

Appendix B: Single-Family and Multifamily Service

Requirements for Obtaining New Single-Family Residential Electric Service

Customer Responsibilities

1. Obtain building and electrical permits from the appropriate municipality. Obtain easements and tree-trimming permits if required.
2. Complete the *Request for Single-Family Residential Service* form. See pages B-3 and B-4.
3. Provide a hard copy of the scaled plot or site plan that was submitted for the building permit. See the following page for a sample site plan. New connected load data without a site plan may delay initiation of service.
4. All pertinent documents, such as the signed Line Extension Cost Agreement and any permits or easements—as well as any money owed to PGE—must be received by PGE prior to the final inspection of your service by PGE and before a PGE line crew can be scheduled to connect your service.
5. Before digging a trench, contact the Service and Design Project Manager (SDPM) for design approval.
6. All costs associated with digging trenches, installing pads, vaults, conduit, handling road crossings, and permits are the responsibility of the Customer.
7. Right-of-way excavation requires a permit. A PGE-approved contractor may be required. Contact the SDPM for further information.
8. Arrange a preconstruction meeting between the excavation contractor and PGE at the job site.
9. Request an inspection by PGE and obtain PGE approval of the trench, conduit, and vault before backfilling.
10. After passing the appropriate municipal electrical inspection, request an inspection by PGE by contacting a Service Coordinator at 800-542-8818 or 503-323-6700 in the Portland metro area. PGE will not energize the service until all inspections have been performed.
11. Contact the Oregon Utility Notification Center (OUNC) for location of underground utilities. Call 8-1-1, 800-332-2344, or 503-246-6699 in the Portland metro area, or visit www.callbeforeyoudig.com.

PGE Responsibilities

1. PGE prepares an installation design and determines the Customer costs owed to PGE, if any. Allow 60 days for preparation of an installation design.
2. PGE inspects all electrical services, trenches, conduits, and vault systems.
3. PGE schedules the connection of service after all Customer responsibilities have been met.

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Request Forms

This section contains the hard-copy version of the request forms. To fill out your request electronically, follow the link below and open the appropriate *Request for Single-Family Residential Service* form. (There are Design and Non-Design versions.)

<https://www.portlandgeneral.com/construction/construction-service-request-forms>

The diagram is a site plan for a residential property. At the top, there are two rectangular areas labeled 'RESERVE SEPTIC' and 'DRAIN FIELD OR SAND FILTER AREA'. A line labeled 'SEPTIC' connects these areas to a 'SEPTIC TANK' located in the upper middle of the plot. Below the septic tank is a 'PROPOSED DWELLING' which is 80' 0" wide and 30' 0" deep. To its right is a 'GARAGE' which is 30' 0" wide and 30' 0" deep. The dwelling and garage are separated by a 30' 0" gap. The entire structure is 50' 0" wide from the left property line. To the left of the dwelling is a 'WELL' represented by a circle. The plot is bounded by a 'PROPERTY LINE' on the left and a 'CROSS STREET NAME' on the right. The distance from the property line to the left side of the dwelling is 98' 0". The distance from the right side of the garage to the cross street is 112' 0". The total width of the plot is 210' 0". The distance from the bottom of the dwelling to the bottom of the plot is 79' 2". The distance from the bottom of the garage to the bottom of the plot is 89' 2".

STREET NAME

CROSS STREET NAME

0 25 50 FEET
SCALE

SAMPLE ONLY!
DO NOT DRAW YOUR PLAN ON THIS

Project Name: Smith Residence **Date:** 1/01/08

Customer Name: John Smith

Site Address: 1234 Smith RD **Thomas Guide:** 659-G5
NE **Township/Range:** 2 S 3 E 01

Anytown, OR 97777

Cross Street: Power LN

Minimum Plot Requirements

- Show Footage (see sample) and Print Plot Plan to Scale.
- Add Street Names, Nearest Cross Street, Thomas Guide Page, Township/Range (if known)



Portland General Electric

Request for Single-Family Residential Service

Fill out all fields. If the field is not applicable, enter N/A.

Date (mm-dd-year) _____ **PGE Work Request No.** _____
_____ **Permit No.** _____

Customer/Applicant

Name _____
Service address _____
City _____ State ____ Zip _____
Email address _____
Nearest cross street _____
Legal description _____
(tax lot number, lot number, block number)

Billing Information (for construction costs only)

Name _____
Company name _____
Mailing address _____
City _____ State ____ Zip _____
Email address _____
Contact person _____
Phone number(s) _____
Existing customer account number (if applicable) _____

Contact Information (if different from billing information)

Name _____
Company name _____
Mailing address _____
City _____ State ____ Zip _____
Email address _____
Contact person _____
Phone number(s) _____

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Single-Family Service Information

Square footage of house _____ square feet

New permanent service size: Amps _____ Voltage _____
 Overhead or Underground (circle one)
 Estimated connection date of permanent service
 (mm-dd-year) _____
 Is temporary service required? Yes _____ No _____

If service exists: Customer account number _____
 Meter number _____
 Overhead to underground conversion? Yes _____ No _____
 Upgrade and/or relocation of existing service?
 (circle one or both)
 Existing size in amps _____
 Requested size in amps _____

New Connected Load	
Customer Load	Energy Source
heater	Electric _____ or Gas _____
Range	Electric _____ or Gas _____
Space heater/furnace; enter kW if electric	Electric _____ kW or Gas _____
Air conditioning (AC) or heat pump (HP)? (circle one)	Tons _____ Locked rotor amps _____
Number of AC or HP units	_____
Electric vehicle (EV) charging unit?	Yes _____ kW No _____
Other loads (such as pump and hot tub)	_____ kW

NOTE: When inadequate or inaccurate information results in design changes, the cost will be borne by the property owner or electrician.

