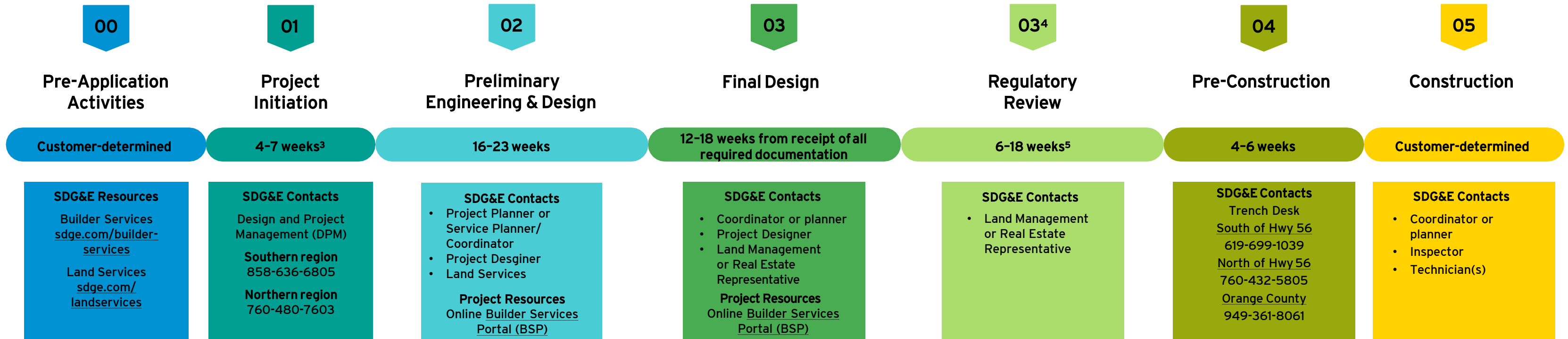


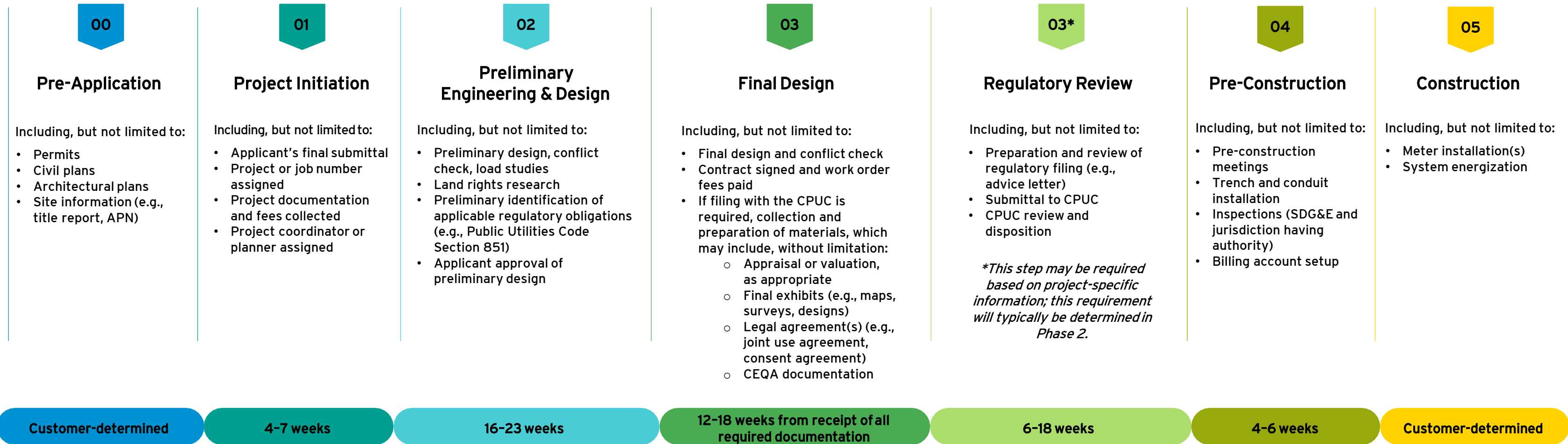
# Customer Project Lifecycle: Contacts and Timelines<sup>1,2</sup>



## Notes

1. Timelines and activities in this document reflect those for complex projects (e.g., subdivisions, developments involving design by SDG&E). Requests that do not involve design by SDG&E (e.g., service work) tend to have shorter timelines and typically do not require approval from the California Public Utilities Commission (CPUC). Additional information is available at [sdge.com/apply-service](http://sdge.com/apply-service).
2. Durations of project phases are estimates only; phase durations represent activities managed by SDG&E and do not include time for activities that are the responsibility of the customer/applicant.
3. Project phases may take more or less time than estimated based on SDG&E's receipt of all required documents, fees, and information from the requesting party.
4. Not all projects require CPUC authorization. SDG&E will typically notify the customer of regulatory compliance obligations during Preliminary Engineering & Design. Projects that do not require approval from the CPUC will not include the Regulatory Review portion of Phase 3, as shown above.
5. Unless a timely protest is filed or the appropriate Industry Division determines an advice letter contains incomplete information, the Commission, or in appropriate cases, the Executive Director or Director of the appropriate Industry Division, shall act upon the advice letter by no later than 120 days after filing by either approving, modifying, or denying the advice letter. Industry Division staff can determine an Advice Letter contains inadequate information (requires modification) or can determine the matter is complex or beyond their delegated authority and submit the matter to the Commission for resolution, both of which extend time of review.

# Customer Project Lifecycle Overview: Activities



Visit [sdge.com/builder-services](https://sdge.com/builder-services) for additional project resources