

Disconnect-Reconnect Customer Process

Do you need to request a disconnect-reconnect service from PG&E for maintenance, minor electrical repairs or electrical work?

Choose from two ways to facilitate your request:

If you are unsure which path to take, please contact the Building and Renovation Service Center at **1-877-743-7782** (Monday–Friday, 7 a.m. to 6 p.m.) to find out if a Your Projects application is necessary

If this is a solar related disconnect-reconnect for a line side tap or a derate of a main breaker, please contact the Solar Customer Service Center at **1-877-743-4112** (Monday–Friday, 7 a.m. to 6 p.m.)

Contact PG&E Building and Renovation Service Center

Call **1-877-743-7782**,
Monday–Friday, 7 a.m. to 6 p.m.

When scheduling a disconnect-reconnect service, be prepared to discuss the work you would like to do and answer the following questions:

- Does your overhead service wire cross a street?
- Does your overhead service wire serve multi-family units?
- What are the amps on the main circuit breaker in your electrical panel?
- Does your overhead service wire go through trees?
- Does your overhead service wire come from backyard?
- Is the overhead service connected to the upper level of multi-level building?

Disconnection, inspection, reconnection:

- Your BRSC Representative will work with you to schedule your disconnect-reconnect.
- The work may require a local government agency inspection of the electric panel.
- Once the work has passed inspection, and can be verified, PG&E can return to your home and reconnect your service.
- If access inside the house is required, someone at least 18 years or older must be present.**

PG&E will need access to the meter.

Visit Your Projects Portal at [YourProjects.pge.com](https://yourprojects.pge.com)

In the application, you will be asked to provide the following information:

- Electric service agreement ID
- Electric meter number
- Amps of main circuit breaker
- Building Permit or Permit Application Number
- Address of requested disconnect
- Mailing address
- Phone number and best time to call
- Date of requested disconnect
- Reason for temporary disconnect request

Photos and additional requirements or documents may be requested based on the scope of work.

If you are requesting a disconnect-reconnect for any of the following reasons, you must also apply in Your Projects at yourprojects.pge.com for Relocation or Rearrangement of Service:

- Moving overhead connection to your home
- Moving meter panel location, even if there is no change in load
- Splitting service or load and adding a meter
- Meter panel change out (increasing panel size)
- Replacement with no change to service (ex. old 100-amp panel to a new 100-amp panel)
- Installation of photovoltaic solar generator connection or an Electric Vehicle

If you are not sure if your disconnect-reconnect falls into one of these categories, please contact an electrical contractor.

Application review and disconnect scheduling:

After you submit your application, a dedicated PG&E customer service representative will be assigned to you or your contractor.

A PG&E representative will reach out to you within three business days to review your project and guide you through the next steps.

Questions? We are here to help.

For application questions.



Scan or call the Building and Renovation Service Center at **1-877-743-7782**.

Learn about our design and construction requirements.



Scan to access the Greenbook Manual.

Delayed service connection?
File a Delayed Energization Report.



If you cannot resolve a delayed timeline with PG&E within the maximum targets, you may **scan** to file a delayed energization report with the CPUC.