7-13-2026

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:

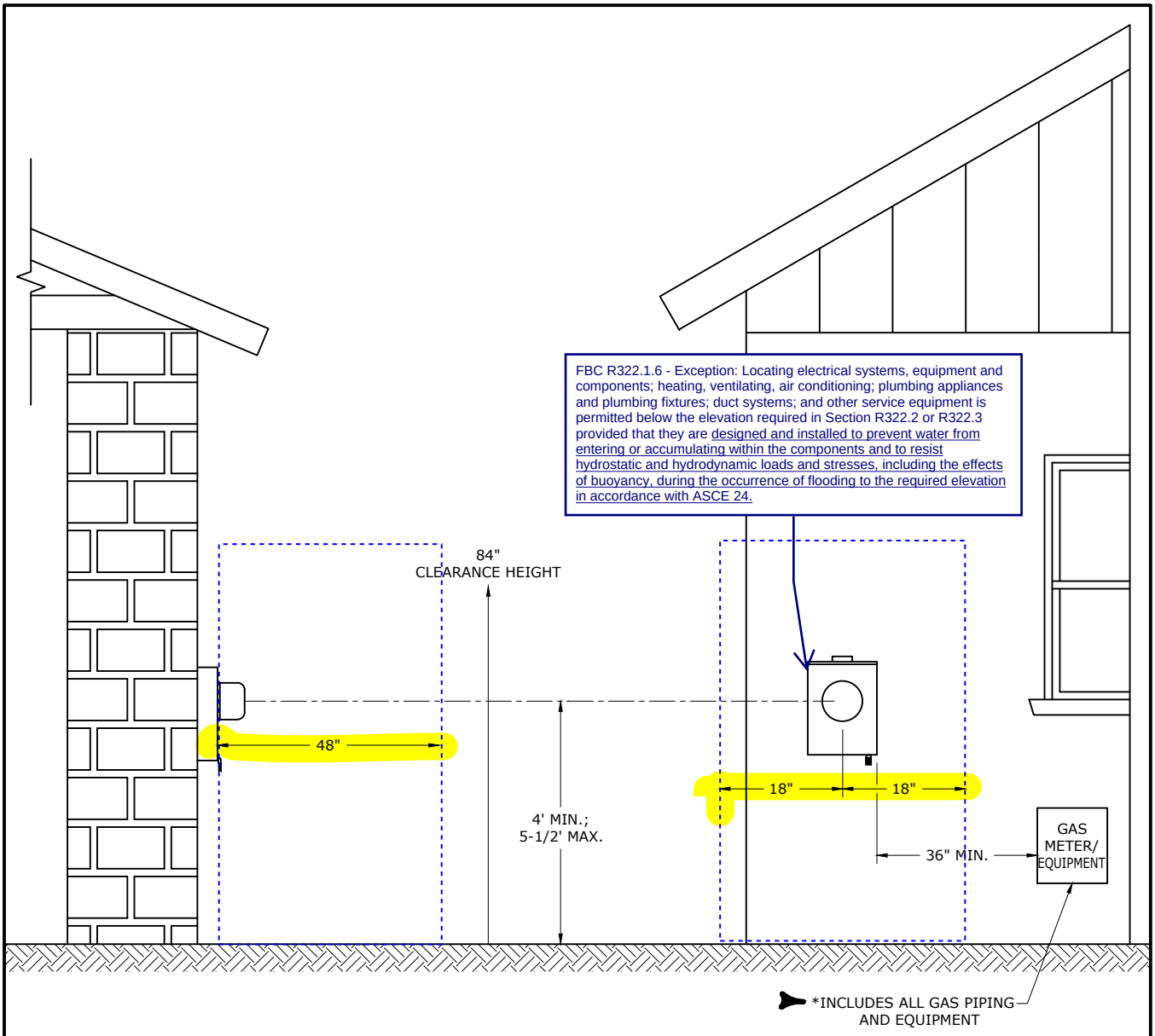
- Register or visit the Builder Portal at builders.duke-energy.com
- Contact the Duke Energy Builder Line: 866.372.4663 or Fax: 407.804.3075 (Orlando metro area) or 800.679.8004 (all other areas)
    - Hours of operation: Monday through Friday, 7 a.m. to 6 p.m.

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**



NOTES:

1. A CLEAR SPACE SHALL BE MAINTAINED TO ALLOW EASY AND SAFE ACCESS (36" WIDE INGRESS/EGRESS) FOR READING AND TESTING.

2. AT LEAST:

   - 48" FROM THE FRONT OF ALL METER ENCLOSURES.
   - FROM GRADE TO 84" HEIGHT OR TOP OF EQUIPMENT, WHICHEVER IS GREATER.
   - MINIMUM OF 36" WIDE (18" ON EACH SIDE OF CENTER LINE OF METER ENCLOSURE).

3. THIS WILL BE ENFORCED ON ALL EXISTING AND NEW INSTALLATIONS.

   - SEE SECTION 4, C, 7.

