

DETAILED PROCESS GUIDE:

COMMERCIAL SERVICE

Project Name:

This guide details 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 or 800-542-8818.

1 REQUEST

Ready to begin your project? When you're ready to begin, join or sign in to [PowerPartner](#) and complete a request for new commercial service or upgrade or relocate existing commercial service.

Request for service form: Fill in all required information. Be sure to include voltage, service sizes, square footage, and the size of the largest motor. Also indicate if your project will include any electrical vehicle charging stations or solar installations.

- **Temporary power:** Remember to indicate whether you will need temporary power before or after your electric service is completed. Your Project Manager will work with you on available options.
- **Other special considerations:** Let us know about any special considerations associated with your project. These may include: monument lighting, fire pump, other pumps, irrigation control, private lighting (walkways in public or common areas), road-widening, overhead-to-underground conversion, needed removal of existing electrical equipment, on-site generation or special considerations for clearance concerns as mandated by OSHA.

Site plan: Submit a to-scale drawing that shows layout of property with footprint of building and preferred locations of electric equipment terminations. Once assigned, your PGE Project Manager will outline what additional information you will need to provide for your project's design, including:

- Site grading, utility, landscaping plans, and driveway locations
- Existing utility facilities
- Hard copies and CAD files of drawings (Note: Your PGE Project Manager will provide specific requirements)
- Existing and future right-of-way and public utility easement (PUE) detail.

IMPORTANT: It is your responsibility to keep PGE updated on changes to your site plans as this may affect PGE design.

Meter Gear Review: PGE Meter Gear Review and Approval is required for 400A and greater services. The customer must consult with PGE prior to ordering metering equipment. The following documentation must be provided to PGE prior to fabrication and installation:

- Site Plan - Location of metering equipment must be identified
- Electrical One-line - Source must be identified, e.g. PGE transformer
- Electrical Room Layout (if applicable)- Placement and dimensions of equipment must be identified
- Working Clearances - Measurements around metering equipment
- Elevation Layout - Front view drawing to verify arrangement and spacing
- Equipment Specifications - Manufacturer drawings with EUSERC references

IMPORTANT: Please submit the above as early as possible, revisions may be requested before final approval.

Streetlight design: Indicate whether or not a lighting design is needed and associated requirements.

IMPORTANT: Please contact your municipality to determine which street lighting option requirements are applicable to your project (Option A, C or SCHED32). Once known, please share this information with your PGE Project Manager.

After you submit the requirements listed above, watch your email for written confirmation that we've received your information.

NOTE:

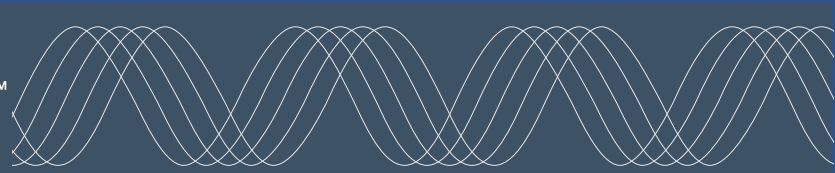
- Please review the Electric Service Requirements book for detailed requirements: [Click here for more information](#)
- Now is also the time to think about green power options: [Click here for more information](#)





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2 DESIGN

Allow for 60 or more days for PGE to complete your design **once all necessary information is received**. Timing is dependent on the complexity of your project.

We assign a Project Manager to work with you. Within five business days of receiving your full information, your PGE Project Manager will call you to discuss your project.

NOTE: If you do not hear from us within five business days, please contact Service Coordination at 503-323-6700 or 800-542-8818.

In addition to the completed RFS Form and site plan, please be prepared to provide the following information to your PGE Project Manager.

Project timeline: include any relevant details about the timing and phasing of your project, including:

Project phasing information

Planned date to break ground

Planned date to start dry utilities

If, and when you need a preliminary design or a vault and conduit design

If there is a critical date for a final approved permanent power design

If and when you need temporary power

In addition to providing the above information, be sure to also discuss the following items with your PGE Project Manager:

- **Permit requirements:** Review permit requirements with your Project Manager early in the planning process. You and/or your excavation contractor may need to provide additional details about your project to assist with project permitting.
- **Vault access:** Depending on your design, you may need to access energized vaults to complete trench construction. Talk with your PGE Project Manager about scheduling a stand-by crew to facilitate vault access.

We design your project. Your Project Manager may send you a preliminary design if applicable.

IMPORTANT:

- Please do not start construction using the preliminary sketch. Doing so may result in costly rework.
- Depending on the size and specifics of the project, completion of your design may take 60 or more days after all necessary information is received.
- Please provide updates of the above information and plans as your project progresses.
- Please keep your PGE Project Manager updated on changes to the timeline as soon as they occur.

