



A  Sempra Energy utility®

OVERHEAD ELECTRIC SERVICE  
OR REWIRE

# Working with SDG&E® On Your Building Project

## A Step-by-Step Guide

SDG&E® is dedicated to providing safe and reliable energy. Whatever your project needs, SDG&E is here to work with you. Our service order process will help you complete your project quickly and efficiently. As part of this process, an SDG&E Service Coordinator will manage your job from start to finish and will be available to answer any questions you might have along the way.

### YOUR SERVICE ORDER ACTION PLAN

*By following the steps below, you can help make sure your project stays on schedule:*

- 1** Contact the Building Department of the city your project is in (San Diego County for unincorporated areas) to verify that overhead service is acceptable in your area, and to obtain your electrical permit.
- 2** Call SDG&E at 1-800-411-SDGE (7343) to set up your billing account (if you are installing a new electric service), or to notify SDG&E of your rewire/upgrade project (if you are rewiring an existing building). Your service request will be assigned to a Service Coordinator, who will advise you of any additional information you will need to submit for your job. Your Service Coordinator will work with you throughout your project and can also coordinate/schedule meetings with a planner or a construction crew.
- 3** Your Planner will provide a service order package, which will include any associated fees that must be paid.  
  
*Construction activities cannot begin until the required fees are paid to SDG&E via U.S.mail.*
- 4** Install your electric meter panel, following the written instructions on the “Electric Meter Location and Service Order” form included in your service order package.
- 5** Contact the city your project is in (County of San Diego for unincorporated areas) and schedule a final city/county inspection for your metering equipment and the internal wiring. This final inspection from the city or county is required before SDG&E can schedule a crew to connect your electric service and install or change your meter.
- 6** The city or county will notify SDG&E of the final inspection within two working days.

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- 7 Once SDG&E receives notification of final city/county inspection, a crew will be scheduled to connect your electric service and install or change your meter within five working days. You do not need to call to schedule this work. To find out when you are scheduled to receive your meter and service, please contact your Service Coordinator.

**Remember! The following steps will ensure that your project stays on schedule:**

- Contact SDG&E (1-800-411-SDGE) to set up your billing account.
- Obtain final inspection from the city/county.

If you consistently work with SDG&E, register today at <http://myprojects.sdge.com> and submit your project requests and view real-time project information 24/7. Access project information such as inspection status, meter set date, billing application status, service completion info, and receive email notification of planning and construction related events.



*Serving you today.  
Planning for tomorrow.®*

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