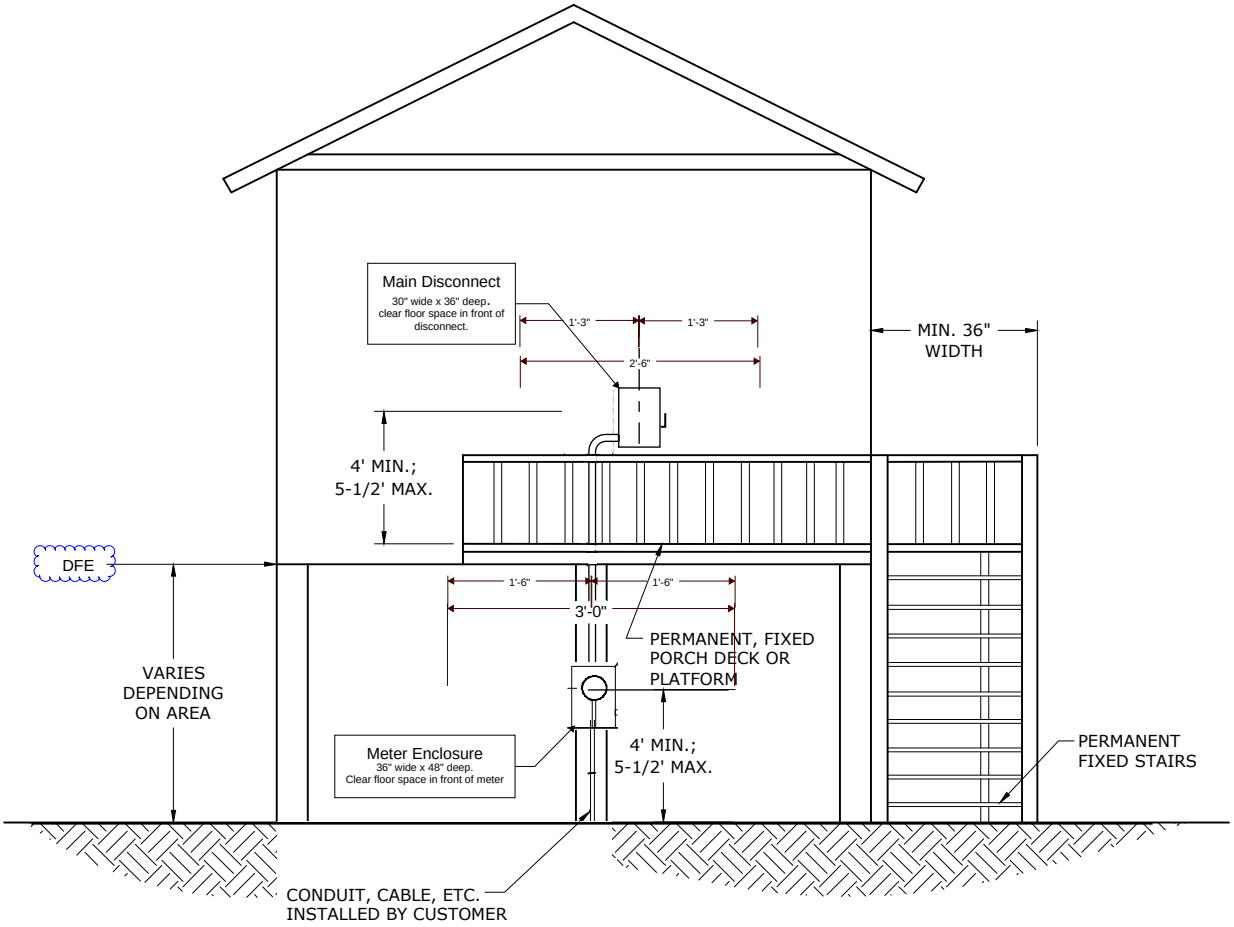
REVISED	BY	CHK'D	APPR.
3 2/28/25	DANNA	EANES	GRAHAM
2 3/9/22	DANNA	EANES	GRAHAM
1 3/5/20	DANNA	EANES	GRAHAM
0 3/2/17	DANNA	EANES	ADCOCK

METER ENCLOSURE CLEARANCES

DUKE ENERGY.

DEC	DEM	DEP	DEF
			X

FIG 4



OPTION - A

NOTES:

1. PLATFORM 5' IN DEPTH IS ESTIMATED TO MEET 4' METER ENCLOSURE CLEARANCE REQUIREMENTS OF FIGURE 4.
2. PORCH, DECK, PLATFORM AND STAIRS MUST HAVE A RAILING FOR SAFETY OF WORKERS. THEY MUST BE PERMANENTLY FIXED AND APPROVED BY AUTHORITY HAVING JURISDICTION.
3. ACCESS METHOD TO METER MUST BE APPROVED BY COMPANY METER DEPARTMENT.

