

Planning & Development Department

803-329-5590 / permits@cityofrockhill.com

Physical (By Appointment Only): 155 Johnston Street, Rock Hill, SC 29730

Mailing: PO Box 11706, Rock Hill, SC 29731-1706

www.cityofrockhill.com



STEPS TO UPGRADE OR CHANGE OUT ELECTRICAL SERVICE

This handout explains the process to change out or upgrade an electrical service in the City of Rock Hill.

Step 1

If you are planning to upgrade an overhead electrical service served by the City, contact Utilities Dispatch at 803-329-5500. You may be required to convert the service to underground, and that may require additional applications and fees.

Step 2

Submit a [trades permit application](#) and apply for a [City business license](#). You are required to have a State of South Carolina electrical license.

Step 3

Once you have obtained the trades permit and business license, schedule the power to be disconnected from the building and a building inspection on the same day.

- **Schedule the power to be disconnected:** If the City is the electrical provider, call Utilities Dispatch at 803-329-5500. (Most properties in the City are served by City power, but a few areas are served by York Electric Cooperative or Duke Energy.)
- **Schedule the building inspection:** At least 24 hours in advance of the power being disconnected, request a building inspection using our [Online Services portal](#) for the same day that power will be disconnected. Our Utilities Department will not reconnect power until the building inspection has been approved, so it is important to have everything scheduled for the same day.

Step 4

Pick up a free meter base and a CT cabinet (for electric services above 400 amps) from the City Utility Warehouse by showing the warehouse staff members there a copy of your electrical permit.

- Warehouse staff members will need information about the electrical service, including size, amps, phase, and whether the use is residential or commercial.
- The warehouse is located at 757 S. Anderson Rd. and is open from 7:00 a.m. to 2:00 p.m., Monday through Friday.

Step 5

When your building inspection is approved, the inspector will send a release to the Utilities Department.

- If the building is occupied, the Utilities Department will reconnect service the same day. (An after hours' service fee may apply.)
- If the structure is not occupied or vacant, the Utilities Department will reconnect service when a technician is available, which may take up to 5 business days.

Please note that you cannot cut the seal on the meter yourself. Cutting the seal may result in a fine or jail time.

Utilities Dispatch 803-329-5500 (ask for Dispatch)

Utilities Warehouse 803-329-7077