

Demolition Process

The United Illuminating Company

Checklist Do's and Don'ts

In order to terminate UI electric service to any building or structure designated for demolition, the following process should be utilized. This process would apply to all demolitions, residential and commercial, and personnel property or Town/City/State owned property.

- Create a “Demolition Request Letter” requesting the electric service be removed (see sample letter). The letter must be signed and notarized with the seal clearly visible. Faxes and emails are not accepted. For Towns/Cities, State, and Government properties, the letter must be on appropriate letterhead and authorized by appropriate representatives of the Town/City, State, or Government.
- Include in letter as much information as possible. Example:
 - Current (legal) address and service address on the last UI bill. The service address on the UI bill may be different from the actual mailing or address on file with tax records.
 - Current UI account number (Note that account must be inactive to process demolition).
 - Meter number(s) and location of meters at the premise to be demolished.
 - Pole numbers.
- Letter should include verbiage about the electric service to be removed and indicate that you are the owner of the property or you have a designated representative submitting the letter for you.
- Please include a contact name and contact information for the responsible party. This will identify who UI should contact for any questions or issues related to the demolition. This also should be the signer of the letter.
- Mail the letter to:

The United Illuminating Company
Attention Standard Field Department (Demolition Letter)
100 Marsh Hill Road
Orange, CT 06477

- Ensure that a request has been submitted to the Customer Care Center at (800)-722-5584 to close the account at the service address prior to submitting the “Demolition Request Letter. UI cannot process a demolition request on an active account(s).
- Ensure that UI personnel will have access to the premise for removal of UI equipment (including meter, instrument transformers, service lateral or drop), and to verify service disconnect.
- Clearly mark the premise scheduled for demolition with the premise number in orange paint.
- Once the demolition letter is received, UI will route the request to the appropriate personnel to process the request. Residential demolitions will go to UI’s Standard Field department and commercial/industrial demolitions will go to UI’s Customer Field Services or Customer Engineering departments.
- Generally, UI’s time to process demolitions is approximately 3 weeks for residential and 6 weeks for commercial/industrial. These times will vary depending upon the complexity of the demolition and ensuring all prerequisites have been fulfilled.
- Upon completion of the UI electric service demolition work, UI will verify that all services have been removed and will send out two letters (typically within five business days of verification) confirming the demolition was completed and all electric service(s)/equipment has been removed. One letter will be sent to the originator of the request and another letter to the municipal authority for the town/city the premise is located in. Any special conditions or restrictions will be noted in the letter.
- If there are any questions regarding the demolition process, please contact UI’s Standard Field department or the Customer Engineer/Technician working the demolition. If an Account Representative is assigned, they also may be contacted. You can also call UI’s Customer Care Center and they may be able to either answer your questions or direct you to the appropriate department.