

# New or Upgraded Utility Service Connections (New Construction) Process Guide

## Step 1 of 6: Application for New or Upgraded Service

Apply for residential, commercial/industrial, or agricultural, existing service—relocation/change service and temporary service by using our online application at PG&E Connect. This self-service option gives you the flexibility to complete your application wherever and whenever it's convenient.

You can receive assistance on the application process from our New Construction Service Center (NCSC)—a team of employees dedicated to handling requests for new or upgraded utility service connections—by calling 1-877-PGE-SRVC (1-877-743-7782).

Customer service representatives in the NCSC will take your application over the phone, as well as answer questions about the application process Monday-Friday from 7 a.m. -6:00 p.m.

You also may download and print applications for service from the list under Brochures and Forms. Please complete your application and send it to PG&E at P.O. Box 24047, Fresno, CA 93706-2010.

To avoid delays, please make sure that your application is complete and as accurate as possible. Once your completed application is received, a PG&E representative (job owner), will contact you within five business days. Your job owner may require the following information:

- Site plan
- Improvement plans
- Architectural plans (elevation plans, for example, to review meter location)
- Project-approval and permit conditions that need to be incorporated in utility design and construction activities (This may include requirements and conditions for **on-site** activities as well as to **off-site** improvements. Refer to the permits and project approvals you have secured and if applicable, supply this information to PG&E)
- Additional load details beyond those listed in application
- Electrical and mechanical plans

## Permits and Approvals

You should consider the possible connection point(s) to PG&E supply lines when securing permits and approvals. If unforeseen conditions impact the utility service design and/or construction work for your project, please notify your PG&E representative to insure all design and construction work is completed in compliance with those governing agency requirements.

PG&E is committed to providing timely service so it is critical that all design and construction activities are performed in compliance with all regulatory and local building department requirements. In addition to load information, be sure to share with PG&E permits and project-approval conditions. Additionally, be sure to contact the other utilities (phone and cable TV) and apply for service with them as well.

## Step 2 of 6: Field Meeting

For most projects, your PG&E representative will schedule a field meeting to discuss gas and electric service requirements and construction process in more detail. Your PG&E representative will normally confirm your service arrangements in the field or follow up with a letter. Please review this information carefully. Any changes you make after this time that result in engineering or field changes may be billed to you directly or deducted from your engineering deposit.

Here are some of the items your representative may cover:

### Project Conditions

In order to complete the design and plan for timely construction of gas and/or electric service for your project, please insure that all conditions (listed within granted approvals and permits) that must be adhered to are fully disclosed and shared with your PG&E representative. These conditions may include (but are not limited to) those for your project site as well as **off-site**.

### Engineering Advances

You may be required to pay an engineering advance to cover PG&E's expenses for revisions to, or cancellations of, service requests. When your project is complete, we will credit the advance against the amount you owe, apply it to the amount you owe on the resulting line extension agreement or refund any unused portion to you without interest. Project advances also may be required for any preliminary cost estimates you may request.

### Service Routes/Meter Locations

CPUC rules say that PG&E must install gas and electric facilities along the shortest, most practical route. If you want another route because of aesthetic or other non-financial reasons, you'll normally pay the extra cost. In addition, we are required to install all gas and electric meters to meet certain clearance standards and be readily accessible for reading and maintenance.

### Rights-of-Way

Rights-of-way may be needed for service to your project, depending on the length and location of the service route. If so, you'll be responsible for contacting your neighbors when the rights-of-way are needed from them. If you prefer, we can prepare the appropriate documents and get the needed signatures at your expense. For many projects, securing a right-of-way could be the single biggest factor in arranging for the shortest, least expensive route for gas and electric lines to your project. Your good relations with your neighbors can help!

### Tree Pruning

If we need to install poles and power lines, we'll need a clear path on your property. You or one of our contractors can prune or remove trees at your expense before construction begins. The path around the power lines will need to stay clear in the future, too, for safety and access. Always think of the size of your trees at maturity and plant the right tree in the right place so as not to pose a safety hazard. Consult a licensed arborist, a nursery or us for suggestions on appropriate trees.

### Construction Responsibilities

Some tasks can be done by you or by us at your expense. For projects involving underground gas or electric facilities, the most important decision you'll need to make is who will do trenching and install the electric conduits and pull-boxes. The trenching party will also need to coordinate the installation of other utilities (telephone and cable TV). Make this decision early in your planning.

### Temporary Construction Power

There's usually construction power available if we have existing facilities with enough capacity next to or on your construction site. Your PG&E representative will let you know the costs for construction power, which vary from site to site. If construction power is available, we may be able to install it within three to five working days. You'll need to pay these costs, and the city or county building department will need to inspect and approve your temporary meter panel **before** we can install the temporary service and meter.

