


# Residential development service process

## 1 Request


### Customer

- Complete and submit a **request for service form** and related documents
- Notify all other utilities regarding your project
- Notify PGE of any related work, road improvements, and street lighting

 Your PGE Project Manager will contact you within **5 business days** of submitting your completed RFS form.

## 2 Design

### PGE

 Allow for **60 or more days** for PGE to complete your design, depending on the complexity of your project.

### PGE

- Assign a Project Manager to work with you
- Design your project
- Send preliminary design (if applicable)
- Send you the final design and a Line Extension Cost Agreement
- Send you the PGE Utility Easement (if applicable)

### Customer

- Provide additional information as requested
- Review design for conflicts prior to PGE finalizing (if applicable)
- Return the signed Line Extension Cost Agreement and any payments to PGE
- Return the PGE Utility Easement (if applicable)


## 3 Permitting

### PGE

- Acquire applicable permits as required by the local municipality

### Customer

- Talk with PGE and your local municipality about required permits
- Acquire applicable permits as required by the local municipality

 With your design complete and permits in hand, PGE's next steps are based on the pace of your trench construction.

## 4 Trench construction + inspection

### Customer

- Schedule a pre-construction meeting with your PGE Project Manager, FCC and your excavation contractor
- Perform trench and conduit work
- Contact PGE to inspect and approve trench, conduit and vault before you backfill

### PGE

- Inspect trench, conduit and vault
- Notify you of necessary corrections (if needed)
- Approve trench for backfill


## 5 Completion


### Customer

- After City, County or State, approval, call PGE Service coordination at **503-323-6700** to request temporary service

### PGE

- Complete final inspection
- Install metering
- Install PGE facilities
- Connect temporary service

 Depending on the number of meter rooms included in your design, the "Completion" steps may need to be repeated for each meter room.

 Assuming all permits are in place and you have submitted your signed LECA and payment, PGE will begin construction **2 to 4 weeks** after you pass final inspection. Timing will vary by jurisdiction.

### Important reminder regarding temporary vs. permanent service:

This visual illustrates the process for initiating your design request through installation of PGE facilities and **temporary service** at your project site. If you need to request **permanent service** for any lots within your subdivision, please call PGE Service Coordination at **503-323-6700**. Permanent service cannot be established until after PGE facilities are installed.

