



Rebuilding after wildfire

Your guide to establishing gas and electric service as you rebuild your home or business



Rebuilding Guide

We're here to help our communities throughout the rebuilding process. This brochure provides helpful information about the process and support we offer.

- 1 Apply for temporary electric service
- 2 Rebuild and prepare for permanent service
- 3 Apply for permanent gas and electric service

Complete project

1

Apply for temporary electric service



If you are impacted by a major natural disaster, you may need temporary electric service in order to start rebuilding. If so, submit your application through Customer Connections Online (CCO) at pge.com/cco.

What we need from you



- Obtain necessary permits from your local city, town or county building department before contacting PG&E
- Submit an application for temporary construction power at pge.com/cco
- Together with your contractor, install a temporary electric pole or pedestal and panel for your site. You or your contractor can learn more about the technical requirements at pge.com/greenbook.



DID YOU KNOW

For eligible customers impacted by a major natural disaster, we will **connect and disconnect temporary electric service at no cost** as long as the property previously had PG&E service.

Please note: poles and electric panels along with fees payable to the city, town or county are the responsibility of the customer.



Our commitment to you

- Introduce your PG&E Job Owner, who will be your main PG&E point of contact and your guide through rebuilding and any required inspections
- Review your application to ensure completion
- Expedite the application process
- Conduct site visit to inspect your installation

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Rebuild and prepare for permanent service



Once you have temporary power established, you and your contractors will be busy rebuilding. PG&E will be ready to receive your application for permanent gas and electric service as soon as building plans have been approved by the local jurisdiction.

What we need from you



While you and your contractors are rebuilding, maintain the following documentation to help expedite your permanent service:

- Permits
- Blueprints
- Load requirements
- Site pictures
- Site plans/drawings
- Proof of qualification to perform work on a gas service line



Our commitment to you

If you are rebuilding your home or business with the same load requirements and in the same location, PG&E will cover the cost of installing permanent gas and electric service.

For more information, please visit [pge.com/wildfiresupport](https://www.pge.com/wildfiresupport)



DID YOU KNOW

If your plans to rebuild include significant changes, such as relocation of your utility panel or components, **your project may require extra time and cost to complete.** Your project will remain expedited.

3

Apply for permanent gas and electric service



Permanent gas and electric service requires a separate application from your temporary power application. Submit your application at pge.com/cco.

When your application is completed and verified, your project will move into the design phase. Our engineering department will use the information you provided us to design your project including scope and timeline.

What we need from you



- Submit a single application for both permanent gas and electric service at pge.com/cco
- Request local jurisdiction to inspect electrical panel and house line for gas service



DID YOU KNOW

You can submit your application for permanent service as soon as building plans have been approved by the local jurisdiction.

Applying early can help minimize delays and ensure permanent service is ready when your rebuild is complete.



Our commitment to you

- Review your application to ensure we have everything we need to move forward
- Expedite the application process and create a detailed design for your permanent service
- Proactive PG&E Job Owner to help manage the project schedule



For Step 3 timing, see following page



STEP 3 TIMING: In most cases, your project can be completed in 45-60 days.

Factors that may impact the duration and cost of your project include:

- Rights of way and/or easements (all affected parties must reach consensus)
- Existing load on PG&E infrastructure
- Distance of PG&E infrastructure to your site
- Environmental concerns such as endangered species or vegetation causing obstruction

Online tools and resources

To learn more about our commitments, please visit pge.com/wildfiresupport.

Questions can also be emailed to rebuild@pge.com.

