



DUKE ENERGY SERVICE REQUIREMENTS ON NEW BUILDS AND ELEVATED HOMES

ATTN HOMEOWNERS & CONTRACTORS:

During your design stage, ensure you incorporate Duke utility requirements into your plan – before Plan Review. For example, Duke Energy may require:

- Permanent stairs.
- A landing or platform at the meter (3' x 5').
- Safe access for meter replacement and emergency disconnects.

These requirements may lead to stair and landing encroachments.

Here are the best contacts for Duke requirement questions:

1. Builder/Developer Line (Best for design and construction questions)

- **866-372-4663**
- Monday–Friday, **7:00 a.m.–6:00 p.m.**
- They can connect you with the local engineering representative for your project or municipality.

2. General Customer Service

- **800-700-8744**
- Ask to be transferred to **Builder Services, New Construction**, or **Distribution Engineering** if your question concerns meter placement on elevated homes.

3. Builder Portal

- You can also submit design questions and service requests through the Builder Portal. It is intended for contractors, builders, and developers working on new construction or substantial renovations.



Apply for Service

To keep your projects on schedule

Submit your service request through our online Builder Portal as early as possible in the construction process to keep things running smoothly. You may also still submit your request by fax or phone. Please see the information below on options to apply for service and where you can find more information.

Two ways to apply for service:

- Register or visit the Builder Portal at builders.duke-energy.com
- Contact the Duke Energy Builder Line: 866.372.4663 or Fax: 407.804.3075 (Orlando metro area) or 800.679.8004 (all other areas)
 - Hours of operation: Monday through Friday, 7 a.m. to 6 p.m.

What we can assist with:

Whether you need temporary service, are planning a subdivision or need electricity for single-family or multifamily housing, we will walk you through the process so that you can keep your projects moving.

For more information as a builder or developer working with Duke Energy:

- Visit duke-energy.com/ServiceOrder