


# Streetlight service process



## 1 REQUEST

- Customer**
    - Complete and submit a [request for service form](#) and related documents
    - Confirm if this is an Option A, B or C installation per the municipality
    - Provide municipality approved plans.
-  *Your 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
    - Provide municipality with Letter of Authorization
    - Once City-approved plans are confirmed as final. PGE will order materials when job is approved on PGE's end.
    - Discuss lead times with your Lighting DPM. Lead times vary, but the shortest is 8 weeks and can be longer.

- Customer**
  - Provide additional information as requested
  - Review design for conflicts prior to PGE finalizing (if applicable)
  - If there are conflicts, contact Muni/City for any changes needed.
  - 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 and conduit; notify you of needed corrections, if applicable
  - Provide PGE materials (ie.pole bases, concrete footings and ground rods as needed)
  - Approve for backfill

*Assuming all permits are in place and you have submitted your signed LECA and payment, PGE will begin construction 3–4 weeks after you pass final inspection. Timing will vary by jurisdiction.*

## 5 COMPLETION

- PGE**
  - Install PGE facilities
  - Energize lights
  - Streetlight poles and luminaires have long lead time times.

