

Appendix C: Commercial Service

Requirements for Obtaining New Commercial Electric Service

Customer Responsibilities

1. Obtain building permits and electrical permits from the appropriate municipality. Obtain easements and tree-trimming permits if required.
2. Complete the *Request for New Commercial Service* form. See pages C-3 and C-4.
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. Refer to *Appendix A, Required Files for Service*.
4. 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 New Commercial Service* form.

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



Portland General Electric

Request for New Commercial 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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New Commercial Service Information

Type of business: Office Food store Medical office/Health care facility Restaurant
Retail Warehouse (circle one) Other _____

Operating hours: One shift Two shifts Continuous (circle one) Other _____

Service size: Amps _____ Voltage _____
Overhead or Underground (circle one)
Single-phase or Three-phase (circle one)
Estimated connection date of permanent service (mm-dd-year) _____
Is temporary service required? Yes _____ No _____
Is streetlighting required? If so... Quantity _____ Type _____

New Connected Load			
Load Type	Load ¹		
	Single-Phase (kW)	Three-Phase (kW)	Connected (kW)
Lighting			
Receptacles			
heater			
Cooking			
Electric heat			
Refrigeration/HVAC			
Largest size	_____ tons		
Motors ²			
Largest size and locked rotor amps (LRA)	_____ kW	_____ LRA	
Welders			
Largest size	_____ kW		
Computers			
Elevators			
Electric vehicle (EV) charging unit			
Number of EV units			
Other loads			
Total connected kW			

1. Typical conversion factor: 1 hp = 1 kW; 1 ton = 1 kW

2. Motors that are 10 hp or larger may be required to be equipped with reduced voltage starters.

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 Upgrade or Relocation of Existing Commercial 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 Upgrade or Relocation of Existing Commercial Service* form. See pages C-7 and C-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. Refer to *Appendix A, Required Files for Service*.
4. 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.
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 must be performed by a PGE-approved contractor. 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.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 Upgrade or Relocation of Existing Commercial Service* form.

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



Portland General Electric

Request for Upgrade or Relocation of Existing Commercial 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)
 Existing customer account number (if applicable) _____
 Meter number(s) _____

Billing Information (for construction costs only)

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

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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Upgrade or Relocation of Existing Service Information

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

Requested size: Amps _____ Voltage _____
 Overhead or Underground (circle one)
 Single-phase or Three-phase (circle one)

New Connected Load			
Load Type	Load ¹		
	Single-Phase (kW)	Three-Phase (kW)	Connected (kW)
Lighting			
Receptacles			
heater			
Cooking			
Electric heat			
Refrigeration/HVAC			
Largest size	_____ tons		
Motors ²			
Largest size and locked rotor amps (LRA)	_____ kW	_____ LRA	
Welders			
Largest size	_____ kW		
Computers			
Elevators			
Electric vehicle (EV) charging unit			
Number of EV units			
Other loads			
Total connected kW			

1. Typical conversion factor: 1 hp = 1 kW; 1 ton = 1 kW

2. Motors that are 10 hp or larger may be required to be equipped with reduced voltage starters.

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.