Site grading, utility, and landscaping plans are required to complete the PGE electrical design. Hard copies of the service request form, scaled plot or site plan, and building footprint may be mailed to 7800 SW Mohawk St., Tualatin, OR 97062. See *Appendix A, Required Files for Service*. Contact a Service Coordinator at 503-323-6700 or 800-542-8818; files may be faxed to 503-612-3501.

Requirements for Obtaining Multifamily and Residential Development Electric Service

Customer Responsibilities

1. Obtain building and electrical permits from the appropriate municipality. Obtain easements and tree-trimming permits if required.
2. Complete the *Request for Multifamily and Residential Development Service* form. See pages B-7 and B-8.
3. Provide a hard copy of the scaled plot or site plan that was submitted for the building permit. The site plan must show the preferred ground level service and meter locations. Include the electrical room(s) and switchgear specifications, if applicable. A full-size set of drawings and CAD files must be submitted. Refer to *Appendix A, Required Files for Service*.
4. If applicable, check the local jurisdiction for streetlight requirements.
5. All pertinent documents, such as the signed *Line Extension Cost Agreement*, permits, and easements—as well as any money owed to PGE—must be received by PGE prior to the final inspection of the service by PGE and before a PGE line crew can be scheduled to connect your service.
6. Before digging a trench, contact the Service and Design Project Manager (SDPM) for design approval.
7. All costs associated with digging trenches, installing pads, vaults, conduit, handling road crossings, and permits are the responsibility of the Customer.
8. Right-of-way excavation must be performed by a PGE-approved contractor. Contact the SDPM for further information.
9. Arrange a preconstruction meeting between the excavation contractor and PGE at the job site.
10. Request an inspection by PGE and obtain PGE approval of the trench, conduit, and vault before backfilling.
11. After passing the appropriate municipal electrical inspection, request an inspection by PGE by contacting a Service Coordinator at 800-542-8818 or 503-323-6700 in the Portland metro area. PGE will not energize the service until all inspections have been performed.
12. Contact the Oregon Utility Notification Center (OUNC) for location of underground utilities. Call 8-1-1, 800-332-2344, or 503-246-6699 in the Portland metro area, or visit www.callbeforeyoudig.org.

PGE Responsibilities

1. PGE prepares an installation design and determines the Customer costs from PGE, if any. Allow 60 days for preparation of an installation design.
2. PGE inspects all electrical services, trenches, conduits, and vault systems.
3. PGE schedules the connection of service after all Customer responsibilities have been met.

Request Forms

This section contains the hard-copy version of the request forms. To fill out your request electronically, follow the link below and open the *Request for Multi-Family and Residential Development Service* form.

<https://www.portlandgeneral.com/construction/construction-service-request-forms>



Request for Multifamily and Residential Development Service

Fill out all fields. If the field is not applicable, enter N/A.

Date (mm-dd-year) _____ **PGE Work Request No.** _____
_____ **Permit No.** _____

Customer/Applicant

Name _____
Service address _____
City _____ State _____ Zip _____
Email address _____
Nearest cross street _____
Legal description _____
(tax lot number, lot number, block number)

Billing Information (for construction costs only)

Name _____
Company name _____
Mailing address _____
City _____ State _____ Zip _____
Email address _____
Contact person _____
Phone number(s) _____
Existing customer account number (if applicable) _____

Contact Information (if different from billing information)

Name _____
Company name _____
Mailing address _____
City _____ State _____ Zip _____
Email address _____
Contact person _____
Phone number(s) _____

Multifamily Service Information

Type of dwelling: Subdivision Minor partition Manufactured home park (circle one)
 Number of lots _____

Apartment Condominium Row house Town house (circle one)
 Number of units _____
 Number of individual services _____
 Number of buildings _____
 Apartments per unit _____ Service size _____ amps
 Square feet per unit _____ Service voltage _____

Estimated connection date of permanent service
 (mm-dd-year) _____

Service type: Overhead or Underground (circle one)

If service exists: Conversion or Relocation (circle one)

Is streetlighting required? If so... Quantity _____ Type _____

New Connected Load	
Customer Load	Energy Source
Lighting	Electric _____
heater	Electric _____ or Gas _____
Range	Electric _____ or Gas _____
Space heater/furnace; enter kW if electric	Electric _____ kW or Gas _____
Air conditioning (AC) or heat pump (HP)? (circle one)	Tons _____ Locked rotor amps _____
Number of AC or HP units	_____
Largest motor	_____
Electric vehicle (EV) charging unit?	Yes _____ kW No _____
Number of EV units	_____
Other loads (such as pump and hot tub)	_____ kW

For mixed-use development a separate *Request for New Commercial Service* form must be submitted for the nonresidential load.

NOTE: When inadequate or inaccurate information results in design changes, the cost will be borne by the property owner or electrician.

Site grading, utility, and landscaping plans are required to complete the PGE electrical design.

Hard copies of the service request form, scaled plot or site plan, and building footprint may be mailed to 7800 SW Mohawk St., Tualatin, OR 97062. See *Appendix A, Required Files for Service*. Contact a Service Coordinator at 503-323-6700 or 800-542-8818; files may be faxed to 503-612-3501.