



MEA ONLINE CONSTRUCTION QUESTIONNAIRE GUIDE

2022 EDITION

Revised February 18, 2022

This document is subject to periodic review and may be updated at any time. Please ensure that you have the latest version available from www.mea.coop.

MATANUSKA ELECTRIC ASSOCIATION, INC.
PALMER, ALASKA

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FREQUENTLY ASKED QUESTIONS (FAQ'S)

1. Can I initiate my new construction process online?

MEA is working to provide online application options for builders and members to initiate new construction services. Currently, only certain types of construction projects qualify for the online application process, and we are working on adding more service options to our online application portal soon.

2. Can I get an estimate only?

Through the online process you may elect to only receive an estimate. Once you have provided the required information you have the option to continue with the application or to send the estimate results to your email.

Email me a copy of my Estimate

What if I am not the legal property owner?

Even if you are not the owner of the property you may, at any time, complete the online process however, you will not be able to proceed to a work order.

3. What type of new construction services can I apply for online?

At this time, an online application process is offered for Temporary Services, Permanent Services, Temporary Services ready for Permanent Service, Additional Service, and Service Modification. Please click [here](#) to take the Construction Questionnaire to see if your construction project qualifies for the online application process.

4. Will going through the questionnaire speed up my construction project?

Through the questionnaire your request may qualify for our Simple process. Simple service installations can only be applied for online and are typically easier to design and construct. As a result, the time between application and installation for simple service installation is typically shorter than a standard service installation. Specifics about a simple service installation are outlined below.

A "simple" permanent service has no improvements, driveways, flowerbeds, septic. etc., between the source and the meter base when routed in a straight line and is less than 200 feet of secondary for underground services and less than 40 feet of secondary when overhead.

A "simple" temporary service has no improvements, driveways, flowerbeds, septic. etc., between the source and the meter base when routed in a straight line and is less than 20 feet of secondary.

What if I am not qualified for Simple?

The online questionnaire is still an option even if your service does not qualify for Simple. Through the questionnaire, valuable information is collected and shared with the Engineering department to assist in your project design.

5. What should I do if my construction project does not fall under any category available online?

If after answering our [Construction Questionnaire and Cost Estimator](#) it is determined that your construction project does not fall under a category available for an online application, please contact Member Services at one of the offices below to initiate an application for your construction project:

Palmer
163 E. Industrial Way
Phone: 907-761-9300
Fax: 907-761-9352

Eagle River
11623 Aurora St.
Phone: 907-694-2161
Fax: 907-689-9630

Wasilla
1401 S. Seward Meridian
Parkway
Phone: 907-376-7237
Fax: 907-761-9520

6. I am not yet an MEA member, can I still initiate my construction process online?

Yes, if you are not a member, but are the legal property owner and ready for construction, you are able to complete the membership and construction application at the same time.

7. After I have completed the questionnaire, I clicked on the button to initiate my construction application process and I was taken to a powerforms.docusign.net URL. Is this correct?

Yes! MEA has partnered with DocuSign to make your experience with submitting electronic forms to us a lot smoother! To initiate the online application process for your construction project, please enter your full name and email address in the form provided and click or tap the “BEGIN SIGNING” button. The form should look like the webpage shown below:

powerforms.docusign.net/69e80e34-3bbf-4020-a0e9-fb...

ME A

BEGIN SIGNING HELP

PowerForm Signer Information

Fill in the name and email for each signing role listed below.
Signers will receive an email inviting them to sign this document.

Please enter your name and email to begin the signing process.

Authorized Signer

Your Name: *

Full Name

Your Email: *

Email Address

BEGIN SIGNING

Powered by **DocuSign**

English (US) Contact Us Terms of Use Privacy Intellectual Property Trust

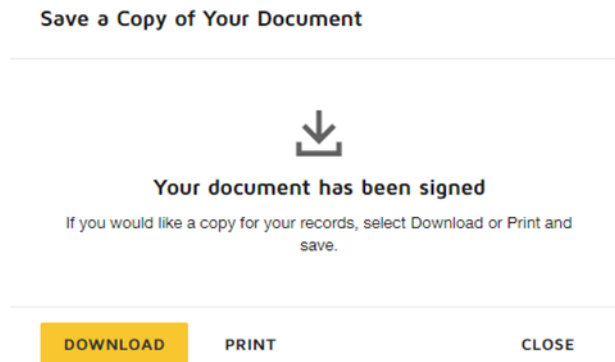
Copyright © 2021 DocuSign, Inc. All rights reserved

8. Do I have to have a DocuSign account to be able to use this application?


No, you do not need to have a DocuSign account.