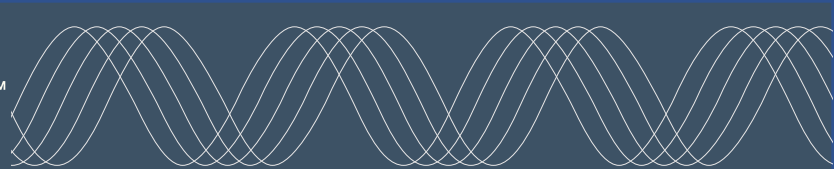
We send you Approved Construction Documents. Once your design is complete, you will receive an email with the Line Extension Cost Agreement (LECA) and final approved job drawing. The Line Extension estimate is valid for 6 months.

You return the signed Line Extension Cost Agreement and any payments to us.

Please follow the instructions included in the email to return the signed LECA and any associated [payment](#).

**The signed LECA is still required even if payment is not applicable.*





3 PERMITTING

We apply for applicable permits. Once we receive the signed Line Extension Cost Agreement and necessary payments, we'll apply for the applicable permits. At this time your PGE Project Manager is still your main contact. You may be contacted by PGE with details or questions regarding:

- PGE contractor requirements working in the Right of Way and/or private property. **see section below "About contractor approval"*
- Any permitting requirements required by the jurisdiction.

You apply for applicable permits. Depending on your jurisdiction, you may be able to work under PGE's right-of-way permit or you may need to acquire your own. Be sure to discuss your permit requirements with your PGE Project Manager and your local municipality and secure all applicable permits before beginning work.

IMPORTANT: Don't begin work in the right-of-way before permits are in place. You and your contractors must have copies of permits on site and follow all terms and conditions.

About city/county right-of-way permits:

- Each city/county has different permit requirements.
- A city/county may require before, during and after work notification, regardless of whether you are working under your own permit or PGE's.
- Understand and fulfill all permitting requirements to ensure your job is not slowed, shut down or fined for compliance issues.
- Coordinate with the city/county inspector as required.

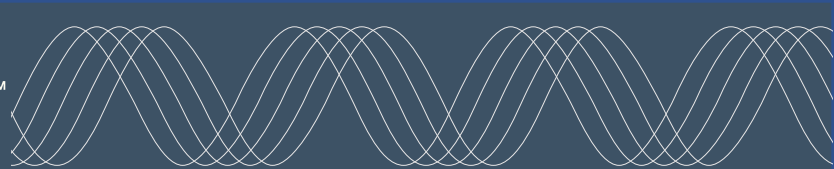
About contractor approval:

****only applicable to underground service request***

- Any contractor working in the right-of-way, installing conduits, vaults, etc. for PGE's future facilities, must be approved by PGE's Contract Services & Inspection (CS&I) team before starting work.
- A PGE approved contractor might be required:
 - for installing more sophisticated vaults and conduits
 - doing more complex work even on private property. Please reference the PGE Job Drawing for specific requirements or contact your PGE Project Manager.
- Verify with CS&I that your contractor's insurance, bonding, and other requirements are up to date. This process usually takes one week but may be shorter if your contractor has completed an application in the last 12 months.

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

***ONLY APPLICABLE TO UNDERGROUND SERVICE REQUEST**

You schedule a pre-construction meeting with us and the excavation contractor. After design is finalized, and at least two weeks before digging, you need to meet with your PGE Project Manager and/or Field Construction Coordinator (FCC) and your excavation contractor at your site.

**320 AMP services or non CT rated, do not require FCC coordination.*

IMPORTANT: Schedule this pre-construction meeting before you dig a trench. It will save you time and money. All trenching in the right-of-way must be done by a PGE-approved contractor.

You perform trench and conduit work. Complete any trench, vault and conduit work as needed and leave the trench open.

If you require access to any energized vaults during trench construction, please contact your PGE Project Manager or Service Coordination at 503-323-6700 or 800-542-8818 to schedule a PGE stand-by crew. *A PGE crew must be present to access energized vaults.*

IMPORTANT: Please notify your municipality that work is starting in the right-of-way. All permits must be onsite while your excavator performs trench and/or boring work in the right-of-way.

You contact us to inspect all trenches before you backfill. Five days before your trench work is complete, call your PGE FCC for a trench and conduit inspection. Please make sure the site is clear, safe, and accessible for the inspection. Depending on the size of your project, PGE may complete the inspection process in phases – conducting onsite trench, conduit, vault, and pad inspections as your excavator completes components of the job. Talk with your PGE Project Manager and FCC to confirm inspection requirements and timing for your project.

We perform final inspection of all work and approve for backfill.

IMPORTANT: After PGE has approved and the contractor has backfilled, please call your municipality to notify that construction has been completed in the ROW.

5 COMPLETION

You install switchgear and electrical room, if applicable, and complete all required municipal inspections.

You (the billing party) call PGE Service Coordination 503-323-6700 or 800-542-8818 to set up the new account billing for the monthly usage once the permanent service is energized.

You call us to request final service inspection. To schedule, give PGE Service Coordination a call at 503-323-6700 or 800-542-8818. Please allow three to four days for this inspection.

We complete the final inspection.

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

We install metering equipment.

IMPORTANT: For some larger services, we may deliver additional equipment for you to install. This may also require an additional inspection before your service can be connected. Please contact your PGE Project Manager if you have any questions.

We install PGE facilities and connect your service. PGE crews will complete installation of PGE facilities at your site and connect service.

