Residential Building and Renovation Process
Let's Get this Project Started!

Prepare for your project.
Review the Getting Started Guides and Project Checklists to understand the specific requirements for your project and the application process. Our Cost Range pages will help you estimate your project cost.

Read more on Understanding PG&E Terminology.

Start the permitting process.
Please make sure you contact your local city or county building and planning department to learn about what is required for your project. Use our City and County Locator to identify your local building officials.

Also, please review Applicant Responsibilities for Environmental Reviews.

Submit an application for service.
Apply online or call our Building and Renovation Service Center at 1-877-743-7782, Monday-Friday between 7:00 a.m. and 6:00 p.m. Review the Project Checklist before applying to make sure you have all of the necessary information at hand.

PG&E assigns you a representative.
A PG&E representative will contact you within three days to discuss project details such as the date you need service turned on and the meter installed. In most cases, a field meeting is required to assess site conditions.

Pay a design deposit.
A design deposit is required for most projects. The design deposit is necessary before a design package and estimate can be created. Unspent deposit dollars are refundable. If you proceed with the project, your deposit will be credited to your final costs.

Learn more about Applicant Design Responsibilities.
Approve the project design and contract.
PG&E will prepare and mail you the project design and contract that includes construction drawings and an estimate of the amount you will owe PG&E for your project. We will contact you to review the contract and discuss the project status. To proceed, return the signed contract and payment back to PG&E.

Arrange for trenching (if necessary).
If installing or upgrading gas and underground electrical lines, trenching may be required as well as new conduit, substructures and protective structures. You may choose to hire your own trenching contractor or let PG&E do the work. Your PG&E representative will provide drawings that illustrate trench route and specifications. Two business days before you dig, call Underground Service Alert at 811, or 1-800-227-2600, Monday through Friday from 6:00 a.m.-7:00 p.m.

Prepare for trench inspection (if necessary).
Arrange a trench inspection date with your PG&E representative if you hired your own trenching contractor. Prior to the inspection, you must test the conduit system by inserting and pulling flexible steel mandrel through the entire conduit system; clear the service route of obstructions; and finish grading along the service route.

Complete electrical or gas work.
Install your electric panel or stub out the gas houseline (a small pipe that runs through the houseline to carry natural gas to appliances and equipment where PG&E connects the meter).

Complete municipal inspection(s).
Arrange for the appropriate local government agency to inspect the electric panel or gas houseline. Your work must pass inspection before PG&E can connect your service.
Confirm the meter installation date.
Confirm the date that the meter installation needs to be completed with your PG&E representative. Your representative will schedule the construction work that needs to be completed by PG&E and establish a new account if the location has not previously received electric service from PG&E.

PG&E constructs utility facilities.
PG&E construction crews install gas and electric pipes and wires. Work on gas services requires customer to be on site. If trenching was completed, be prepared to backfill the trench before PG&E construction crew leaves site.

PG&E connects your service.
PG&E installs meter and turns on gas and/or electric service. Note: Work on gas services requires customer to be on site.