



New Electric Service

Power from Underground Lines



Getting started guide for your home

If your home construction project requires the installation of a new electric service, let Pacific Gas and Electric Company (PG&E) help you meet technical requirements and coordinate your service installation. 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 new or upgraded electric service**

Apply for new or upgraded 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 new service installation.
- 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. Review the information of the Electric Service Project Checklist at www.pge.com/GettingStarted. 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 costs, prepare construction drawings, and order critical materials with long lead times. 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, which is a reference manual containing helpful information such as technical specifications and drawings. The following sections may be especially useful when preparing for your electric underground 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. 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

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 and establish account

Work with your PG&E representative to:

- Schedule any construction work to be completed by PG&E.
- Establish a new account if the location has not previously received electric service from 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 PG&E 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 or call 1 877 743 7782.