



Electric Service Projects



Follow these steps for a residential panel upgrade with an upgraded service line installation

Intake and Design

1. Submit your application on YourProjects.pge.com (up to 66 calendar days for application verification)
2. PG&E Job Owner (JO) will contact you within 5 business days to confirm your project and request an engineering advance payment as needed
3. PG&E or approved applicant designer designs job. You review design (avg. 55 calendar days)
4. Sign and pay your contract on YourProjects.PGE.com within 90 calendar days

Pre-Construction Meeting

5. Request an [Underground Service Alert \(USA\) ticket](#) – call 8-1-1 before you dig
6. Schedule a pre-construction meeting via the “Local Inspections Desk”
7. PG&E holds pre-construction meeting



Applicant Installers demonstrate PG&E’s Prequalification “Safety, Quality, and Conduct Assessment” (SQCA) QR code found in ITS

Trenching and Conduit (Substructure)

8. Dig your trench and install the conduit
9. Contact the “Local Inspection Desk” to schedule your inspection
10. PG&E inspects the trench and conduit installation



Backfill and PG&E Final Inspections

11. Backfill your trench and install your meter panel
12. Contact the “Local Inspection Desk” to schedule your mandrel and final inspections. Turn in your As-Built to inspector



City Inspections and PG&E Construction

11. Schedule and pass inspection with Authority Having Jurisdiction (AHJ) to get your meter release
12. PG&E schedules its crew for final installation (approx. 6-8 weeks)
13. PG&E finishes construction and installs the meter on the scheduled date (unless there are unexpected delays)



PG&E Design Standards and Reference Documents*

Some steps reference PG&E Design Standards or documents that provide technical requirements for your project. Design Standards will be provided to you once you begin your application and the Greenbook Manual is available on the [Project Resources page](#). If you’re unsure how to access or use them, your PG&E JO can help.

Step 8 Design Standards: [S5453 Exhibit B](#), [038193](#), [062288](#) **Step 8 Greenbook:** [3.9 “Trench and Conduit Installation Requirements”](#) **Step 11 Design Standards:** [038193](#), [013109](#)

Step 11 Greenbook: [7.4. “Meter Working Space,”](#) [7.5. “Meter Installation Locations,”](#) [7.7 “Meter Identification and Meter Protection,”](#) [7.8 “Main Service Disconnects and Switching Sequences,”](#) [7.9 “Grounding,”](#) and [7.11.3 “Electric Meter Socket Covers and Seals”](#)

Step 9 and 12: Submit the [“Request for inspections” form](#) to local inspection desk using [Inspection Desk Contact Information](#) found on the Project Resources page.

Additional Greenbook Materials: [Section 5 “Temporary Power,”](#) [Section 6.2 “Connecting Non-Utility Power Sources to Utility Services,”](#) [Section 7.11.2 “Service Classes,”](#) [Section 7.13.1 and 7.13.2 “Single Meter: Underground Service,”](#) [Section 7.16 “Underground Service Cable-Termination Compartments,”](#) [Section 7.17 “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 Design Standards.