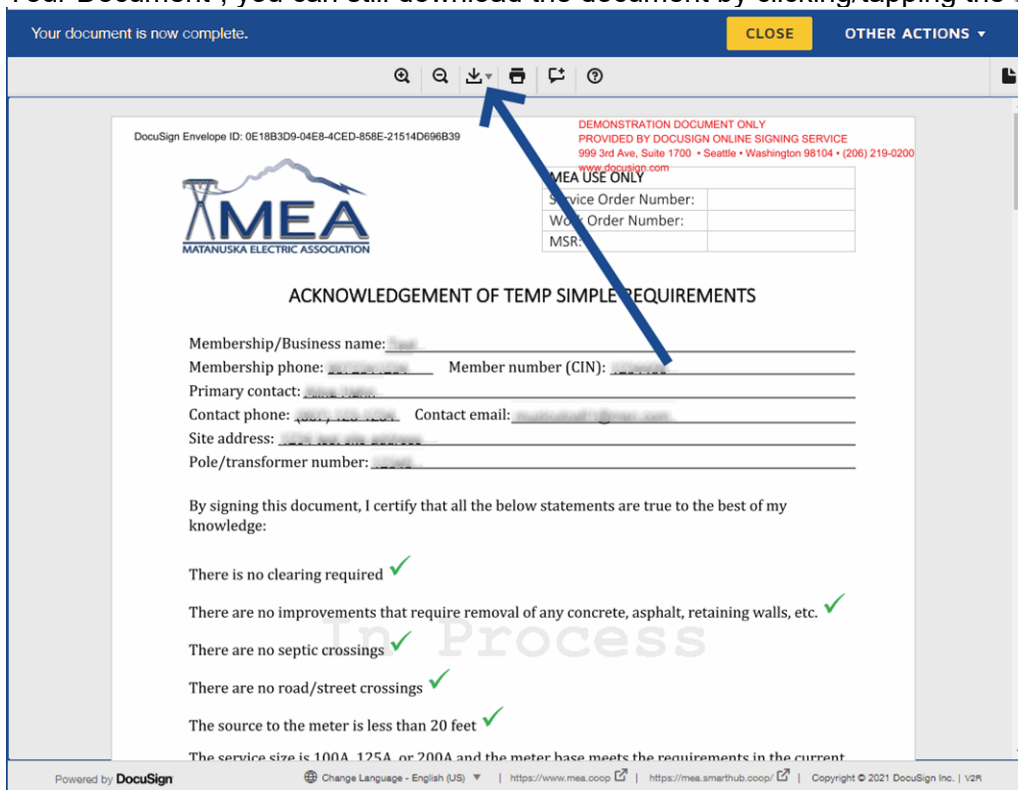
9. Can I download the submitted form(s) for my record?

Yes! Once you've filled out all the required information and clicked on the "FINISH" button, the message below will display. Click/tap the "DOWNLOAD" button to download the signed document. Please note that the download could take a few seconds to complete.



10. I accidentally clicked the CLOSE button when prompted with "Save a Copy of Your Document". Can I still download it?

Yes! If you've accidentally clicked on the "CLOSE" button when prompted with "Save a Copy of Your Document", you can still download the document by clicking/tapping the  button:



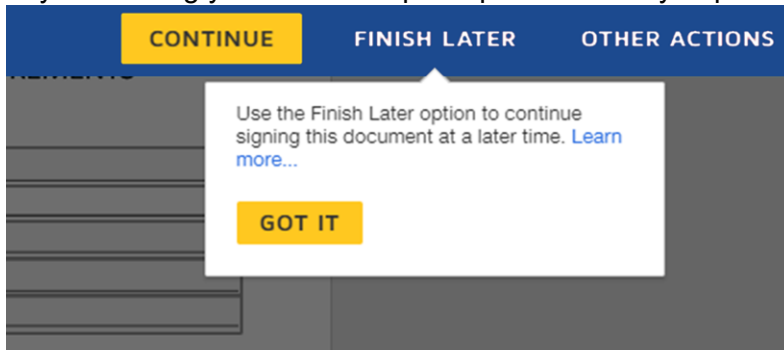
11. Why does my document(s) have an "In Process" watermark? Did I miss a step?

The document(s) you have filled out will be "In Process" until an MEA employee reviews and finalizes your application. Once finalized, you will receive a copy of the executed document to the email address you used when initiating your new construction process.

