Pacific Gas and Electric Company (PG&E) is committed to providing choices for our customers. As part of this commitment, we updated our service planning requirements to provide a better, faster customer experience when your electric service needs to be disconnected to perform work at your home or business (i.e. panel work or replacement, solar installation, etc.).

You now have options for temporarily and safely disconnecting your electric service.

1. Have your own licensed and qualified electrical contractor disconnect your service, allowing work to begin on your schedule.
2. Submit a service planning request to have PG&E disconnect your electric service.

What are the requirements for having a contractor disconnect service?

An electrical contractor can perform disconnection of electric services if your property and contractor meet the following requirements:

PROPERTY
- Must be a residential or small commercial facility with a main line switch rating of 300 amps or less.
- Must be served by a PG&E single-phase overhead service. PG&E must disconnect all three-phase services to ensure that proper phase rotation is maintained. Facilities with three-phase service cannot be disconnected by a contractor.
- The meter socket(s) must not have a PG&E locking device installed.

CONTRACTOR
- Contractor must be qualified and licensed by the State of California.
- The service must be cut on the load side of the PG&E connection to service conductors. PG&E conductors are not to be cut.
- Contractors are not allowed to reconnect the service. PG&E must perform the electric service reconnection. If an inspection is required by local authority, PG&E will reconnect only after we receive notification the inspection has been completed.
- Contractor must schedule a reconnection appointment before disconnecting the service. If the appointment is not scheduled before disconnection, PG&E cannot guarantee same-day reconnection.
- PG&E service attachment point at the building or structure must remain intact. Contractors may not remove a service from the attachment point or alter the attachment point in any way.
- If multiple meters are involved, contractor must mark each meter and socket.
- The meter socket(s) must not have a PG&E locking ring installed.