



CUSTOMER PROJECT LIFECYCLE: Contacts

TASKS

**STEP - 1
CUSTOMER INTAKE**

SDG&E® Resources

Builder Services: sdge.com/builder-services

Land Services: sdge.com/landservices

SDG&E Contacts

Southern & Northern Region: 877-789-9866

Customer Driven

**STEP - 2
ENGINEERING & DESIGN**

Project Resources

Builder Services: sdge.com/builder-services

SDG&E Contacts

Project Planner
Project Manager
Service Planner/Coordinator
Land Services

Utility Driven

**STEP - 3
CUSTOMER DEPENDENCIES**

Project Resources

Builder Services: sdge.com/builder-services

SDG&E Contacts

Project Planner
Project Manager
Service Planner/Coordinator

Customer Driven

**STEP - 4
UTILITY DEPENDENCIES**

Project Resources

Builder Services: sdge.com/builder-services

SDG&E Contacts

Project Planner
Project Manager
Service Planner/Coordinator

Utility Driven

TASKS

**STEP - 5
CUSTOMER SITE READINESS**

Project Resources

Builder Services: sdge.com/builder-services

SDG&E Contacts

Project Coordinator
Project Manager
Project Planner
Service Planner/Coordinator

Trench Desk

South of Hwy 56: 619-699-1039
North of Hwy 56: 760-432-5805
Orange County: 949-361-8061

Customer Driven

**STEP - 6
UTILITY SITE READINESS**

SDG&E Contacts

Project Coordinator
Project Planner
Project Manager
Service Planner/Coordinator

Trench Desk

South of Hwy 56: 619-699-1039
North of Hwy 56: 760-432-5805
Orange County: 949-361-8061

Utility Driven

**STEP - 7
CONSTRUCTION**

SDG&E Contacts

Project Coordinator
Project Planner
Project Manager
Service Planner/Coordinator

PC Desk

South of Hwy 56: 619-699-1039
North of Hwy 56: 760-432-5805
Orange County: 949-361-8061

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**STEP - 8
SERVICE ENERGIZATION**

SDG&E Contacts

Project Coordinator
Project Planner
Project Manager
Service Planner/Coordinator

Utility Driven

NOTES

- Not all projects require CPUC authorization. SDG&E will typically notify the customer of regulatory compliance obligations during Preliminary Engineering & Design.
- 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.
- Visit sdge.com/builder-services for additional project resources.

CUSTOMER PROJECT LIFECYCLE : Activities

TASKS

STEP - 1 CUSTOMER INTAKE

May include, but not limited to:

1. Handling customer requests through Builder Services Portal (BSP)
2. Land Management requests by customer
3. Engineering fees based on scope of work
4. Site plans & documents review
5. Customer submits all required documents/plans and approved address list
6. Project/job number assigned
7. Project Manager assigned
8. Assign AFS date

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STEP - 2 ENGINEERING & DESIGN

May include, but not limited to:

1. Preliminary design, conflict checks, load studies
2. Land rights research
3. Preliminary identification of applicable regulatory obligations (e.g. Public utilities code section 851)
4. Approval of preliminary design accepted by customer
5. Final design & customer package finalization
6. Contract sent & work order fees requested
7. If filing with the CPUC is required, collection and preparation of materials

Utility Driven

STEP - 3 CUSTOMER DEPENDENCIES

May include, but not limited to:

1. Customer review & acceptance of preliminary design
2. Customer executes any required easements
3. Customer obtains permits
4. Customer signs SDG&E contract and submits fees
5. Customer to provide all CPUC required documentation (e.g. Public utilities code section 851)

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STEP - 4 UTILITY DEPENDENCIES

May include, but not limited to:

1. SDG&E submits & obtains all Authority Having Jurisdiction required permits
2. SDG&E obtains easements
3. SDG&E obtains environmental review approval or release

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TASKS

STEP - 5 CUSTOMER SITE READINESS

May include, but not limited to:

1. Customer requests pre-construction meeting
2. Customer trenches & installs required facilities
3. Customer requests for SDG&E inspections for final release
4. Customer obtains Authority Having Jurisdiction inspections release
5. Billing account setup

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STEP - 6 UTILITY SITE READINESS

May include, but not limited to:

1. SDG&E site inspection(s)
2. SDG&E pre-construction desk releases job to construction

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STEP - 7 CONSTRUCTION

May include, but not limited to:

1. Construction approval
2. Materials allocated for construction
3. Construction crews scheduled
4. SDG&E planned outage coordination and construction

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STEP - 8 SERVICE ENERGIZATION

May include, but not limited to:

1. Facilities installed
2. System energization
3. Meter installation(s)

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