



# Electric Service

## Change Existing Service



### Getting started guide for your home

If you are making changes to your existing electric service at your home such as installing an electric vehicle charging station, adding new rooms to your property, or upgrading your panel, let Pacific Gas and Electric Company (PG&E) help you meet technical requirements and coordinate your service change. Once you submit your application to PG&E we will create a schedule to meet your service connection needs.

#### Follow these steps to get started:

**1** Obtain any necessary permits

Before contacting PG&E, you must secure the appropriate permits required by your city or county building and planning department. Be sure to have all approved documentation ready to submit to PG&E, this will help save time as you begin your project.

**2** 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](http://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.

**3** PG&E will contact you within three days

A PG&E representative will contact you within three 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 appliances you plan to install. Your PG&E representative can answer your questions and inform you of issues you may not have taken into account, such as potential costs or technical standards. If necessary, a field meeting will be scheduled.

PG&E uses the information you supply during a phone or on-site meeting to prepare a project design.

**4** PG&E will prepare 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.

---

**5** Additional references

You or your contractor may need to refer to the GREENBOOK at [www.pge.com/greenbook](http://www.pge.com/greenbook), which is a reference manual containing helpful information such as technical specifications and drawings. 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—Residential](#)

**For underground electrical service:**

™ [Electric Service—Underground](#)

™ [Electric Metering—General](#)

™ [Electric Metering—Residential](#)

™ [Methods and Requirements for Installing Residential Underground Electric Services 0-600 V to Customer-Owned Facilities](#)

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. For more information about excavating a utility trench refer to Getting Started Guide: Trenching at [www.pge.com/GettingStarted](http://www.pge.com/GettingStarted). Before you dig, call Underground Service Alert at 811 Monday through Friday from 6 a.m. to 7 p.m. except for holidays.

---

**6** 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, along with the project design, you will receive 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.

---

**7** Schedule construction

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

---

**8** Schedule inspection and meter connection

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 connection.

For more information on how PG&E can help with building and renovation projects for your home visit [www.pge.com/building](http://www.pge.com/building) or call 1 877 743 7782.