



Establishing New Service

- Member fills out and submits an Application for Membership and New Service.
 - Applications are available at Sam Houston EC offices, online and via mail.
 - Application can be filled out at the office, emailed in, mailed in or faxed in.
 - Copy of photo ID is required. (Deliver in person, or send in by mail, fax or email.)
 - Member pays connect fee of \$75 and a deposit.
 - See enclosed Deposit Policy for deposit exemptions.
 - A meter base is required for all residential services. Members may:
 1. Pick up a meter base at any Sam Houston EC office, or
 2. Get a meter base from a Sam Houston EC Inspector, if an on-site meeting is scheduled, or
 3. Make arrangements with an Inspector to drop off a meter base at the location.
 - A completed, signed, notarized easement form is required in cases where the Cooperative does not have an existing easement for the property to be served, and in all cases where service is to be underground. For underground service, a signed underground release form is required as well.
 1. Member may pick up an easement packet in person at any Sam Houston EC office, or
 2. May request an easement packet to be mailed to them, or
 3. May get an easement packet from a Sam Houston EC Inspector if an on-site meeting is scheduled.
 4. If member is unsure an easement is needed, Inspector will determine if an easement is needed and will contact member.
- Note: A new easement is required for all overhead primary line extensions.*
- Member must obtain a permit and 911 address from county, and provide both to Sam Houston EC.
 - If member requests to meet with a Sam Houston EC Inspector regarding routing of service, overhead vs. underground service, location of meter loop, easement, estimated costs or other issues:
 - A Sam Houston EC Inspector will contact member to arrange a time to meet on-site.
 - Inspector will calculate cost to build service, in accordance with Sam Houston EC's Line Extension Policy and will then mail an invoice to the requesting member for cost to build service.
 - If right-of-way must be cleared, member may choose to clear the right-of-way or may have Sam Houston EC clear the right-of-way and pay Sam Houston EC the associated costs.
 - A Sam Houston EC Inspector will provide an estimate for applicable charges to clear easement right-of-way.
 - Member is responsible for disposal of debris, whether clearing is done by member or by Sam Houston EC.
- Note: If it is necessary to cross a third party's property in order to build electric service to the requesting member, Sam Houston EC will clear that portion of the right-of-way on the third party's property and will bill the associated costs to the party requesting electric service.*
- Member sends completed easement, if required, completed underground waiver, and invoice payment to Sam Houston EC.
 - Member notifies Sam Houston EC when meter loop has been installed.
 - A Sam Houston EC Inspector will inspect the meter loop. If meter loop meets requirements, and right-of-way has been cleared, a Sam Houston EC construction crew will build and connect electric service.
 - If meter loop *does not* pass inspection, Inspector will notify member by phone or letter.



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Welcome to Sam Houston Electric Cooperative. Founded in 1939, Sam Houston EC is a not-for-profit organization that's owned by the folks we serve. That means you're not just a customer, you're a member-owner. Our goal is to always provide you with excellent service.

The checklist provided (see reverse) will guide you through each step in the process of establishing your new electric service. And remember, we're always here to help. Just call or come by. We look forward to serving you.

Livingston Headquarters
 1157 East Church Street
 PO Box 1121
 Livingston, TX 77351
 936-327-5711

Coldspring Branch Office
 14201 Highway 150 West
 PO Box 1726
 Coldspring, TX 77331
 936-653-5400

Woodville Branch Office
 1424 Highway 287
 North PO Box 2280
 Woodville, TX 75979
 409-283-8251

Toll-free 1-800-458-0381
Report Outages 1-888-444-1207
newconstruction@samhouston.net
Fax: 936-328-1344
www.samhouston.net

Permit Requirements

Some cities and counties in our service area require that a permit number be issued before new electric service can be established. Residents and commercial customers in the areas listed below should contact the appropriate office(s) in order to obtain the required permit(s).

County	To obtain 911 address	Permits
Angelina County	936-632-0609	N/A
Hardin County	409-347-1911	409-246-5251
Liberty County	936-336-4558	(same)
Montgomery Co.	936-523-5911	936-539-7836
Jasper Co.	409-381-5261	409-994-2543
Polk County	936-327-6820	(same)
San Jacinto Co.	936-653-3823	(same)
Trinity County	936-642-3904	N/A
Tyler County	409-381-5253	409-283-6354
Walker County	936-436-4939	(same)
City of Ivanhoe	409-384-5704	409-283-3299
City of Onalaska	936-327-6826	936-646-5376
City of Shepherd	936-628-3305	(same)
City of Woodville	409-384-5704	409-283-2234

Residents applying for new service in Hardin, Liberty, Montgomery, and Tyler Counties; City of Ivanhoe, City of Onalaska and City of Woodville must have a 911 address on file before a permit can be issued. You can obtain a 911 address by calling the number provided.

If the city or county office determines that a permit number is not needed to establish electric service, they will issue a waiver permit number. In either case, applicants should contact a Sam Houston EC member service representative with the appropriate permit or waiver permit information prior to establishing new service.