


Single family extension 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 and 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 once all necessary information is received. Timing is dependent on the complexity of your project.*

PGE

- Assign a PGE Project Manager to work with you
- Design your project
- Send you the final design and a Line Extension Cost Agreement

Customer

- Provide additional information as requested
- Return the signed Line Extension Cost Agreement and any payments to PGE


3 PERMITTING

PGE

- Acquire applicable permits as required by your local municipality

Customer

- Talk with PGE and your local municipality about required permits
- Acquire applicable permits as required by your local municipality

 *With your design complete and permits in hand, next steps are based on the pace of your trench construction.*

4 TRENCH CONSTRUCTION + INSPECTION

Customer

- OPTIONAL: Contact your PGE Project Manager for guidance prior to digging your trench
- Perform trench and conduit work
- Contact PGE Service Coordination at 503-323-6700 or 800-542-8818 to inspect all trenches before you backfill

PGE

- Inspect trench
- Notify you of necessary corrections, if applicable
- Approve trench for backfill


5 COMPLETION

Customer

- Install meterbase following [Electric Service Requirements \(ESR\) guidelines](#)
- Complete municipal inspection of meterbase
- After City, County or State approval, call Service Coordination 503-323-6700 or 800-542-8818 to request final service inspection and metering to be installed

PGE

- Complete final service inspection and install meter
- Connect and energize service

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