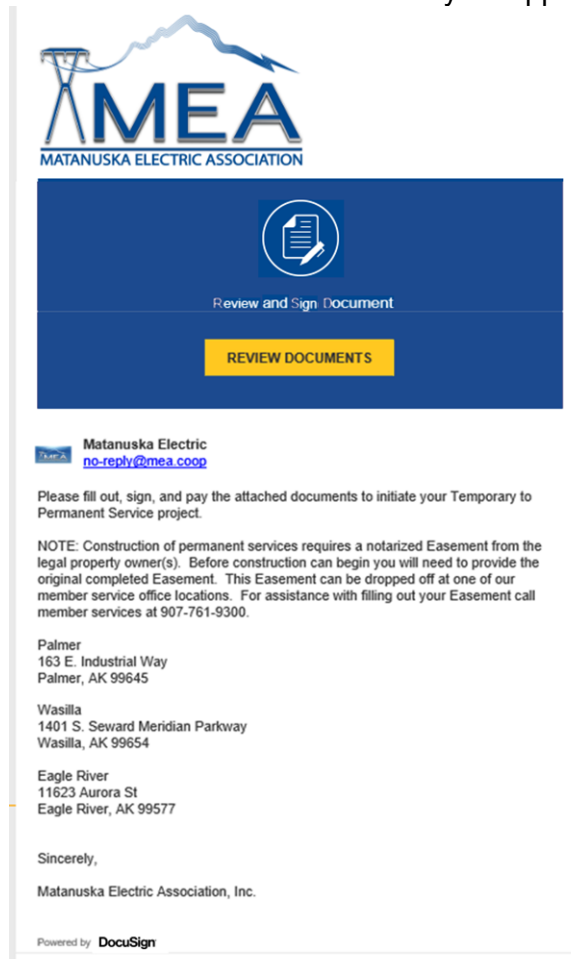
If you also filled out the MEA Membership application and included a joint applicant, the document(s) will be considered "In Process" until the joint applicant fills out their information and signs. In this case, an MEA employee does not receive your document(s) for review until the joint applicant has finished filling out and signing the required document (s).

12. **Can I close the application to resume it later?**

Yes! If you have started the application and need to exit you can select “Finish Later” at the top of the screen. Do NOT click/tap the X to close the web page; doing so will not generate an email to you allowing you to later on pick up from where you previously left off.



When you are ready to proceed from where you left off, look for a DocuSign email, similar to the ones below, in your email inbox. You may need to check your Junk/Spam folder. Click/tap the Review Documents button to continue your application.



CONSTRUCTION QUESTIONNAIRE GENERAL QUESTIONS

Is your new construction residential, commercial, or subdivision?

- Select **Residential** if you are requesting service to a single-family home.
- Select **Commercial** if you are requesting service and have been assigned an Alaska commercial business license or requesting service to anything other than a single-family home.
- Select **Subdivision** if the intent of your application is to subdivide a property into multiple lots and extend power to either a single lot or multiple lots.

Are you an MEA member?

Each applicant for electric service is required to be a member of Matanuska Electric Association. An active account must be under the applicant's name, organization, firm, association, corporation, or subdivision with MEA.

- Select **Yes** if you are currently an MEA member with an active account.
- Select **No** if you currently do not have an active account with MEA or have never had an account with MEA. You will be provided a membership application at the time of the construction application.

Will your service have more than one meter?

- Select **Yes** if you have a multi-gang meter base or more than one meter base at the service location.
- Select **No** if the request is for a single meter.

At the time of this application which of the following is being requested?

- Select **New Service** if there is currently no electric service on the property/lot or there is temporary service that is ready to be converted to permanent service.
- Select **Additional Service** if you have an existing service on your property/lot and want to add another service at the same property/lot.
- Select **Service Modification** if you need to move or upgrade your existing meter, or need to change the service from overhead to underground or from underground to overhead, etc.

NEW SERVICE

Which of the following do you need?

- Select **Temporary Service** if temporary service is required during the construction of a new building when power is needed for the construction process however, you are not ready to set up the permanent service yet. Members requesting temporary service will be required to establish permanent service within nine (9) months of the temporary service being energized.
- Select **Permanent Service** if the request is to connect service to a meter base that is in or will be in its final desired location. The meter base is or will be fixed to a home, building, or remote meter pedestal. The service is expected to remain in continuous active service, at a level of electric usage sufficient to recover the Association's investment within a reasonable time.

