



# 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 as to 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.

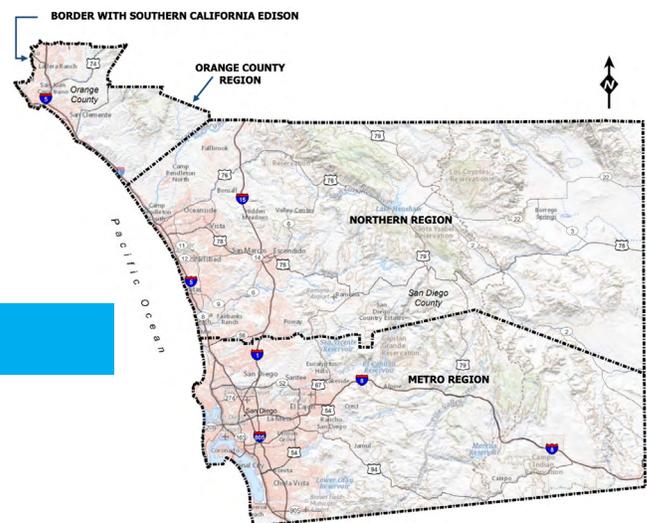
## WHAT WE NEED FROM YOU

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

# Step-by-step A to Z

**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 (SOT) or planner (DCM), 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 requirements.

### Submit a new service request

- [Complete the online application](#)
- Call SDG&E Design and Construction Management department (DCM) at 858-636-6805 (southern region) or 760-480-7603 (northern region)

### Submit required documents and plans

based on the type of project (if required).

### 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.

### Obtain login credentials for the SDG&E Builder Portal

for projects falling within DCM. If you can't locate the project information, please reach out to your SDG&E project contact.

**Call SDG&E** at 800-411-SDGE (7343) to set up your billing account.

### Submit engineering fees

– SDG&E will provide you with a work order package that includes notification of fees associated with your job. All payments must be accompanied by the Customer Remittance Form and delivered to a branch office or mailed to SDG&E Customer Payment Services - CP61C, P.O. Box 129831, San Diego, CA 92112-9831.

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

**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

# Step-by-step A to Z



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## 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 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 preliminary design approval (if required), or we approve your applicant designer's preliminary design.

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## 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 service coordinator/planner will work together

to submit and complete the necessary permits and reviews.

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

### SDG&E will send you the work orders

so preconstruction meetings and trench inspections can be scheduled.

### This phase is complete when...

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

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

# Step-by-step A to Z



## 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 and/or electric cable installation, verify they are qualified by SDG&E and Veriforce, then let us know so we can coordinate final tie-in and energization.

## TRENCH DESK PHONE NUMBERS

South of Hwy 56  
619-699-1039

North of Hwy 56  
760-432-5805

Orange County  
949-361-8061

**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 and cable TV services)

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

**Install your meter panel** following written instructions on your Electric Meter Location and Service Order (included in your work order package).

**Have your plumber or contractor install your gas houseline** following municipal codes and the written instructions on your Gas Meter Service Order (included in your work order package).

**Complete your trenching work** and install your electric conduit and/or sand base following instructions on your Electric Meter Location and Service Orders (included in your 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 us to pull wire to your meter panel. This must be completed before final inspections can be scheduled.

**For gas projects, backfill the trench** and compact to meet city or county codes according to General Order 112-F (G.O. 112-F). Provide operations qualifications to the SDG&E inspector within 30 days of the final inspection. [Click here](#) for a list of contractors qualified to perform backfills.

**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 your metering equipment, internal wiring and internal plumbing. This is required before your meters can be installed.

**The city or county will notify SDG&E** of the final inspection within two working days.

**For electric projects**, once SDG&E receives notification of the final city/county inspection, we schedule a crew to connect your electric service and install your meter within five working days.

**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 installations.

**Verify that service addresses** match AHJ permit and that SDG&E billing application is submitted.

### This phase is complete when...

trenching and SDG&E inspections are complete and SDG&E receives a release(s) from the AHJ inspector(s).





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

# Step-by-step A to Z



**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 us 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**

Guidance 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**

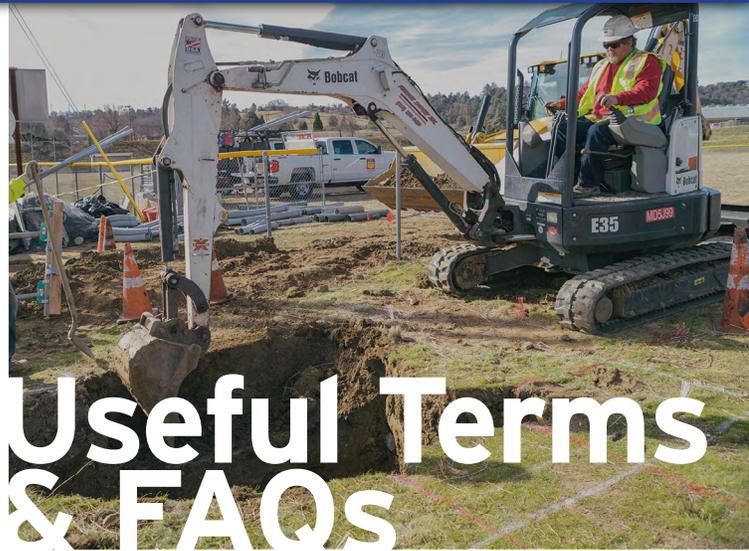
Unmetered service process

## **GENERAL RESOURCES**

### **RATES & REGULATIONS**

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

# Some background information to help you understand the process



## USEFUL TERMS

**Billing account** The account for all fees associated with a project. Setting up your billing account is the first step in initiating a project with SDG&E.

**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 must accompany payment of project fees.

**Electrical permit** Issued by the city your project is in, the permit required for the installation or alteration of electrical wiring.

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

**Mandreling** During final inspection for electrical projects, the SDG&E inspector will have you pull a mandrel (tapered cylinder) through the conduit to verify its inside diameter and to check for any obstructions. This is to ensure that it's clear for our crew to pull wire to your meter panel.

**Municipal code** The body of 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 cable TV lines.

**Work order package** The information package you receive from SDG&E once your billing account is set up. It includes written instructions and notification of any fees associated with your job.

## FAQs

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

Complete the online Meter & Service Request Form and follow the onscreen instructions. 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 Construction Management (DCM) 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

Once your project is initiated, you can easily track its status using the Builder Portal from any computer or mobile device. To log in, enter the project (or job) number and access code, which will be included in your Welcome Package from SDG&E.

If you do not have your login information, please reach out to your SDG&E project contact, or call Design and Construction Management (DCM) at 760-480-7603 (north of Hwy 56) or 619-230-7800 (south of Hwy 56).

