



# Commercial 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
    - Notify PGE whether or not you will need temporary power
-  Your PGE Project Manager will contact you within **5 business days** of submitting your completed RFS form.

## 2 Design

-  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
    - Perform meter gear review (if applicable)
    - 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**
    - Install metering switchgear **per Electric Service Requirements (ESR) metering guidelines**
    - Complete municipal inspection of switchgear and electrical room
    - After City, County or State approval, call PGE Service Coordination at **503-323-6700** to request final service inspection and metering to be installed
-  You may be assessed a deposit when we create your account.
- PGE**
    - Complete final inspection
    - Install metering
    - Install PGE facilities
    - Connect permanent 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 connecting **permanent service**. If you require **temporary service**, please discuss this with your PGE Project Manager when starting your project. Once you understand the available options, requests for temporary service must be initiated by calling Service Coordination at **503-323-6700**.

