


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 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
- 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 all trenches before you backfill

PGE

- Inspect trench, conduit; notify you of needed corrections (if applicable)
- Approve for backfill

 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.

5 Completion

Customer

- Call Service Coordination at **503-323-6700** or **800-542-8818** to request temporary service

PGE

- Install PGE facilities
- Connect temporary service

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** or **800-542-8818**. Permanent service cannot be established until after PGE facilities are installed.

