Building and Renovation Process

1. **Apply**
   - **Get Ready**
     Review our Getting Started Guides to learn more about project requirements.
   - **Apply Online**
     Submit your application for service using Customer Connections Online, any time, 24x7.
   - **Speak with your PG&E Representative**
     Your PG&E representative will contact you within three business days to discuss project details.
   - **Design your Project**
     You can either have PG&E or an Applicant Designer design your project. After the design is prepared, PG&E will mail you the project proposal for approval.

2. **Build**
   - **Arrange for Trenching**
     If you are installing or upgrading underground lines, your PG&E representative will provide drawings for trenches or other structures.
   - **Schedule PG&E Build**
     Work with your PG&E representative to schedule PG&E Construction Crews (Gas and/or Electric).
   - **Prepare for Trench Inspection**
     If you hired your own contractor for trenching, arrange for inspection with your PG&E representative.
   - **Complete Electrical or Gas Work**
     Have your contractor install your electrical panel or stub out the gas houseline Electric and Gas Service Requirements.
   - **PG&E Constructs Utility Facilities**
     You or your contractor must be on site when PG&E installs gas and pulls electric wires into conduit.

3. **Connect**
   - **Complete Municipal Inspection(s)**
     Arrange for the appropriate local government agency (City or County) to inspect your electric panel and/or gas houseline.
   - **Confirm Meter Installation Date**
     Find out from your PG&E representative when your meter will be installed.
   - **PG&E Connects your Service**
     Once your inspections are complete and your meter is installed, PG&E will turn on your electric and/or gas service.