## **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	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.			

E002	E001	Improperly mounted on pole. Too low or too high
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 customers 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 base not level 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 E018 Customer not ready E019 Faceplate needs Tamper Proof Lid E010 Customer Not Wilk Be. Refer to an Electrician. Refer to section 400 of the Electric Service Standards. E010 Must be electronically continuous inside for permanent service socket base E010 Customers NourtRat Wilke. Refer to an Electrician in Service socket base E010 Customers NourtRat Wilke. Refer to an Electrician in Service socket base E010 Customers NourtRat Wilke. Refer to an Electrician in Service socket base E010 Customers NourtRat Wilke. Refer to an Electrician in Service socket base E010 Customers NourtRat Wilke. Refer to an Electrician in Service socket base E010 Customers wilk be identified E010 Uninsulated aluminum conductor E010 Service Standards. E010 Customers wilk be wilked to service must be a minimum of #6 copper or equivalent and must be insulated E010 Customers well water pipe injugite going to switch box. Need water tipe injugited outside. E010 No Ustomers such box on tused or closed. Bare wires and connections seposed. E010 No Ustomers switch box not used or clo		
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K000 GROUNDING ELECTRODE CONDUCTORS - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.	K000 GROUN	IDING 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	K001	
Where used outside, aluminum or copper clad aluminum conductors shall not be installed within 18" of earth	K002	Where used outside, aluminum or copper clad aluminum conductors shall not be installed within 18" of earth

K003	Crounding electrode conductor not cocuraly festened to the promises below the motor con				
K003	Grounding electrode conductor not securely fastened to the premises below the meter can  No grounding electrode conductor installed				
K004	Grounding electrode conductor installed  Grounding electrode conductor not attached to ground rod with approved clamp				
K005					
K006	Has aluminum grounding electrode conductor in direct contact with masonry or earth				
	Grounding electrode conductor must go from switch bos to ground rod				
	ND CONDUIT OR ARMORED - Refer to an Electrician - Refer to section 400 of the Electric Service Standards.  Not attached to switch box with watertight connector				
L001 L002	·				
L002	Not bonded to ground rod  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 M002	Unapproved ground clamp				
	No ground clamp  IND 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				
	ITS - Contact the appropriate City or County for Permit(s)				
P001	No permit				
P002	Needs city inspection  TRUCTION - 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				
	RGROUND 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 drope out in two
R010	Underground drops cut in two
R010	T-Saw pole not 4 feet from front of transformer on pad. Must be clear to open transformer  T-Saw pole not 3 feet from rear of transformer
	P.V.C. or conduit elbow not deep enough
R012	No P.V.C. or conduit elbow
R013	
R014	No line conduit installed
R015	Meter Pole set in easement
	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
	LANEOUS - Refer to Electrician.
T001	Business Closed / Customer not home
T002	Meter inside, building locked
T003	Bad dog
T004	High fence, locked gate
	LANEOUS - 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 UNSAF	E CONDITIONS - See referrals below.
U001	Exposed wires - <b>Refer to Electrician</b>
U002	Jumpers in breaker box - <b>Refer to Electrician</b>
U003	Insects - Customer's Responsibility
U004	Excessive debris - Customer's Responsibility
U005	Irate Customer - Customer's Responsibility
U006	Backfeed on load side jaws - <b>Refer to Electrician</b>
V000 DISCO	NNECTS 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