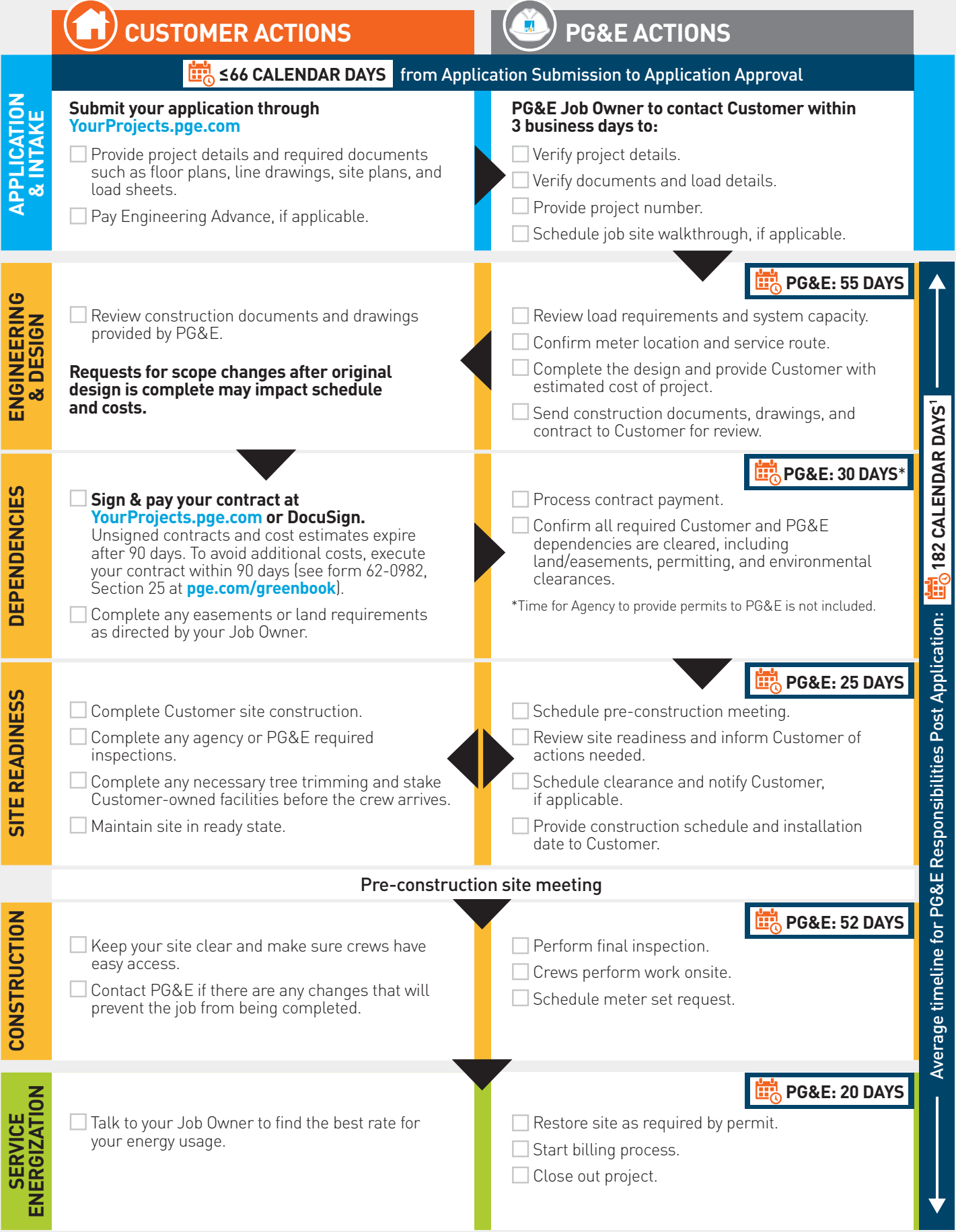


New Project Customer Process



¹PG&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.