## Date Service is Needed

While our lead-times vary from project to project, we will make every attempt to meet your service needs. If there are scheduling conflicts, we'll give higher priority to projects that have received final building inspections, signed all contracts, paid all service costs, secured all rights-of-way and necessary permits, and met all agreed-to construction responsibilities.

## Preliminary Costs

We can give you preliminary cost estimates when we've completed our engineering. If you'd like a preliminary cost estimate, you may be required to provide an advance.

## Rates

You may be able to choose from several different rates for the gas and electricity you use. The best rate for you depends on your rate class (residential, commercial or agricultural), the appliances and loads you install, and your lifestyle or end-use needs.

## Step 3 of 6: Engineering

During the engineering phase, we identify our costs, prepare construction drawings, order critical materials with long lead times and coordinate your service engineering with other utilities.

One of our engineers generally will visit your job site to verify the service route and gather more information about our existing facilities and site conditions. Sometimes we may need to change the service route based on the engineer's observations, or we may be delayed by special permit requirements. Your representative will discuss any changes with you.

## Step 4 of 6: Billing, Contract and Right-Of-Way

Once we receive all contracts and payments, and all requirements for rights-of-way, permits and disclosed conditions (refer to Step 1) are met, PG&E will schedule your project for construction.

## Step 5 of 6: Construction

You'll need to complete all of the construction responsibilities you agreed to before we can complete our part of the gas and electric service. A PG&E representative may set up a pre-construction meeting to review construction responsibilities in more detail and discuss final scheduling.

If you need any scheduling changes after that, please contact our construction supervisor, our inspector assigned to your project, or your PG&E representative (job owner). We'll make every effort to meet your service needs. In the event of a construction scheduling conflict, we'll prioritize the work, favoring customers who have met their responsibilities and who are close to receiving a final building inspection. Bad weather or emergency situations may lead to unavoidable construction delays.

## Successful-Project Checklist

- Ensure all conditions imposed on project have been incorporated in design and all construction activities comply with those conditions.
- Send your completed contracts and bill payments to us using the pre-addressed envelope that will be provided to you.
- Obtain signed and notarized rights-of-way.
- Get gas and electric trench inspections from PG&E for the work you are performing.

- Complete your agreed-to tree trimming and clearing well before PG&E construction begins.
- Clear gas and/or electric service routes of obstructions caused by debris, dirt, outbuildings or construction equipment.
- Finish your grading along the service route.
- Install the electric meter panel and/or "stub-out" the gas houseline. Install pull-tapes in electric conduits.
- Secure attaching electric conduits for surface-mounted panels to the building.

## Step 6 of 6: Meter Set

Once construction is complete, the last step is for you to contact us to install (set) the gas and/or electric meters. Usually, your account will already be established using the information from your original application. Call 1(800) PGE-5000 to schedule an appointment to have your meter(s) set.

### Please note the following items:

- When inspections are required by the state, or by a city or county building department, we must receive approval from that agency before we can set a gas or electric meter. Many building departments relay this information to us at the end of each business day. If you call us on the same day of your inspection, we most likely will not have a record of the inspection yet.
- You should permanently mark your address on your house or business. For multi-tenant buildings, each gas and electric meter needs a separate identifiable address on the electric panel and/or gas house lines, along with a corresponding permanent address marking on each tenant space. For the types of markings approved by PG&E, contact your representative.
- Meter locations must be accessible. Please discuss any access concerns with your PG&E representative.

### Inspection Notice

Our process has changed. Municipalities will now FAX agency inspection notices to the designated PG&E northern or southern regional Resource Management Center.

#### Northern Region

Northern panel inspection results should be directed to:

##### **Sacramento Resource Management Center**

**FAX:** 1(800) 700-5723

**E-mail:** [PGENorthernAgencyInspections@pge.com](mailto:PGENorthernAgencyInspections@pge.com)

**Counties in Northern Region:** Alameda, Butte, Colusa, Contra Costa, El Dorado, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Nevada, Placer, Plumas, Sacramento, San Francisco, San Mateo, Shasta, Sierra, Siskiyou, Sonoma, Sutter, Tehama, Trinity, Yolo, Yuba

#### Southern Region

Southern Region panel inspection results should be directed to:

##### **Fresno Resource Management Center**

**FAX:** 1(800) 700-5722

**E-mail:** [PGESouthernAgencyInspections@pge.com](mailto:PGESouthernAgencyInspections@pge.com)

**Counties in Southern Region:** Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, Monterey, San Benito, San Bernardino, San Joaquin, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz, Stanislaus, Tulare, Tuolumne