

How to Obtain Temporary Power when Rebuilding

Audio Description Transcript

PG&E workers handle and electrical conduit. Another PG&E worker rides up in a bucket truck arm next to an electrical pole.

Aaron Johnson talks. He is Vice President of Pacific Gas and Electric Company. He's a clean shaven man with dark blonde hair and hazel eyes. He wears a grey short sleeved polo shirt with a PG&E logo on the pocket.

Screen shots of the PG&E website with a title banner that reads: Start or stop your PG&E residential service.

Two PG&E lineman in the bucket compartment work on fixing electrical lines. On the ground a PG&E worker works on a new metal electric box and closes it up.

In an office room, a PG&E worker sits down next to another coworker in front of a computer.

A young woman wearing an olive green jacket walks into the City of Paradise City Hall building. She goes to the "Development Services desk".

A city employee helps the young woman fill out paperwork. The worker writes on an orange paper that says city permit on it.

In a kitchen, the same young woman looks at the PG&E website on a laptop with her husband. A title reads:

www.pge.com/cco
1-877-743-7782

A screenshot of the PG&E website that says, "Customer Connections" at the top. The cursor moves through the page selecting answers to questions about details for the application such as "customer type", "type of request" and "project details" as well as a "Build Your Profile" page.

A PG&E web page shows drop-down menus with electric details including number of meters, main switch size and voltage.

Lindsay, A female PG&E worker with long wavy blonde hair and blue eyes sits at a computer and talks to a customer on her headset.

X's are marked out on a bed of pine needles with a spray can using white paint.

Lindsey walks and talks in a forested area with two men. A PG&E worker opens and inspects a new electrical box in the forested area. He writes down information on a small sticker which he sticks on the inside of the electric panel box.

Images of conduits, cable and PG&E workers shown already in the video in both field and office settings.

A hand writes with a black felt tip on an orange paper Town of Paradise permit. Over this a title reads:

Apply online at www.pge.com/cco or call 1-877-743-7782

On a blue screen a title reads:

Questions?
rebuild@pge.com
www.pge.com/campfire

Video Transcript

- Here at PG&E we are committed to helping out customers throughout the rebuild process. We are here to assist and we've added resources so we can do so quickly. One of the first steps for a customer seeking to rebuild is to apply for temporary electric service. That power can be used throughout construction until the home is ready to take permanent service. For eligible customers impacted by a major natural disaster PG&E will connect and disconnect temporary electric service at no cost to the customer as long as that customer previously took PG&E electric service. We understand that when you are rebuilding your home you have a lot on your mind. At PG&E we have created a Community Rebuild Team so we can process applications for power from fire victims in a timely manner. Our goal is to ensure that new gas and electric service can get checked off your list quickly.

- [Narrator] There are several steps customers need to take to obtain temporary power. Customers can hire contractors to act on their behalf to complete these steps. First, the customer requests a permit for temporary power from the city or county building department. Some jurisdictions require certain conditions be met before temporary or permanent power can be established such as fire debris removal or water availability. Check with the jurisdiction on requirements for getting a temporary power permit. Fees may be payable to the city or county. The customer then submits an application with PG&E for a potential or confirmed site by either calling or applying online. You can apply while the permit from the city or county is pending. If you have been affected by a natural disaster such as a qualifying wildfire please indicate that on the application by using the drop-down option so the application can be routed to PG&E's Community Rebuild Team. The customer or designated representative such as a

contractor provides PG&E with a site address and contact information. Site plans, electric load information, and electric panel size can be provided at this step or the next for temporary power. After the application is submitted to PG&E a PG&E job representative will be assigned who will schedule a site visit with the customer representative listed to review field conditions, project scope, expectations, and timing. Be sure to call 811 at least two business days before you plan to dig and to mark the excavation area with flags or white paint so utilities can mark any underground facilities. After the site visit, if PG&E needs additional information, the PG&E Job Representative will request it from the customer's representative before initiating the design and engineering of the job. The customer or contractor is responsible for the following items. The purchase and installation of a temporary electric pole or pedestal and a temporary electric panel. Acquiring the required permits and inspections and paying fees to the city or county building department. The purchase and installation of temporary conduit, cable, and installation of conduit cable if the facilities are underground. When the customer is ready to receive power they must request an electric panel inspection from the city or county building department. After the inspector has affixed an inspection sticker to the panel, the customer contacts PG&E. Keep in mind that PG&E cannot provide power without the panel inspection sticker issued by the governing agency. Once the customer's panel has been inspected, PG&E can then schedule your project for construction. Your PG&E Job Representative will work with you to schedule your project and install an electric meter and provide power. To avoid delays, after temporary power service is established, remember to apply for a permanent electric and or natural gas service immediately after a building has been received by the local jurisdiction. Questions can also be emailed.