





Residential Panel Upgrade with an Upgraded Service Line


Intake and Design

1. Customer submits application form on YourProjects.pge.com (66 calendar days)
2. PG&E Job Owner (JO) contacts customer within 5 calendar days after submission to verify project scope and requests engineering advance payment, if applicable
-  Ensure you or your contractor has an ITS account. Email PG&EApplicantInstallerPreQual@PGE.com to obtain ITS profile
3. PG&E designs job and customer reviews design (avg. 55 calendar days)
4. Customer signs and pays the contract on YourProjects.PGE.com within 90 calendar days


Pre-Construction Meeting

5. Customer requests USA ticket
6. Customer schedules a pre-construction meeting via the "Local Inspections Desk"
-  Applicant Installers demonstrate PG&E's Prequalification "Safety, Quality, and Conduct Assessment" (SQCA) QR code found in ITS
7. PG&E conducts pre-construction meeting

Trenching and Conduit (Substructure)

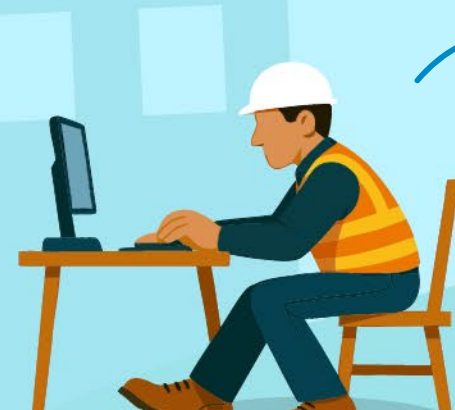
8. Customer trenches and installs conduit (substructure)
9. Customer contacts "Local Inspections Desk" with form TD-4462M-F02 to schedule inspection 
10. PG&E Inspector performs inspection (If pass, continue to next step)

Backfill and PG&E Final Inspections

11. Customer backfills and installs meter panel
12. Customer contacts "Local Inspections Desk" to request mandrel and final inspection with form TD-4462M-F02. Turn in As-Builts to inspector (If pass, continue to next step) 

City Inspections and PG&E Construction

13. Customer schedules & passes the City inspection. Customer sends metering release to JO
14. JO schedules PG&E crew (avg. 6-8 weeks)
15. PG&E crew completes construction on scheduled date & installs meter (barring unforeseen circumstances)



PG&E Standards and Reference Documents

Step 8 Standards: 038193, 062288, 028028, 051122

Step 11 Standards: 038193 , 013109

Step 11 Greenbook: Section 5 "Electric Metering: General" and Section 6 "Electric Metering: Residential"

Step 9 and 12 Greenbook: Submit inspection request to "Local Inspection Desk" per Table FM-1 Service Planning Office and Inspection Desk Contact Information

Additional Greenbook Materials: Section 5.9 Temporary Service, Section 5.10 Connecting Non-Utility Power Sources to Utility Services, Section 6.2.1 "Service Classes", Section 6.4.1 A and B from Greenbook, Section 9.10 Underground Service Cable-Termination Compartments or Sections, Section 9.11 Approved Service-Terminal Conductor Connectors

*Customers may be required to sign a non-disclosure agreement (NDA) during the project application intake process to access PG&E gas and electric standards.