M000	**GROUND CLAMP - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
M001	Unapproved ground clamp
M002	No ground clamp
N000	**GROUND ROD - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.**
N001	Must be at least 3/4" galvanized pipe
N002	Steel rod must be 5/8" minimum diameter
N003	Rod or pipe must be 8' deep
P000	**PERMITS - Contact the appropriate City or County for Permit(s)**
P001	No permit
P002	Needs city inspection
Q000	**CONSTRUCTION - See referrals below.**
Q001	TDSP construction required - **Refer to your localService Center**
Q002	Customer needs to meet electrician - **Refer to your local Service Center**
Q003	Need house or apartment numbers permanently identified - **Contact Customer Service at 713-207-2222**
Q004	Corrections not made from previous turndown - **Contact Customer Service at 713-207-2222**
Q005	Drops would trespass other's property - **Refer to your local Service Center**
Q006	Unable to determine meter base location - **Refer to your local Service Center**
Q007	Customer needs to bore - **Refer to your local Service Center**
Q008	Service path obstructed - **Refer to your local Service Center**
Q009	No equipment access - **Refer to your local Service Center**
Q010	Needs grade work - **Refer to your local Service Center**
Q011	Customer owned utilities not located -**Refer to your local Service Center**
Q012	Customer installed conduit insufficient - Does not meet TDSP specs - **Refer to your local Service Center**
R000	**UNDERGROUND SERVICE DROPS - Customer's Responsibility**
R001	Service drop not installed
R002	URD drops too short
R003	URD ditch not covered
R004	URD drops not run to the proper point (small notch "V" of the transformer pad)
R005	Wrong type of URD meter can
R006	Unapproved wire for underground
R007	URD service conductors not deep enough
R008	Drops need to be dug within 12" of transformer on pad. Must be clear to open transformer

R009	Underground drops cut in two
R010	T-Saw pole not 4 feet from front of transformer on pad. Must be clear to open transformer
R011	T-Saw pole not 3 feet from rear of transformer
R012	P.V.C. or conduit elbow not deep enough
R013	No P.V.C. or conduit elbow
R014	No line conduit installed
R015	Meter Pole set in easement
S000	**MOVE IN'S / MOVE OUTS - Refer to Electrician.**
S001	Inside trouble on customer side
S002	Weatherhead pulled from house or broken
S003	Cannot cut-out at pole, MD, Weatherhead, or remove meter and drops
T000	**MISCELLANEOUS - Refer to Electrician.**
T001	Business Closed / Customer not home
T002	Meter inside, building locked
T003	Bad dog
T004	High fence, locked gate
T000	**MISCELLANEOUS - Refer to Electrician except turn down codes T005 and T018.**
T005	Electrician needs to meet with TDSP meter man - **Refer to Service Center**
T006	Customer needs to trim trees
T007	No breakers
T008	Customer's facilities under secondary and primary
T009	Meter blocked
T010	Meter in wall
T011	Voided per customer Cannot be used for Disconenct Non-Pay
T012	Re-schedule per customer Cannot be used for Disconnect Non-Pay
T013	Meter damaged
T014	No meter
T015	Muddy road
T016	High water
T017	Customer requested clearance - Unable to do work on date requested
T018	Other Requres explanation in REF03 - **Refer to Service Center if no explanation given**
TX01	Customer has paid receipt - provided proof that bill was paid
TX02	DNP Turned Down - New MVI Pending
TX03	Guard Light Account - DNP Turned Down
U000	**UNSAFE CONDITIONS - See referrals below.**
U001	Exposed wires - **Refer to Electrician**
U002	Jumpers in breaker box - **Refer to Electrician**
U003	Insects - **Customer's Responsibility**
U004	Excessive debris - **Customer's Responsibility**
U005	Irate Customer - **Customer's Responsibility**
U006	Backfeed on load side jaws - **Refer to Electrician**
V000	**DISCONNECTS FOR NON-PAY - Competitive Retailer**

V001	Weather Advisory
V002	Life Support Customer
V003	Disconnect Non-Pay: Unable to disconnect standard
V004	Disconnect Non-Pay: Work estimate required, TDSP
V005	Reconnect received before Disconnect was completed
V006	Critical Load Premise/Location