


# Area light service process


## 1 Request

### Customer

- Complete and submit a **request for service form** and related documents

 Your PGE Project Manager will contact you within **5 business days** of submitting your completed RFS form.

## 2 Design

 Allow for **30 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
- Project Manager to contact the customer to schedule a site visit
- Design your project, based off your lighting needs
- Send preliminary design to review, if applicable
- Send PGE Area Light Contract with monthly fees based off design
- Send you the final design and a Line Extension Cost Agreement, if applicable

### Customer

- Provide additional information as requested
- Mark any private UG facilities
- Review design for conflicts prior to PGE finalizing (if applicable)
- Return the signed contract and any applicable payments to PGE
- Work with contractor on installation of trench and conduit, if needed

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

## 3 Trench construction + inspection (if applicable)

### 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 and conduit; notify you of needed corrections, if applicable
- Provide pole bases and pole bottoms as needed
- Approve for backfill

## Completion

### PGE

- Once the signed area light contract has been received and the design has been approved, PM to order materials required per design
- Lights and poles can take up to 8-12 weeks to arrive from the Vendor
- PM to contact customer once materials have arrived and a PGE crew has been scheduled
- Install PGE facilities

 Assuming all permits are in place and you have submitted your signed LECA and payment, PGE will begin construction **3-4 weeks** after required material delivery has been confirmed by the storeroom.

