New Project Customer Process

	CUSTOMER ACTIONS	PG&E ACTIONS	
≤66 CALENDAR DAYS from Application Submission to Application Approval			
TION	Submit your application through YourProjects.pge.com	PG&E Job Owner to contact Customer within 3 business days to:	
APPLICATION & INTAKE	Provide project details and required documents such as floor plans, line drawings, site plans, and load sheets.	☐ Verify project details. ☐ Verify documents and load details.	
₹	Pay Engineering Advance, if applicable.	☐ Provide project number. ☐ Schedule job site walkthrough, if applicable.	
ENGINEERING & DESIGN	Review construction documents and drawings provided by PG&E. Requests for scope changes after original design is complete may impact schedule and costs.	Review load requirements and system capacity. Confirm meter location and service route. Complete the design and provide Customer with estimated cost of project. Send construction documents, drawings, and	\\YS¹
DEPENDENCIES	Sign & pay your contract at YourProjects.pge.com or DocuSign. Unsigned contracts and cost estimates expire after 90 days. To avoid additional costs, execute your contract within 90 days (see form 62-0982, Section 25 at pge.com/greenbook). Complete any easements or land requirements as directed by your Job Owner.	contract to Customer for review. Process contract payment. Confirm all required Customer and PG&E dependencies are cleared, including land/easements, permitting, and environmental clearances. *Time for Agency to provide permits to PG&E is not included.	ation: 🛗 182 CALENDAR DAYS
SITEREADINESS	 Complete Customer site construction. Complete any agency or PG&E required inspections. Complete any necessary tree trimming and stake Customer-owned facilities before the crew arrives. Maintain site in ready state. 	PG&E: 25 DAYS Schedule pre-construction meeting. Review site readiness and inform Customer of actions needed. Schedule clearance and notify Customer, if applicable. Provide construction schedule and installation date to Customer.	Responsibilities Post Application:
Pre-construction site meeting			3&E
CONSTRUCTION	 Keep your site clear and make sure crews have easy access. Contact PG&E if there are any changes that will prevent the job from being completed. 	Perform final inspection. Crews perform work onsite. Schedule meter set request.	Average timeline for PG&E Respons
SERVICE ENERGIZATION	☐ Talk to your Job Owner to find the best rate for your energy usage.	Restore site as required by permit. Start billing process. Close out project.	▲

PG&E strives to meet customer project timelines, but complex cases may extend beyond our average timeline. At least 5% of projects may take up to the maximum 357 days. For statewide energization timelines and targets, see the CPUC factsheet on D.24-09-020.

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 download 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.