



SDG&E Builder Services

A guide to help you complete your new electric or gas construction projects quickly and efficiently

Hundreds of builders, contractors, and construction professionals rely on SDG&E® to deliver the service they need to power new construction projects – from small single-family residences to large industrial facilities. From the initial request until the moment your meters are energized, our experts are here to make sure your project keeps moving and to keep you informed every step of the way.

We created this guide to provide you with a process overview from start to finish, including the behind the scenes work our experts do on your behalf. Your SDG&E project contact will be with you throughout the process to answer any questions and alert you of any issues. You'll be able to check the progress of your project from any device 24/7 through our self-service Builder Portal.

Ready to get started?

There are four types of new construction projects at SDG&E:

SINGLE OR MULTI-FAMILY RESIDENTIAL

A single structure that serves as a home, two or more new single-family houses on individual lots, or two or more dwelling units in one or more buildings on one parcel of land, each being constructed in a coordinated basis at about the same time. The latter includes accessory dwelling units (ADUs), duplexes, and granny flats.

RESIDENTIAL SUBDIVISION/DEVELOPMENT

A piece of land divided into five or more lots or contains multiple residential dwellings (including mobile homes).

COMMERCIAL/INDUSTRIAL

Nonresidential facilities used for business, commercial, agricultural, institutional, and/or industrial purposes, for which permanent or temporary power is needed.

MIXED-USE

A commercial property that blends two or more residential, commercial, cultural, institutional, and/or industrial uses.

Your project is important to us, and our experts are here to help you every step of the way

Who does what?



Every new service project involves numerous moving parts, from applying for permits to creating designs and scheduling inspections. Here's a quick summary of what our team experts will be responsible for and what we'll need from you.

WHAT SDG&E DOES

Several members of our SDG&E team will be involved in ensuring the success of your project. In this guide, we refer to them collectively as "SDG&E," but each is a dedicated expert in a specific area – and they all look forward to working with you.

Service Coordinator/Project Support Coordinator/Planner

Responsible for communicating with and providing key resources (e.g., work order package) to the applicant; coordinating installation; submitting requests for load studies, conflict checks, land base updates, and prior rights research.

Designer

Responsible for creating preliminary designs and submitting them for applicant approval (if applicant uses their own designer, SDG&E needs to approve the preliminary design); submitting for load studies, fusing, environmental, and other permit requests as required.

Construction Project Coordinator/Ops Coordinator/Inspector

Responsible for scheduling and conducting inspections of trenches, conduits, and substructures.

Service Technician

For electric projects, responsible for completing utility construction and/or meter installation. For gas projects, responsible for installing gas meter and lighting of gas equipment pilot lights.

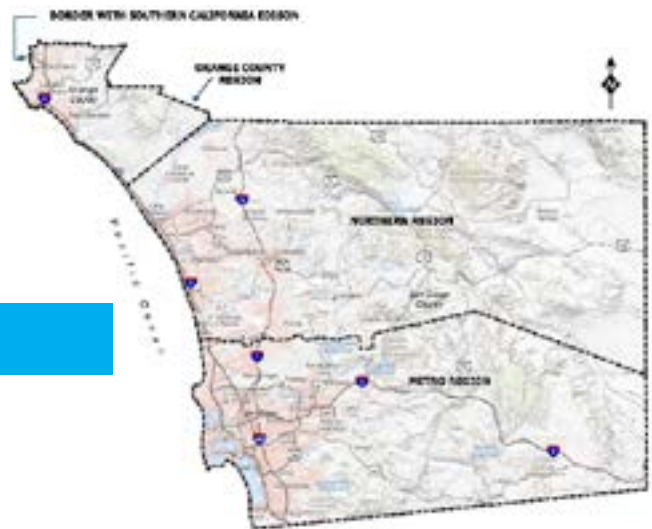
WHAT WE NEED FROM YOU

To ensure prompt and successful completion of your project, we'll ask for a few things from you at various stages of the process. And we'll be here to guide you every step of the way.

