



**WATER AND  
POWER**

# **Burbank Water and Power**

## **ELECTRIC SERVICE PLANNING FAQ**

If you have any questions not answered below, please contact Burbank Water and Power (BWP) Electrical Service Planning at [ERES@burbankca.gov](mailto:ERES@burbankca.gov) for residential or [ECOM@burbankca.gov](mailto:ECOM@burbankca.gov) for commercial/industrial services.

- 1) I want to upgrade my service; I need a meter spot.
  - a. Please make an appointment for a meter spot at [www.burbankwaterandpower.com/electricplanning](http://www.burbankwaterandpower.com/electricplanning) for residential services. For commercial/industrial services, contact [ECOM@burbankca.gov](mailto:ECOM@burbankca.gov)
- 2) I have a meter spot. How do I get a permit?
  - a. The building division handles permits. Please contact [building@burbankca.gov](mailto:building@burbankca.gov) or call (818) 238-5220.
- 3) The field visit was completed. Where is my meter spot?
  - a. The meter spot will be emailed to the email provided during appointment creation. Please allow up to 5 business days to receive your meter spot. If it has been more than 5 business days since the field visit, please reach out to Electric Service Planning.
- 4) Are there any required charges or fees? How much will it cost?
  - a. There will be separate charges for the building permit fees and BWP fees. BWP charges Aid-in-Construction (AIC) and Capacity Charges as described in the rules and regulations and the citywide fee schedule. Both charges vary by the type of work and size of the panel. Generally, AIC for typical small residential upgrades ranges from around \$500 to around \$4000. Capacity charges are based on the size of the panel, but 200A single-meter residential services are currently exempt from capacity charges. The exact charges will be described on the meter spot.
- 5) How do I pay the BWP fees?
  - a. Once you have received a *Cashier Receipt Checklist* from the service planner along with your meter spot, you can take the *Cashier Receipt Checklist* to the BWP lobby at 164 W. Magnolia Blvd., Burbank, CA 91502, to make the payment. Payments are by cash or check only. You may also mail a check payment or drop it in a BWP collection box, and you **must include the *Cashier Receipt Checklist* along with your payment to avoid the payment being applied to your utility account.** Drop Box locations are available at <https://my.burbankwaterandpower.com/portal/PaymentLocationPreLogin.aspx>

Mail payments along with the *Cashier Receipt Checklist* to:  
Attn: Electric Service Planning  
164 W. Magnolia Blvd.  
PO Box 631  
Burbank, CA 91502

- 6) How do I get the meter unlocked?
  - a. Once you have a permit and have paid any outstanding charges or fees listed on the meter spot, you may request meter unlock by calling (818) 238-3575. Please have your permit number ready.

- 7) I need to get my new panel inspected/my permit final.
- a. For overhead services, contact the building division at [burbankca.gov/web/community-development/building-inspections](http://burbankca.gov/web/community-development/building-inspections)
  - b. For underground services, 2 separate inspections are required. Contact BWP to inspect the underground conduit before covering ([ERES@burbankca.gov](mailto:ERES@burbankca.gov) for residential, [ECOM@burbankca.gov](mailto:ECOM@burbankca.gov) for commercial). You must separately also contact the building division for permit inspection at [burbankca.gov/web/community-development/building-inspections](http://burbankca.gov/web/community-development/building-inspections)
- 8) The building inspector approved my permit final. How do I get my service connected/my meter installed?
- a. The building division directly notifies BWP, and services are generally connected within 10 business days. Please do not contact BWP Electric Service Planning unless it has been more than 10 business days since the final inspection.
- 9) There is a meter set, but I do not have power.
- a. Please contact customer service at (818) 238-3700, you may need to sign up for service.
- 10) I need temp power.
- a. Please make an appointment for a meter spot at [www.burbankwaterandpower.com/electricplanning](http://www.burbankwaterandpower.com/electricplanning) for residential services. For commercial/industrial services, contact [ECOM@burbankca.gov](mailto:ECOM@burbankca.gov). Temp power requires a separate meter spot and permit.
- 11) I need to revise my meter spot or change the service location.
- a. Changes are not always possible. Please contact Electric Service Planning with revision requests. If a follow-up field visit is required, it is subject to scheduling availability.
- 12) What is the available fault current?
- a. The fault current is listed on the top corner of your meter spot.
- 13) Will my electric service be turned off while I get a service upgrade?
- a. Your electrician may maintain continuity of service and can move the meter and service drop to the new panel. Contact Electrical Service Planning if temporary power is required. Do not use jumpers or bypass the new meter socket. Any connections or devices of any kind that prevent metering of electricity consumption constitute diversion of electric energy and are subject to fines per Burbank Municipal Code 8-2-213. BWP reserves the right to install a limiter or disconnect service if conditions are left unsafe.
- 14) What are the construction requirements for the panel and service head?
- a. You can see the service specifications at [burbankwaterandpower.com/electric/specifications](http://burbankwaterandpower.com/electric/specifications)