



Building and Renovation Services

Electric Service for Your Business

Change Existing Service



Getting Started Guide: Changing Existing Electric Service for Your Business

If you are making changes to your existing electric service at your business such as installing solar panels, adding new equipment or upgrading your panel, let Pacific Gas and Electric Company (PG&E) help you meet the technical requirements and coordinate your service change.

Follow these steps to get started:

1 Obtain any necessary permits

Before contacting PG&E, start securing the appropriate permits required by your city or county building and planning department. Please note that most projects require permits.

2 Review your rate

All business customers are required to receive electric service on a general service rate. Customers can choose their rate based on monthly demand and usage patterns. For help determining the best rate, refer to the What If Tool at www.pge.com/ratetools. If you are having trouble selecting the best rate for your business, please contact the PG&E Business Customer Service Center at 1-800-468-4743.

3 Apply for change to existing service

Apply for change to existing electric service using [Customer Connections Online](http://www.pge.com/CustomerConnections) at www.pge.com/CustomerConnections. You will be assigned a dedicated PG&E customer service representative who becomes the point of contact for you or your contractor. PG&E recommends you contact an electrical contractor to help you plan your service change. Once you submit your application to PG&E we will create a schedule to meet your service connection needs.

4 PG&E will contact you within three business days

PG&E uses the information you supply during a phone or on-site meeting to prepare a project design. A PG&E representative will contact you within three business days. You or your contractor will be asked to supply details of the project including scope, timeline, blueprints and the load requirements for the electrical equipment you plan to install. Your PG&E representative can answer your questions and inform you of issues you may not have considered, such as potential costs or technical standards. If necessary, a field meeting will be scheduled.

5 PG&E will prepare the project design

During the project design phase, we identify your project costs and prepare construction drawings. At this time, you may be asked to pay a design deposit, which would be credited toward the final amount you pay for the work.

6 Additional references

You or your contractor may need to refer to PG&E's GREENBOOK, a reference manual containing helpful information such as technical specifications and drawings, at www.pge.com/greenbook. The following sections may be especially useful when making changes to your electric service:

For overhead electrical service:

- [Electric Service—Overhead](#)
- [Electric Metering—General](#)
- [Electric Metering—Commercial and Industrial](#)

For underground electrical service:

- [Electric Service—Underground](#)
- [Electric Metering—General](#)
- [Electric Metering—Commercial and Industrial](#)
- [Methods and Requirements for Installing Commercial Underground Electric Services 0–600 Volts to Customer-Owned Facilities](#)
- [Box-Pad for Pad-Mounted Transformers](#)

Upgrading underground electrical lines may require the excavation of a trench. Your PG&E representative will provide you with drawings that illustrate the trench route and specifications. Customers are responsible for trenching and permit costs. Two business days before you dig, call Underground Service Alert at 8-1-1, Monday through Friday from 6:00 a.m. to 7:00 p.m. except for holidays or visit www.call811.com for more information.

7 Approve contract and mail with payment

In certain situations, your representative may find that there is no need to upgrade your electric service or the utility facilities in your neighborhood and you will be notified that there are no further steps to be taken.

If, however, we find that alterations need to be made to your overhead or underground electric service, your PG&E Representative will send you the project design and a contract for the full amount of the project work. If you would like PG&E to proceed, mail the signed contract along with your payment in the pre-addressed envelope provided to expedite processing and minimize delays.

8 Schedule construction

Work with your PG&E representative to schedule any inspections or construction work to be completed by PG&E.

9 Schedule inspection and meter installation

Arrange for the appropriate local government agency to inspect the electric panel. Once it has passed inspection contact your PG&E representative to schedule the meter installation.

For more information on how PG&E can help with building and renovation projects for your business, visit www.pge.com/NewConstruction or call 1-877-743-7782.