Is there a temporary meter at this location?

- Select **Yes** if you have a temporary meter at this location being used for construction that you are ready to be set in a permanent meter location.
- Select **No** if you have not had a temporary meter at this location and only want a permanent meter.

Did you work with an MEA Engineering Technician for your temporary services?

- Select **Yes** if one of MEA's Engineering Technicians was in contact with you during the design of your temporary service.
- Select **No** if you have not previously worked with an Engineering Technician or if your temporary service was installed using the Temporary Simple process.

Did you make a payment to MEA for your Temporary Service Installation?

- Select **Yes** if you previously signed an MEA letter of agreement that required up-front payment for the construction of the temporary service.
- Select **No** if you have not made a payment to MEA for the construction of the temporary service.

NEW SERVICE AND ADDITIONAL SERVICES

Click or tap one of the images below to indicate the closest MEA electrical equipment to the proposed meter location on the property.

- **Pedestal** – You can only select pedestal if it is under 300 feet from the proposed meter location. If the distance is greater than 300 feet select the next closest piece of MEA equipment. (Pedestals are near underground transformers)
- **Pole without Transformer** – Select pole without a transformer if it is the closest equipment to your property.
- **Pole with One Transformer** - Select pole with one transformer if it is the closest equipment to your property.
- **Underground Transformer** – Select the underground transformer if it is the closest to your property. If there is a pedestal greater than 300 feet from your property there may be an underground transformer nearby better suited for your project.
- **Junction box** – Junction boxes look much like MEA Underground transformers. Please double-check that the closest MEA equipment is a Junction Box versus an Underground Transformer. Constructing service from a Junction box will likely result in a higher cost.
- **Other Equipment** – If the closest piece of equipment is one of items listed below it is recommended you take a second look and see if you can find another piece of equipment. This equipment may be further away from your property. If the items listed below are the only pieces of equipment you may see a significant increase in the estimated costs.
 - **Pole with Three Transformers** – These poles are for three phase services and may not be used as the source for single phase service. Additional assessment by an MEA Engineering Technician is needed to identify if this source can be utilized. Look around for additional equipment such as: an MEA pedestal, pole without transformer and without other equipment, pole with one transformer, underground transformer, or junction box nearby and update your selection.
 - **Pole with Other Equipment** – These poles do not have a transformer but do have other equipment. Due to clearance issues, MEA may not be able to install a transformer on this pole to feed your service. Additional assessment by an MEA Engineering Technician is needed to identify if this source can be utilized. Look around for additional equipment such as: an MEA pedestal, pole without transformer and without other equipment, pole with one transformer, underground transformer, or junction box nearby and update your selection.
 - **Substation** – Substations are used to regulate electricity. Electric services cannot be connected to substations. Look around for additional equipment such as: an MEA pedestal, pole without transformer and without other equipment, pole with one transformer, underground transformer, or junction box nearby and update your selection. Although potentially farther away from your property, it will be less expensive to connect service with these equipment types. If the only equipment you can locate is a substation, there may be substantial costs to bring service to your property.
 - **Transmission Lines** – Due to extreme high voltages, electric services cannot be connected to Transmission Lines. Look around for additional equipment such as: an MEA pedestal, pole without transformer and without other equipment, pole with one transformer, underground transformer, or junction box nearby and update your selection. Although potentially farther away from your property, it will be less expensive to connect service with these equipment types. If the only equipment you can locate is transmission lines, there may be substantial costs to bring service to your property.
 - **Other Utilities Equipment** - This equipment is not owned by MEA. Electric services cannot be connected to telecommunication pedestals. Look around for additional equipment such as: an MEA pedestal, pole without transformer and without other equipment, pole with one transformer, underground transformer, or junction box nearby and update your selection.

What is the distance (in feet) between the above selected equipment and where you would like to place your meter base?

Enter the footage you have measured along a clear, accessible path you suspect the power line would be constructed. This should be from the MEA equipment to the location where your meter base will be. If the source is overhead, measure from the bottom of the pole.

Clearing

Of the entered distance between the MEA equipment and where you intend to place your meter base, how many linear feet of land do you anticipate need clearing?

Enter the linear footage you anticipate needs to be cleared. When looking from the source to the proposed meter location you should take into consideration MEA generally requires a 30-foot easement (15 feet on both sides of the power line).

New Service Allowance (NSA) Eligibility

In some cases, you may be eligible to receive a New Service Allowance (NSA) of up to \$1,000.

