



Starting or upgrading your PGE service

Getting started

This sheet provides the list of steps you will need to initiate and complete with PGE and the city/county through the **design, construction and permanent service** project phases to set-up electrical service for new construction and developments.

Design

for underground and overhead projects



Things to think about for commercial projects

- streetlights
- pole relocation
- EV charging stations
- industrial energy efficiency programs
- PGE's Dispatchable Standby Generation program

- Once you're ready to begin, our request for service form can be found online at [PortlandGeneral.com/Construction](https://portlandgeneral.com/construction). Your form needs to include:

- connected load
- landscaped plans
- load schedule
- scaled site plans
- other specified details found on the form

This is also the time to think about temporary power and green power options. *If you are building a commercial project, please see side panel for additional things to consider at this time.*

- You'll get a confirmation once we've received your completed form.
- Within the next five business days your PGE service and design project manager (SDPM) will call you to discuss the project, and then we will start the design process.



Depending on the size and specifics of the project, the design service may take up to 60 days after all necessary information is received.

- While we're designing your service, you should obtain any necessary permits from the city/county electrical, construction, easements, tree-trimming, etc.
- When design is complete, we'll send you a Line Extension Cost Agreement letter.



Please return the signed Line Extension Cost Agreement and any associated payments. **The signed LECA agreement is still needed even if no payment is necessary.**

PGE will then apply for right-of-way permits and also right-of-way traffic control plans, when applicable.

Construction

for underground projects



- After design is final, and at least two weeks prior to digging, arrange a pre-construction meeting between the excavation contractor and PGE at the site.



All trenching in the right-of-way must be done by a PGE-approved contractor.

- Complete any trench, vault and conduit work as needed and then contact PGE to inspect conduit in the trench **BEFORE** it is backfilled to ensure it meets code requirements.
- Please make sure the site is clear, safe and accessible for inspection.
- After the trench inspection, call the city/county to have the electrical equipment and customer metering approved.

Permanent service

for underground and overhead projects



- Once the city/county has approved your meter base (with sticker attached), call PGE for your permanent service work connection at 503-323-6700 or 800-542-8818. *The city/county does not notify PGE.*



Your meter base must have the approval sticker attached from the city/county before we can connect your service.



If you have multiple points of service, a service work request is needed for each individual connection.

- Within three business days we will come out and install the meter.
- Once the meter is approved, a line crew will come out and connect your service within 10–14 business days.
- Please make sure the site is clear, safe and accessible for a line crew and truck.

Notes

Please share your email!



We want to email you updates on your project so you are aware of important milestones along the way: when your final inspection is approved, your service has been scheduled and more.

PortlandGeneral.com/Construction



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