

PG&E has streamlined the way you apply for new or upgraded utility services with enhanced technology, tools, and business processes.

We made these improvements to provide you with more convenient and efficient ways to establish natural gas or electric services for your construction project.



Find out more

To learn more or to submit an application:

- Go to pge.com/newconstruction or
- Call **1.877.PGE.SRV**C (1.877.743.7782), Monday–Friday from 7:00 a.m.–6:00 p.m.



Two Ways to Apply for New or Upgraded Utility Services

Go online or call to move your project to completion

Apply online at pge.com/newconstruction

When you need new service, a gas or electric line relocation, change in existing service, or temporary power for a residential, agricultural or commercial/industrial construction project, just go online. This self-service option gives you the flexibility to complete your application wherever and whenever it's convenient. In many cases, you can also submit required documents like permits and site plans online.



Call us at **1.877.743.7782** Monday–Friday from 7:00 a.m.–6:00 p.m.

Customer service representatives in the PG&E New Construction Service Center will take your application over the phone, as well as answer questions about the online self-service option. Call us at **1.877.743.7782** Monday–Friday from 7:00 a.m.–6:00 p.m.



Have these materials on hand

To begin your application process online or over the phone, you'll need the following information:

- Name, address and contact information of who will be applying for new construction services
- Address of project and whether gas, electric or both services are required
- Your choice of either PG&E or a qualified contractor to design and construct new gas or electric facilities
- Name of customer who will be responsible for monthly energy usage after construction is complete
- Types of appliances and equipment to be installed on the premises
- Plans for solar or other self-generation equipment, if applicable

We'll provide a single point of contact

Once you've submitted your application and it has been approved, we'll send you a letter or email acknowledging that we've received it. Then your job owner, the designated PG&E representative who is your single point of contact throughout the new construction process, will call you to discuss your project. For the majority of our customers, this happens within five business days.

From the estimating and design phase, through construction and the meter-set process, your job owner will work closely with you to ensure that your job moves forward to completion. Additionally, you can track the progress of your project online with your application number and personal security code, which you will receive in your application acknowledgement.

Check these tips to avoid unnecessary delays

To ensure that your project stays on track, please:

- **Call Underground Service Alert** at 811 before you dig to notify area utilities. They'll identify underground facilities that need to be marked at the excavation site.
- **Provide the dates** when you'll need all gas and electric construction work completed.
- **Work with your job owner early** in the application process to determine if any environmental permits are required.