The following three questions are to determine if you are eligible for a New Service Allowance (NSA).

Is there an existing service on this property or was there a service previously on this property that has been removed?

- Select **Yes** if there is an active service located on the property for which this application is requesting permanent service. Also select **Yes** if there was a service on this property that was previously removed.
- Select **No** if there isn't and there never was a service at this location.

If you select **Yes**, you will be required to submit proof of compliance. ([See "Required Photo" section](#))

If the answer to the next two questions is **No**, you are not NSA qualified at the time of this application however, if you become compliant within five (5) years you can apply for an NSA refund by contacting Member Services at 907-761-9300.

Is there a functioning water supply and sewage on the property?

- Select **Yes** if there is a functioning water supply and sewage disposal facilities on the property, such as: interconnections to an established water utility system, documented well logs, or a state-approved septic disposal system.
- Select **No** if there is no functioning water supply and sewage disposal facilities on the property. Surface-based or shallow groundwater water supplies, portable toilets, and outhouses are not considered functioning water supplies or sewage disposal facilities for this purpose.

Is there a structure on a permanent foundation, such as poured reinforced concrete, driven metal pilings, all-weather wood pilings, or sono-tubes installed below the normal frost line?

- Select **Yes** if there is a structure on a permanent foundation, such as poured reinforced concrete, driven metal pilings, all-weather wood pilings, or sono-tubes installed below the normal frost line.
- Select **No** if there is no structure on a permanent foundation as noted above.

Easement Requirement

In order to proceed with generating an estimate and/or your application you must acknowledge the requirement to provide MEA a notarized easement within seven (7) days by checking the checkbox. Failure to provide and easement within a timely manner will result in construction delays.

Simple Service Installation Question Details

Is the straight path between the source and meter clear of all obstructions?

- Select **Yes** if the straight path from the power source to the proposed meter location is clear of all obstructions.
- Select **No** if the straight path from the power source to the proposed meter location is not clear of all obstructions.

Does this service installation require the removal of improvements such as concrete, asphalt, retaining walls, etc.?

- Select **Yes** if the pathway between the source and the proposed meter location does not go through/over/around any item that is considered an improvement such as a flower bed, driveway, sidewalk, etc.
- Select **No** if there are no items that will need to be removed between the source and the proposed meter location.

Is the straight path between the source and the proposed meter location within 10 feet of any exposed septic pipe or crossing any part of the septic and leach field system?

- Select **Yes** if the path between the source and the proposed meter location would cross within 10 feet of the exposed septic pipe or cross any part of the septic and leach field system. If you are unsure, select **Yes**.
- Select **No** if the straight path between the source and the proposed meter location is farther than 10 feet from the exposed septic pipe or leach field system.

Are there any road/street crossings?

- Select **Yes** if a road or street will need to be crossed to extend service from the source to a meter base. An example would be the pole or transformer is on the opposite side of the road/street from your residence.
- Select **No** if there is no street/road crossing.

Is the service size 125A or 200A and the meter base meets the requirements and is installed in accordance with the current [MEA Service Guide](#)?

- Select **Yes** if the service size is 125A or 200A and a meter base is one of MEA's Compliant 125A or 200A Single Meter Bases listed below.

Manufacturer	Ampacity	Model Number	Overhead	Underground
Eaton-Cooper	200A	CMBEB200BTS	X	X
	200A	MBEB200BTS	X	X
	200A	MBE48B200BTS	X	X
	200A	MBE88B200BTS	X	X
	200A	U2M2R		X
	125A	MBE1224B125BTS	X	X
General Electric	200A	TSM820CSCU	X	X
Millbank	200A	U224MTB	X	X
Siemens	200A	MC0816B1200EST	X	X
	200A	MC3040B1200SECW	X	X
Square D	200A	SC2040M200C	X	X
	200A	SC2040M200S	X	X
	200A	SC2040M200PS	X	X
	200A	SC816F200PS	X	X
	125A	SC1624M125S	X	X
	100A (TEMP ONLY)	SC1624M100S	X	X

- Select **No** if the service size is greater than 125A or 200A or not a meter base listed above.

Required Photos

To bring power to your property using the Simple process, five to six photos will be required:

1. One photo from the ***meter location*** to the ***source*** (pedestal or transformer)
2. One photo from the ***source*** (pedestal or transformer) to the ***meter location***
3. One photo of the ***meter base***
4. One photo of the ***meter base nameplate*** showing part #, amperage rating, and diagram
5. One photo of the ***installed ground rods***
6. One photo of the ***functioning water supply and sewage*** OR ***the permanent foundation***

Will you be able to provide these five/six photos?

