

# Process for New Service Request

## UNY EV Charging Station Make-Ready Program

**A new service should only be requested when the chargers cannot be powered from the existing building electrical panel due to load/breaker capacity or a difficult/cost-prohibitive conduit run.**

A Work Request (WR) must be created for any project where you have determined a new service will be required to serve the EV Charging Station(s). An EV application should also be submitted as you would normally, with a note that the estimate and sketch will be provided after the site visit with National Grid's designer. Alternatively, an initial estimate can be provided with the application (before meeting with the National Grid designer) and revised later if needed.

**You can begin a new work request by choosing one of the options below:**

- Call in a work request at: **800-260-0054** (Best Option to get a WR# immediately)
- Apply online using the Portal <https://ngus.force.com/electric/s/>
- E-mail **customerelectricconnectionsny@nationalgrid.com** using the New Electric Service Request Form found here: <https://www.nationalgridus.com/media/pronet/uny-electric-service-request-form.pdf>
- On the Request for Electric and Gas Service Form, please be sure to provide:
  - Customer Tax ID (This Tax ID must be linked to an existing National Grid account)
  - Customer Account Number
  - For EV projects, it is important to note the amperage, voltage, and phase
  - Please confirm if this is a New or Upgraded Service
  - Please confirm if this is a Commercial or Residential account
  - Under Project Information - Type of Request, please be sure to list "EV Charging" under the "Other"

*Note: Customer accounts with National Grid need to be in good standing.*

Typically, the electrician would do this or provide the information. They will need contact info as well as general details about the service being requested.

Once the WR is created and all the required information has been provided, a National Grid Designer will reach out soon after to arrange a site meeting. The meeting should take place within 10 business days of the WR requirements being satisfied. The designer will be able to determine the best way to serve the charging station(s) during this visit. You can then prepare an estimate (or revise an already-submitted estimate, if needed) for the infrastructure work knowing with certainty where the new service will be located. **Please email your WR Number(s) to your EV Program / Project Manager. Or you can email it to [EVNationalGridUNY@nationalgrid.com](mailto:EVNationalGridUNY@nationalgrid.com) or [NGFleetProgram@nationalgrid.com](mailto:NGFleetProgram@nationalgrid.com)**

**When the new service is requested, please be sure to have the National Grid representative add a comment in our system that this service is for NY EV Make-Ready Program.**