


# 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 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

### 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

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

## 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

## 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 needed corrections, if applicable
- Approve for backfill


## 5 Completion

### Customer

- Install metering switchgear following **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 or 800-542-8818 to request final service inspection and metering to be installed

### PGE

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

 Assuming all permits are in place and you have submitted your signed LECA and payment, PGE will begin construction **2-4 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 or 800-542-8818.