NOTE: Photos will be uploaded during the final application. Before proceeding, if you currently do not have the photos, you should take the required photos and be prepared to upload them to the application.

- Select **Yes** if you are able to provide the five or six photos requested. (E. above will only be required if requesting NSA)
- Select **No** if you are unable to provide/upload these photos.

SERVICE MODIFICATION

MEA provides a service modification cost reference table. The rough estimates within the cost table are based on a 125-foot service. These estimates do not account for varying terrain, fluctuations in elevation, permitting requirements, etc., all of which may impact the cost of modifying your existing services. In many cases, the most direct route may not be possible for a variety of technical reasons.

If you decide to move forward with a work order you may complete your application online through DocuSign. An Engineering Technician will be assigned to develop a more concrete estimate which incorporates these factors. To request a work order you will be required to pay a \$500 cost in advance of construction. This advance will be credited toward your construction costs. If this application is cancelled before the construction is complete, this amount, minus any actual costs incurred, will be refunded. If the application is cancelled and the cost incurred by MEA exceeds the advance of construction, you will be responsible to reimburse MEA for the remaining cost.

DOCUSIGN APPLICATION

Once you have completed the questionnaire for New Service or Additional Service you will be provided a rough estimate based on the answers within the questionnaire. Throughout the questionnaire various questions determined if your service was eligible for either the standard or simple workflow process. If you are ready to proceed your next steps will take you to DocuSign to complete your application.

If Simple eligible, your completed application will be sent to construction after MEA review. Before selecting the link to enter the application, be prepared to provide the following information: Member/Organization name, contact information, site address, pole/transformer number, service size, meter base manufacturer and model number, required photos, and the exact service length. You will be required to pay the full estimated amount.

If Standard eligible, your completed application will be sent to an Engineering Technician to create a detailed estimate. Before selecting the link to enter the application, be prepared to provide the following information: member/organization name, contact information, site address, service size, meter base manufacturer and model number (if your meter base is ready). You will also be required to pay a \$100 fee.

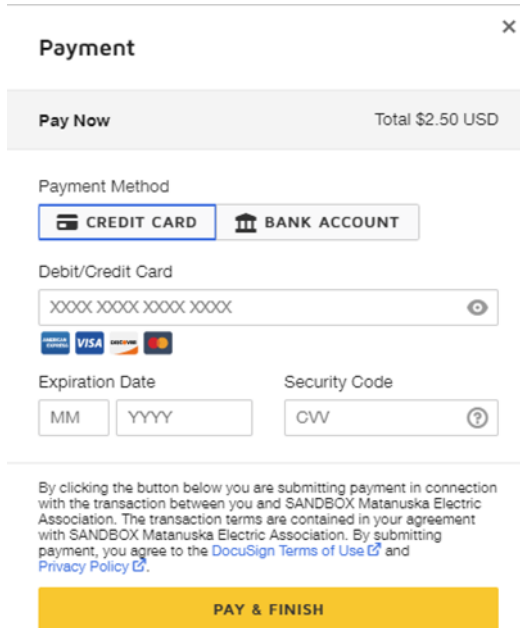
If you are not prepared to start an application, you may elect to send the estimate to your email. When you are prepared to apply, you can return to the questionnaire at any time.

ACCEPTABLE DOCUSIGN PAYMENT METHODS

MEA has partnered with DocuSign and Stripe to allow you to sign your construction documents online AND pay at the same time. When using DocuSign, you can pay via credit card or bank account. Note: credit card transactions are only accepted up to \$10,000.

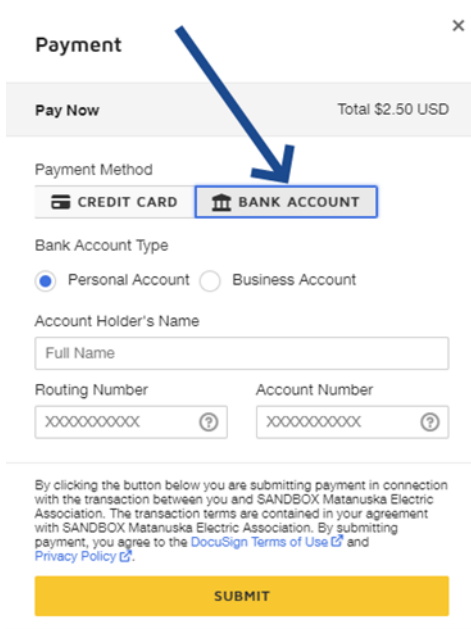
Payment Method Credit Card: MEA Accepts American Express, Visa, Discover, and Master Card. Credit Card transactions are limited to amounts less than \$10,000. Any transactions greater than \$10,000 must be paid by bank account.

