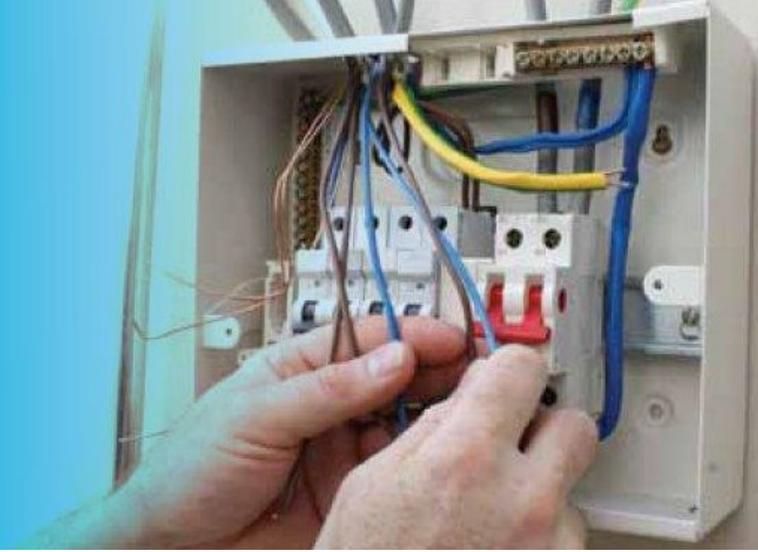




Building and Renovation Services

Electric Service

Temporary Disconnect



Getting started guide for your home

If you need to temporarily disconnect the electric service at your home to work on projects such as: electricians performing maintenance of electrical panels and circuit breakers; or to allow painters, tree trimmers and roofers to safely work around power lines, you will need to contact Pacific Gas and Electric (PG&E).

PG&E will temporarily and safely disconnect electric service and reconnect it when work is completed.

Follow these steps to get started:

1 Request temporary disconnect

Register or log on to [Customer Connections Online](http://www.pge.com/CustomerConnections) at www.pge.com/CustomerConnections.

You will be asked to provide the following information:

- Account number
- Address of requested disconnect
- Contact information
- Best time to call
- Phone number
- Date of requested disconnect
- Mailing address
- Reason for temporary disconnect request

If you are requesting the disconnection for any of the following reasons, you must also submit an application for relocation or rearrangement of service:

- Moving overhead connection to your home
- Moving meter panel location, even if there is no change in load
- Splitting service or load and adding a meter
- Meter panel change out (increasing panel size)
- Replacement with no change to service (ex. old 100 amp panel to a new 100 amp panel)
- Installation of photovoltaic solar generator connection or an Electric Vehicle

If you are not sure if your disconnect falls into one of these categories PG&E recommends you contact an electrical contractor to help you plan your service renovation.

For more details refer to the Getting Started Guide: Electric Service, Change Existing Service at www.pge.com/GettingStarted.

2 Gather information

When calling to schedule your temporary disconnect be prepared to answer the following questions:

- Does your overhead service wire cross a street?
- Does your overhead service wire serve multi-family units?
- Is the main circuit breaker on your electric panel rated at 400 amps or above?
- Does your overhead service wire go through trees?
- Does your overhead service wire come from backyard?
- Is the overhead service connected to the upper level of multi-level building?

In most cases your temporary disconnect can be scheduled during the call. If you plan to arrange for the appropriate local government agency to inspect the electric panel on the same day as the disconnect, you will also need to schedule your service reconnect during the call. Once it has passed inspection, PG&E can return to your home and reconnect your service. Keep in mind that you will have to make sure that PG&E gets access to the meter. If access inside the house is required, someone at least 18 years or older must be present.

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