- Submitting a completed Meter & Service Request and required engineering fees, if applicable
- Submitting all required documents, contracts, and plans
- Setting up a billing account
- Obtaining all required electrical and/or plumbing permits, as well as excavation permits (if required)
- Coordinating installation with other utilities, such as phone and cable television service
- Approving preliminary designs
- Identifying location of existing utility lines
- Coordinating trench inspections
- Scheduling final city/county inspection of metering equipment, internal wiring, and/or internal plumbing
- Providing clear, unobstructed, 24-hour access to the property and meter locations

SERVICE AREA MAP

SDG&E supplies power to 3.6 million people, through 1.4 million electric meters and 873,000 natural gas meters, across a 4,100 square-mile service area that spans two counties and 25 communities. (Gas service in Orange County is provided by Southern California Gas.)



We'll work with you to ensure successful completion of your project



Initiation

1 INITIATION

2 PRELIMINARY ENGINEERING & DESIGN

3 FINAL DESIGN

4 PRE-CONSTRUCTION

5 CONSTRUCTION

OVERVIEW

Complete a request and send all required documents and fees to formally submit your project; obtain required permits from city where your project is located.

YOU SHOULD KNOW

New service request forms will only be accepted if/ when SDG&E receives all required information.

ALSO

Requests are assigned to a service coordinator or planner in either SOT or DPM, who will advise you of any additional information you need to submit. SDG&E might email you an informational packet and contact you to discuss your project's scope and any additional

Register or login to a Builder Services Portal (BSP) Account

Applications submitted while logged in will be reflected on a user's dashboard for status tracking. While there is a single use project status tracker, using a login account will provide opportunity to:

- Submit new requests that will automatically be associated with the account.
- Create a dashboard portfolio to view progress on multiple ongoing projects.

Submit a new service request

- Once logged in, complete the online application by selecting "New Application".
- If you'd prefer to not have an account, complete the online application by visiting www.sdge.com/builder-services/builder-service-request.
Note: Applications submitted while not logged in cannot be tracked online
- Call SDG&E Design and Project Management Department (DPM) at 858-636-6805 (southern region) or 760-480-7603 (northern region)

Submit planning and architectural documents with your application as needed.

Contact the Building Department of

the city in which your project is located (San Diego County for unincorporated areas) to obtain electrical and/or plumbing permits. An excavation permit might also be required if your project requires digging on city or county streets. When calling for your electrical permit, verify whether you need an excavation permit as well.

Submit engineering fees – Pay engineering fees requested by SDG&E, if applicable. Upon receiving fees and any requested document(s), SDG&E will proceed with preliminary designs.

Call other utilities to coordinate installation of phone and cable television service. For projects in San Diego County, we will help you coordinate installation of gas service. If you need gas service in Orange County, contact Southern California Gas.

This phase is complete when ...

SDG&E receives all required documents, establishes an applicant's final submittal (AFS) date, and sends you a confirmation letter via email.



We'll work with you to ensure successful completion of your project



OVERVIEW

SDG&E will review all requirements and propose a preliminary design for your approval. This step requires us to coordinate with several internal departments to determine loads, run calculations, and apply design principles. If you choose to hire your own designer ("Applicant Designer") and have a work order, SDG&E needs to approve the preliminary design.

SDG&E will submit your requests for load studies, conflict checks, land base updates, and prior rights research.

The SDG&E Designer will create preliminary designs after evaluating request results and send the design to you for review and approval; or, if you choose the applicant designer option, they must submit preliminary designs for our approval.

Once the preliminary designs are approved, your designer can move forward with submitting for load studies, fusing, environmental, and other permit requests as required.

This phase is complete when ...

SDG&E receives your approval of the preliminary design (if required), or we approve your applicant designer's preliminary design.



OVERVIEW

SDG&E will request third-party coordination such as easements, environmental reviews, permits, traffic control plans, FAA reviews, municipalities, etc., and prepare the final design and contract (if required). The duration of this phase depends on the complexity of your project.

The designer and SDG&E coordinator/planner will work together to submit and complete the necessary SDG&E permits and reviews.

Once the studies are completed and the necessary plans and permits approved, SDG&E will send you the final design and contract with an invoice, if required.

Submit work order fees *(if applicable)*

SDG&E will provide you with a work order package that includes notification of fees associated with your job. Before scheduling your work, follow instructions in your service/work order package to pay any work order fees that are due and return any required documents.

This phase is complete when ...

SDG&E receives your signed contract (if required) and payment for work order fees (if applicable).



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5 CONSTRUCTION

OVERVIEW

Coordinate preconstruction meetings with SDG&E and schedule trench inspections, if needed. If you opt to use your own installer ("Applicant Installer") for gas line installation, verify they are qualified by SDG&E and Veriforce, then let us know so we can coordinate final tie-in and energization.