1. Enter in the full debit/credit card number
2. Enter the Expiration Date
3. Enter the Security Code
4. Click the **PAY & FINISH** button:



The screenshot shows a payment modal window titled "Payment" with a close button (X) in the top right corner. Below the title bar, there is a summary section with "Pay Now" on the left and "Total \$2.50 USD" on the right. Underneath, the "Payment Method" section has two buttons: "CREDIT CARD" (which is highlighted with a blue border) and "BANK ACCOUNT". Below this, the "Debit/Credit Card" section contains a text input field for the card number, currently showing "XXXX XXXX XXXX XXXX" with a visibility toggle icon on the right. Below the card number field are logos for American Express, VISA, Discover, and Mastercard. The "Expiration Date" section has two input fields for "MM" and "YYYY". The "Security Code" section has a single input field for "CW" with a help icon (?) on the right. At the bottom, there is a disclaimer text: "By clicking the button below you are submitting payment in connection with the transaction between you and SANDBOX Matanuska Electric Association. The transaction terms are contained in your agreement with SANDBOX Matanuska Electric Association. By submitting payment, you agree to the [DocuSign Terms of Use](#) and [Privacy Policy](#)." Below the disclaimer is a large yellow button labeled "PAY & FINISH".

Payment Method Bank Account: If you select the bank account option, follow the steps below:



Payment ×

Pay Now Total \$2.50 USD

Payment Method

☐ CREDIT CARD ☒ **BANK ACCOUNT**

Bank Account Type

☒ Personal Account ☐ Business Account

Account Holder's Name

Full Name

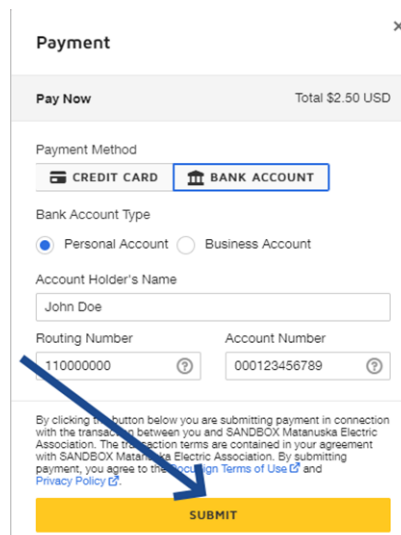
Routing Number Account Number

XXXXXXXXXX XXXXXXXXXX

By clicking the button below you are submitting payment in connection with the transaction between you and SANDBOX Matanuska Electric Association. The transaction terms are contained in your agreement with SANDBOX Matanuska Electric Association. By submitting payment, you agree to the [DocuSign Terms of Use](#) and [Privacy Policy](#).

SUBMIT

1. Check the Personal Account or the Business Account radio button
2. Enter the account holder's full name
3. Enter the Routing and Account numbers in the boxes provided
4. Click/tap the **SUBMIT** button:



Payment ×

Pay Now Total \$2.50 USD

Payment Method

☐ CREDIT CARD ☒ **BANK ACCOUNT**

Bank Account Type

☒ Personal Account ☐ Business Account

Account Holder's Name

John Doe

Routing Number Account Number

1100000000 000123456789


By clicking the button below you are submitting payment in connection with the transaction between you and SANDBOX Matanuska Electric Association. The transaction terms are contained in your agreement with SANDBOX Matanuska Electric Association. By submitting payment, you agree to the [DocuSign Terms of Use](#) and [Privacy Policy](#).


SUBMIT


Your bank account will have to go through a verification process. As shown in the following pop-up, within 3 days, two small amounts will be deposited to your bank account:

Verify Your Bank Account

1. **Within 3 days** two small amounts with the description VERIFICATION will be deposited to your bank account.


2. **Log into your bank account** and note the amounts.


3. **Return to this document** and when requested enter the amounts.

