



PGE—power to new service

Includes: new metered service, traffic signal power, metered lighting, flashing beacon, etc.

PHASE 1 Pre-design

ODOT representative will:

Step 1: Contact PGE Service Coordination (see below) to get assigned a PGE M# and Project Manager

Step 2: Provide:

- Initial conflicts list
- ODOT K# and Designer
- ODOT official project name
- Main point of contact + info
- Schedule and timelines
- Preliminary site plan/drawings/scope
- Temporary service requirements
- Permanent service requirements
- Street light requirements*
- Facility relocation requirements**
- Preferred service location, including panel size, voltage, phase
- Detailed load breakdown (if applicable)

NOTE: Any missing or inaccurate information may cause time delays to the project.

PGE will provide:

- Preliminary information to help with initial project scope and budgeting
- Main point of contact and M#
- General timelines
- Take off point for power
- Working clearances with existing overhead or underground facilities
- Metering requirements
- General vault & conduit requirements
- Next steps to move forward

*See "PGE—Streetlight design jobs"

** See "PGE—Facilities Relocation"

SDPM = Service & Design Project Manager

FCC = Field Construction Coordinator

PHASE 2 Design

ODOT representative will provide:

- 30/60/90% drawings and specs
- ODOT permits and easements
- If underground is required, provide vault and conduit path per PGE drawings (only when pre-determined)
- Coordination with communication companies attached to PGE poles

Timelines are based on ODOT providing PGE with all necessary information to complete the design.

PGE process and timelines:

- PGE preliminary design starts after ODOT 60% drawings are received
- PGE final design starts after ODOT 90% drawings are received
- Allow a minimum 60 days for detailed design and construction drawing (begins *after* all information is received)
- Allow five days for Meter Services Engineer review of switchgear/electrical room
- ODOT signs and returns the Line Extension Cost Agreement (LECA), Letter of Responsibility, and payment (if applicable)
- Obtain easements—timeline varies
- 2 weeks to 3 months - Apply and receive municipal permits (*RR's)
- After final design: we will have a pre-construction meeting with SDPM, FCC and ODOT
- Standoff Bracket Installation (if applicable)
- Inspection of trench, conduit, etc. (CALL 7-DAYS IN ADVANCE)
- Site confirmation ready to send crew

- Construction is scheduled after permanent service order is ready

PHASE 3 Permanent service

ODOT contractor will:

- Ensure the construction site is clear before PGE crew arrival
- Ensure municipal electrical inspection has been completed
- Call PGE Service Coordination to request final service connection

Note: ODOT will call PGE Service Coordination to request permanent service which creates a service order. If there are customer corrections to be made the turnaround time will be longer. ODOT needs to call PGE Service Coordination each time they need a re-inspection after turn downs.

PGE process and timelines:

- 3-days City/County electrical permit—final inspection
- 3-days install meter and CT wiring
- 10-14 days after meter installed construction is scheduled
- Note: Line crew construction time can vary based on the size and complexity of the job.

Email communication

In each email subject line:

- ODOT K# or C# (prefer both)
- ODOT official project name
- PGE M# (once assigned after calling PGE Service Coordination)

In body of each email:

- Specific work request
- Job related drawings & specs
- Related PGE M#'s if multiple projects
- Requested timeline + contact info

New Service Request

Start at the following website:
portlandgeneral.com/construction

Contact PGE SDPM

A Project Manager or Engineer is assigned to a project by region and/or work type. One ODOT project might have multiple PGE SDPM's assigned.

Service Coordination

portlandgeneral.com/construction
[service.coordinators@pgn.com](mailto:service coordinators@pgn.com)
503-323-6700
800-542-8818