



# New Electric Service for Your Business

## Power from Underground Lines



## Getting Started Guide: Power from Underground Lines for Your Business

If your business construction project requires the installation of new electric service, let Pacific Gas and Electric Company (PG&E) help you meet the technical requirements and coordinate your service installation.

### Follow these steps to get started:

**1** Obtain any necessary permits

Before contacting PG&E, start securing the appropriate permits required by your city or county building and planning department. Please note most projects require permits.

**2** Select your rate

All business customers are required to receive electric service on a general service rate. Customers can choose their rate based on monthly demand and usage patterns. For help determining the best rate, refer to the What If Tool at [www.pge.com/ratetools](http://www.pge.com/ratetools). If you are having trouble selecting the best rate for your business, please contact the PG&E Business Customer Service Center at 1-800-468-4743.

**3** Apply for new or upgraded electric service

Apply for new or upgraded electric service using [Customer Connections Online](http://www.pge.com/CustomerConnections) at [www.pge.com/CustomerConnections](http://www.pge.com/CustomerConnections). You will be assigned a dedicated PG&E customer service representative who becomes the point of contact for you or your contractor. PG&E recommends you contact an electrical contractor to help you plan your new service installation. Once you submit your application to PG&E, we will create a schedule to meet your service connection needs.

**4** PG&E will contact you within three business days

PG&E uses the information you supply during a phone or on-site meeting to prepare a project design. A PG&E representative will contact you within three business days. You or your contractor will be asked to supply details of the project including scope, timeline, blueprints and the load requirements for the electrical equipment you plan to install. Your PG&E representative can answer additional questions and inform you of issues you may not have considered, such as potential costs or technical standards. If necessary, a field meeting will be scheduled.

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**5** PG&E will prepare the project design

During the project design phase, we identify your costs, prepare construction drawings and order critical materials with long lead times. At this time, you may be asked to pay a design deposit, which would be credited toward the final amount you pay for the work.

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**6** Additional references

You or your contractor may need to refer to PG&E's GREENBOOK, a reference manual containing helpful information such as technical specifications and drawings, at [www.pge.com/greenbook](http://www.pge.com/greenbook). The following sections may be especially useful when preparing for your electric overhead service:

- Electric Service–Underground
- Electric Metering–General
- Electric Metering–Commercial and Industrial
- Methods and Requirements for Installing Commercial Underground Electric Services 1-600 Volt to Customer-Owned Facilities
- Box-Pad for Pad-Mounted Transformers

Upgrading underground electrical lines may require the excavation of a trench. Your PG&E representative will provide you with drawings that illustrate the trench route and specifications. Customers are responsible for trenching and permit costs. Two business days before you dig, call Underground Service Alert at 8-1-1, Monday through Friday from 6:00 a.m. to 7:00 p.m. except for holidays or visit [www.pge.com/811](http://www.pge.com/811) for more information.

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**7** Approve contract and mail with payment

Your PG&E representative will send you the project design and contract for the full amount of the project work. If you would like PG&E to proceed, mail the signed contract along with your payment in the pre-addressed envelope provided to expedite processing and minimize delays.

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**8** Schedule construction and establish account

Work with your PG&E representative to:

- Schedule any inspection or construction work to be completed by PG&E.
- Establish a new account if the location has not previously received electric service from PG&E.

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**9** Schedule inspection and meter installation

Arrange for the appropriate local government agency to inspect the electric panel. Once it has passed inspection contact PG&E to schedule the meter installation.

For more information on how PG&E can help with building and renovation projects for your business, visit [www.pge.com/newconstruction](http://www.pge.com/newconstruction) or call 1-877-743-7782.