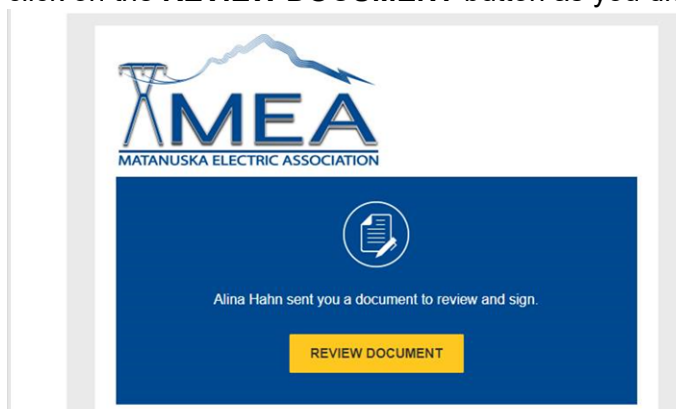


OK
CHANGE PAYMENT METHOD

- The two amounts may have the description VERIFICATION or, in some instances, will be prefixed by DOCUSIGN AMTS:

Pending Transactions		
Authorized Transactions		
Note: Debit card transaction amounts may change.		
DOCUSIGN AMTS:51,79 ST-A8E0WSU6Q	11/12/20	+ \$0.51
DOCUSIGN AMTS:51,79 ST-U9K8A9S3B	11/12/20	+ \$0.79

- Please monitor your bank account for these two transactions within the following 3 days
- Once the two transactions appear in your bank account, return to the DocuSign email and click on the **REVIEW DOCUMENT** button as you did the first time



- Click **CONTINUE** to open the document and then click **FINISH** again
- The following message will be displayed, allowing you to enter the two small deposit amounts:

Verify Your Bank Account

Pay Now

Total \$2.50 USD

Check your bank account for two deposits with the description VERIFICATION and enter them here.

Deposit 1

Deposit 2

0.00

0.00

SUBMIT

CHANGE PAYMENT METHOD

10. Enter the two amounts in the boxes provided and then click the **SUBMIT** button:

Verify Your Bank Account

Pay Now

1

2

Total \$2.50 USD

Check your bank account for two deposits with the description VERIFICATION and enter them here.

Deposit 1

Deposit 2

0.51

0.79

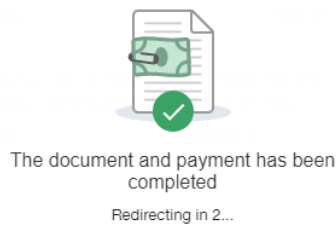
SUBMIT

CHANGE PAYMENT METHOD

3

NOTE: You have 10 tries to enter the correct deposit amounts.

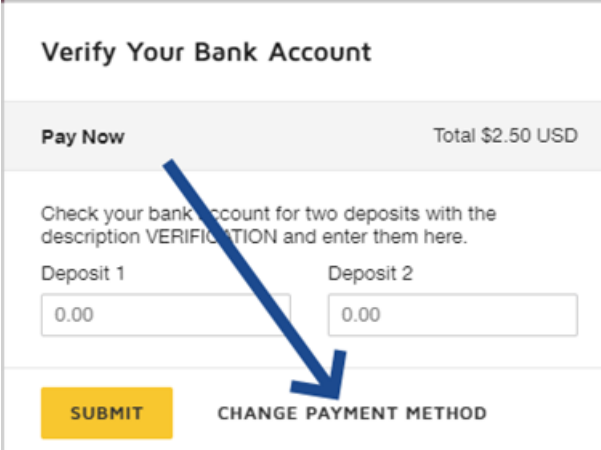
11. If the transaction is successful, you will receive a notification of completion and redirected back to DocuSign to review the document.



12. Once the payment has been executed the verification deposits will be off set from your account with equal deduction amounts.
13. If you exceed the maximum number of tries you will receive the following **Unable to Verify Your Bank Account** message:

Unable to Verify Your Bank Account

14. I entered the wrong deposit amounts more than 10 times and received the **Unable to Verify Your Bank Account** message. What do I do next?
- Return to the DocuSign email and click on the **REVIEW DOCUMENT** button
 - Click the **CONTINUE** button to open the document
 - Click on the **FINISH** button and, within the Verify Your Bank Account window, select the **CHANGE PAYMENT METHOD** option:



Verify Your Bank Account

Pay Now Total \$2.50 USD

Check your bank account for two deposits with the description VERIFICATION and enter them here.

Deposit 1 Deposit 2

0.00 0.00

SUBMIT **CHANGE PAYMENT METHOD**

Payment Complete: Once you have successfully completed your payment transaction you will receive an email from “Stripe” MEA’s payment portal with an invoice.