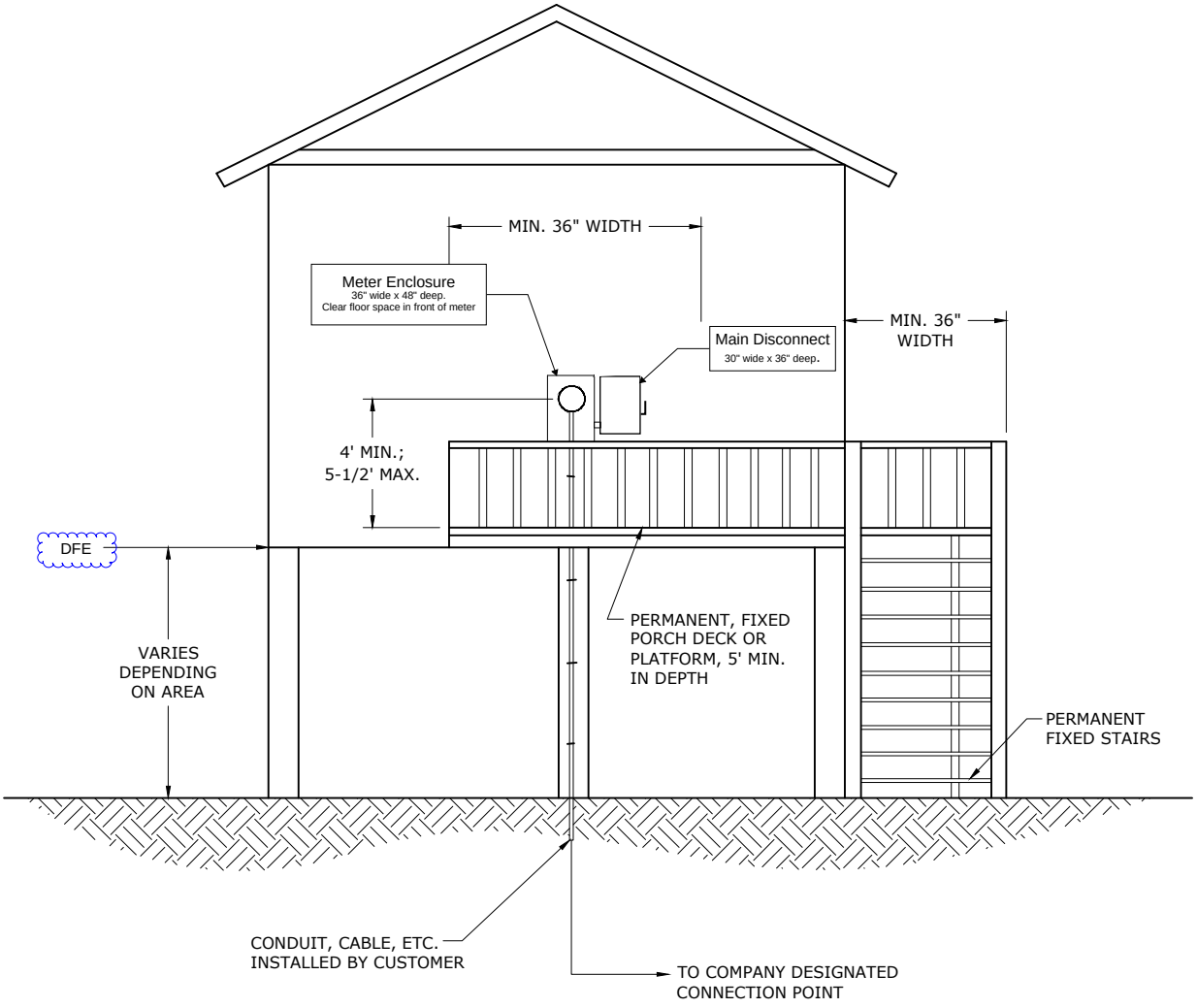
3				
2				
1	3/7/23	DANNA	EANES	GRAHAM
0	3/2/17	DANNA	EANES	ADCOCK
REVISED		BY	CHK'D	APPR.

METER ENCLOSURE INSTALLATIONS
IN FLOOD ZONES

DUKE ENERGY.

DEC	DEM	DEP	DEF
			X

FIG 5



OPTION - B

NOTES:

1. PLATFORM 5' IN DEPTH IS ESTIMATED TO MEET 4' METER ENCLOSURE CLEARANCE REQUIREMENTS OF FIGURE 4.
2. PORCH, DECK, PLATFORM AND STAIRS MUST HAVE A RAILING FOR SAFETY OF WORKERS. THEY MUST BE PERMANENTLY FIXED AND APPROVED BY AUTHORITY HAVING JURISDICTION.
3. ACCESS METHOD TO METER MUST BE APPROVED BY COMPANY METER DEPARTMENT.

3				
2				
1	3/7/23	DANNA	EANES	GRAHAM
0	3/2/17	DANNA	EANES	ADCOCK
REVISED		BY	CHK'D	APPR.

METER ENCLOSURE INSTALLATIONS
IN FLOOD ZONES

DEC	DEM	DEP	DEF
			X

FIG 5