At least 48 hours before you plan to trench, call Dig Alert (8-1-1) to have existing utility line locations identified. This free service helps prevent accidental digging into utility lines.

Call the Trench Desk to arrange a preconstruction meeting with the SDG&E trench inspector for your job. Some of the topics that should be discussed include:

- Trench depth, route, and fill materials
- Acceptable conduits and other required materials
- Separation and location within the trench of other utility lines (e.g., electric, gas, telephone, cable TV services)

Conduct the trench inspection per SDG&E Underground Construction Standards (as required) before initiating installation.

Install electric meter panel and electric conduit in the approved location according to the instructions in the service/work order package. In addition, follow applicable municipal codes.

Have your plumber or contractor install your gas houseline in the approved location according to the instructions in the service/work order package. In addition, follow applicable municipal codes.

Complete your trenching work and install your electric conduit and/or sand base, following instructions in your service/work order package. Your SDG&E inspector can provide you with further direction to complete this work, and the SDG&E Underground Construction Standards provides more information.

Add acceptable shading material (typically sand or other suitable material) as directed by your SDG&E inspector.

For electric projects, the SDG&E Inspector will have you mandrel the conduit; this ensures it's clear for SDG&E to pull

cable to your meter panel. This must be completed before final inspections can be scheduled.

For gas projects, use a qualified contractor to backfill the trench and compact to meet city/county codes according to General Order 112-F. Provide qualification valid for next 30 days to the SDG&E inspector on the day of the final inspection. For a list of qualified backfill contractors, visit sdge.com/project-resources.

Plan the installation of your electric meter panel and electric conduit and/or your gas houseline (pipe connecting appliances to the gas meter) based on written instructions on the Meter Location and Service Order form(s) included in your work order package. In addition, follow applicable municipal codes.

Schedule final inspections - Contact your Authority Having Jurisdiction (AHJ) for the city your project is in (County of San Diego for unincorporated areas) and schedule a final city/county inspection of metering equipment, internal wiring, and internal plumbing.

The city county will notify SDG&E of the final inspection

For electric projects, once the SDG&E inspector releases the project, the billing application has been completed, and SDG&E receives notification of the final city/county inspections, the job will be sent to construction for scheduling and energizing. If required, for electric backbones, contractor may need to provide completed "as builts" to the SDG&E inspector on the final release.

For gas Applicant Installer jobs, the installer must return the test chart, designs by location (DBL) with excess flow valve (EFV) sheets, and completed "as builts" for approval prior to construction scheduling for energizing.

Obtain inspection approvals from AHJ for all meter installation until a billing account has been set up.

Verify that service addresses match AHJ permit and

TRENCH DESK PHONE NUMBERS

South of Hwy 56
619-699-1039

North of Hwy 56
760-432-5805

Orange County
949-361-8061

This phase is complete when ...

trenching is finished, SDG&E inspections are complete, SDG&E receives release(s) from the AHJ inspector(s), and a billing account has been set up.



We'll work with you to ensure successful completion of your project



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OVERVIEW

Schedule a working date for gas and/or electric construction crews.

For electric projects, SDG&E schedules crews and coordinates outages (as required) to complete utility construction and/or meter installation after we receive the release from inspectors. If you're using your own installer, coordinate with SDG&E so outages and energization can be scheduled.

An SDG&E coordinator schedules a gas crew to install the gas service line when your trench is ready for gas projects. Remove all building scaffolding prior to installation of your gas service pipe. After it has been installed, complete the shading of gas, telephone, and cable television

lines as directed by your SDG&E inspector. If using your own installer, coordinate with SDG&E so outages and energization can be scheduled.

For gas projects, contact SDG&E at 800-411-SDGE (7343) to arrange for installation of your gas meter and lighting of your gas equipment pilot lights. SDG&E can schedule a technician to perform this work after receiving notification of the final city or county inspection. Please allow two working days after your final city or county inspection before placing your call.

This phase is complete when ...

SDG&E energizes meters and turns on gas and/or electric services (referred to as either "energized" or "meter set").

