



### What you need to know

This guide walks you through the steps to connect your project to SDG&E's electric service.

#### You'll learn:

- What you need to do
- What SDG&E® will take care of
- How long the process usually takes

The timelines shown are based on targets set by the California Public Utilities Commission (CPUC) in [Decision 24-09-020](#). Our goal is to keep things clear and easy, so you know what to expect every step of the way.



Scan here or visit our Builder Resource Center at [sdge.com/builder-services](https://sdge.com/builder-services) for more information.

## SDG&E® Electric Energization Timelines Guide – What You Need to Know



### Your Energization Journey – Who Does What

Here's how your project gets energized and who takes care of each step along the way.

#### Step 1: Customer Intake

**You:** Submit your project request through [The Builder Services Portal](#) and include all the key details – like scope of work, load information, and service address. This helps us process your request quickly and assign it to the right planning team.

**SDG&E:** Once you submit your project request, we'll review it to make sure everything meets the basic requirements. If everything looks good, we'll assign your project to an SDG&E Project Manager who will guide you through the next steps of the process and be there to answer your questions.

#### Step 2: Engineering & Design

**You:** Answer any questions from your assigned SDG&E Project Manager.

**SDG&E:** We'll review the project design, perform load calculations, visit your site, and identify where service will be connected.

### Step 3: Customer Dependencies

**You:** Take care of any preliminary design approvals, submit any required payments, and sign easement agreements if needed. You may also need permits from your city or county. Doing these steps on time helps avoid delays.

**SDG&E:** Once everything is complete on your end, we'll move ahead with the next steps to keep your project on track.

### Step 4: SDG&E Dependencies

**You:** Be on the lookout for progress updates from your SDG&E Project Manager and reach out if you have any questions while SDG&E works on your project.

**SDG&E:** We'll take care of ordering materials needed for SDG&E work, completing field surveys, preparing easement documents and submitting any required permits for SDG&E crews to work within the right-of-way (ROW). Additionally, traffic control plans and planned outages may need to be coordinated.

### Step 5: Customer Site Readiness

**You:** Complete trenching, install conduit and substructures according to your approved SDG&E plan. Once our work is finished, plan to backfill your property so everything is restored.

**SDG&E:** We will review your completed site work and provide approval once it meets all safety and compliance standards, allowing us to proceed with the next phase of your project.

### Step 6: SDG&E Site Readiness

**You:** No action is needed at this stage. We'll keep you updated and reach out when it's time to schedule construction. This may include coordinating any necessary outages.

**SDG&E:** We'll release your job for construction, schedule our crews and make sure all SDG&E materials are staged and ready to go.

### Step 7: Construction

**You:** Keep your site ready and easy to access, so everything goes smoothly when construction begins.

**SDG&E:** We'll install the necessary equipment - like transformers and fuse cabinets (or other materials needed for distribution) - pull wire, make panel connections and prepare meters to bring your project closer to completion.

### Step 8: Energization

**You:** Set up billing with SDG&E (if needed), make sure your site is ready, and pass all city and/or county required inspections. For certain projects, like meter panel upgrades, your electrician will work with us to schedule a same-day panel replacement and city inspection.

**SDG&E:** We'll perform a final inspection, complete testing, and set your meter so your project is ready for service. Once you've set up billing, we'll activate your electric service.

## Why Energization Target Timelines Exist

The CPUC, through [Decision 24-09-020](#), has set target timelines to help speed up the process for new and upgraded electrical service. These timelines make the process more transparent and support California's clean energy and economic development goals.

## CPUC Energization Target Timelines

These targets apply only to the work SDG&E is responsible for.

Energization Type	Average Energization Target per CPUC (Business Days)	Maximum Energization Target per CPUC <sup>1</sup> (Business Days)
Rule 15	125	245
Rule 16	125	230
Rule 15/16 or 15/45 Combined	125	210
Rule 45	125	230
Notification of Application Completeness	10	45
Main Panel Upgrade	30	45
New or Upgraded Circuit	n/a	469
Substation Upgrade	n/a	700
New Substation	n/a	2,223

<sup>1</sup>No more than 5% of energization projects can exceed the maximum days per CPUC

## Need Help?

### Project Updates

You can track the progress of your project on the [SDG&E Builder Services Portal](#) using your Project # and Access Code or contact your SDG&E Project Manager for project related questions.

### General SDG&E Energization Questions

Call us at **877-789-9866**.

Should your SDG&E energization project surpass the utility targets set above, customers have the option to report delays to the CPUC. For more information, please visit the [CPUC's page](#) on energy delays.

### Project Delays

To report a project related concern, you can reach us at **[CPMCustomerSolutions@sdge.com](mailto:CPMCustomerSolutions@sdge.com)**. Please note that our Customer Resolution Team works closely with your SDG&E Project Manager to ensure timely and effective solutions.

## Project Language Made Simple

**Application Complete:** When SDG&E has all the information needed to plan your project and sets the Applicant's Final Submittal (AFS) date.

**Intake:** The first step in which you submit your request for application through the online portal and provide required details.

**Customer Dependencies:** Things you need to complete before SDG&E can move forward—such as approvals, payments, easement signatures, and permits.

**Customer Site Readiness:** Your site is ready for SDG&E work (e.g., trenching, conduit, substructures) and approved by SDG&E.

**Delay:** An energization project is considered delayed when SDG&E exceeds the maximum energization timeline targets established by the CPUC. These targets apply exclusively to SDG&E's scope of work.

**Easement:** Legal permission for SDG&E to install and maintain equipment on your property or on adjacent property (onsite and/or offsite) as needed for your project.

**Energization:** The final step where your electric service is ready to be turned on after inspections and meter installation (if applicable).

**Engineering & Design:** SDG&E reviews your project, assigns a point of contact, and completes design work.

**Incomplete Request:** Your request is missing required information and can't move forward until it is corrected.

**Initiation:** The early phase from your request submission to setting the AFS date.

**Main Panel Upgrade (MPU):** Upgrading your electrical panel to handle more load (power) or meet new requirements.

**Minimum Requirements:** The basic information SDG&E needs to start planning your project (e.g., location, load details).

**Rule 15 / Rule 16 / Rule 45:** CPUC tariff rules that define how line extensions, service connections, and special facilities are handled.

- **Rule 15:** Extending electric lines for new service. Learn more: <https://tariffsprd.sdge.com/view/tariff/?utilId=SDGE&bookId=ELEC&tarfKey=91>
- **Rule 16:** Connecting electric service from SDG&E lines to your property. Learn more: <https://tariffsprd.sdge.com/view/tariff/?utilId=SDGE&bookId=ELEC&tarfKey=92>
- **Rule 45:** EV-charging infrastructure for commercial and multi-family properties. Learn more: <https://tariffsprd.sdge.com/view/tariff/?utilId=SDGE&bookId=ELEC&tarfKey=1029>

**Utility Dependencies:** Tasks SDG&E must complete.

**Utility Site Readiness:** SDG&E has staged materials, scheduled crews, and completed internal approvals so construction can begin.

For more information, please visit our Builder Services Homepage at [sdge.com/builder-services](https://sdge.com/builder-services). If you have any questions, call us at **1-877-789-9866**.