Access the construction standards and other technical information you need for a safe, successful project



Standards & Manuals

ELECTRIC & GAS

OVERHEAD CONSTRUCTION STANDARDS

Standards for maintaining safety and reliability of overhead electric distribution and service systems, including typical construction methods for electric distribution

OVERHEAD SAG AND TENSION STANDARDS

Standards for designing and stringing the various conductors approved for installation at SDG&E

UNDERGROUND CONSTRUCTION STANDARDS

Standards for maintaining safety and reliability of underground electric distribution and service systems, including typical construction methods for electric distribution

OVERHEAD FIELD MAINTENANCE ONLY

Standards for field maintenance of overhead electric distribution and service systems

UNDERGROUND FIELD MAINTENANCE ONLY

Standards for field maintenance of underground electric distribution and service systems

SERVICE STANDARDS AND GUIDE MANUAL

Standards for gas and electric service systems

ELECTRIC DISTRIBUTION DESIGN MANUAL

Design and planning standards for electric distribution systems

UNMETERED SERVICES

Unmetered service process

GENERAL RESOURCES

RATES & REGULATIONS

Information on tariffs, other regulatory filings, and Public Safety Power Shutoff Reports

Additional information to help you navigate the process

Useful Terms & FAQs



USEFUL TERMS

Billing account The account for usage payments associated with a project.

Note: A new meter cannot be energized until a billing account has been set up.

BTU British thermal unit, a measurement of heat energy. To complete an application for a gas project, you need to provide the projected use load (in BTUs) for each appliance.

Customer Remittance Form The form that is provided to customers notifying them of outstanding project fees.

Electric backbone Work that consists of New Business projects that install and/or extend primary electric distribution.

Electrical permit The permit, issued by the city or county your project is in, required for the installation or alteration

of electrical wiring.

Excavation permit The permit, issued by the city or county your project is in, required for any work that involves digging in city or county streets.

Mandreling Pulling a mandrel (tapered cylinder) through a conduit to verify the inside diameter and to check for any obstructions. As part of the final inspection for electrical projects, the SDG&E Inspector will have you mandrel the conduit to ensure it is clear for the SDG&E crew to pull wire to your meter panel.

Municipal code The body of all ordinances passed by a city council, including those governing electrical and gas projects.

Trench Long, shallow excavation used to run gas and some electrical lines underground, along with other utility installations such as telephone and TV cable lines.

FAQs

“How can I submit a new service request online?”

Applications can be submitted while logged in to the Builder Services portal <https://www.sdge.com/builder-services/builder-services-portal> or without an account at www.sdge.com/builder-services/builder-service-request.

Applications submitted while logged in will be reflected on a user's dashboard for status tracking.

Make sure you have all applicable information about your project available, as the entire application must be completed in one session.

“How can I check the status of a current project?”

Once your project is initiated, you can log in to the Builder Portal at any time using the project or job number and access code to check status. If you don't have your login information, please reach out to your SDG&E project contact, or call Design and Project Management (DPM) at 760-480-7603 (north of Hwy 56) or 619-230-7800 (south of Hwy 56).

“I would like to use my own designer. How do I find one who is approved to work on SDG&E projects?”

A list of SDG&E qualified designers is available on our website. All third-party designs must be approved by SDG&E.

BUILDER SERVICES

If you have general questions about a current or future project, SDG&E Builder Services is here to help at 877-789-9866.

Contact SDG&E



TRENCH DESK

If you have questions about trenching, call the Trench Desk for your area:

South of Hwy 56: 619-699-1039

North of Hwy 56: 760-432-5805

Orange County: 949-361-8061

BUILDER PORTAL

On the Builder Services home page, you can register for a new account or login to an existing account.

Using a login account will provide the opportunity to:

- Submit new requests that will automatically be associated with your account.
- Create a dashboard portfolio to view progress on all of your projects.

When first accessing a new account, a customer’s dashboard will be empty.

Project:

Customers can add projects to their dashboard by entering a Project or Job number and Access Code and clicking “Add Project”.

Applications:

Customers can track the status of new service requests by submitting an application while logged in using the New Application button. Applications submitted while logged in will automatically be reflected on their dashboard.

Note: Applications submitted when not logged in will not appear on the dashboard and cannot be added.

If you do not have your project number or access code, please reach out to your SDG&E project contact or call Design and Project Management (DPM) at 760-480-7603 (North of Hwy 56) or 619-230-7800 (South of Hwy 56).

Portal User Guide: https://www.sdge.com/site/default/files/portal_user_guide.pdf

