

Requests for New or Upgraded Permanent Service

	Step 1 Project Intake (Contingent on receipt of customer information)	Step 2 Engineering & Design	Step 3 Customer Dependencies	Step 4 Utility Dependencies (Requires partnership with external agencies)	Step 5 Site Readiness Customer	Step 6 Site Readiness SCE	Step 7 Construction	Step 8 Energization
CUSTOMER	❑ Contact SCE at 1-800-655-4555 with request for new or upgraded service. ❑ Receive a Service Request number from SCE. Please reference this number on all correspondence. ❑ Once contacted by assigned SCE representative, provide all required submittal documents.	❑ Work with assigned SCE representative to ensure understanding of project requirements and timeline. ❑ Provide any additional information required for project.	❑ Submit payment for project, sign contract (if applicable), and return any required documents to SCE. ❑ Obtains necessary permits, secures easements, and receives and documents any other third-party approvals.	❑ Receive notification from SCE regarding acceptance of documents and proposed project construction date.	❑ Contact SCE before construction, as needed. ❑ Ensure required construction is complete. ❑ Contact SCE for inspection, as required. ❑ Meter application to 1-800-655-4555. ❑ Schedule with city, county, as applicable, to inspect meter panel.	❑ Await SCE notification of site readiness activity completion.	❑ Await completion of SCE construction.	❑ Await confirmation from SCE that site is energized and ready for use.
SCE	❑ Assign SCE representative. ❑ Contact customer, request documents for project submittal. ❑ Conduct preliminary review of documents; request changes or additional documents as needed. ❑ Conduct final review of documents; send acceptance email once complete.	❑ Conduct site visit to assess conditions and identify potential need for permits, engineering calculations, etc. ❑ Notify customer of any additional site readiness requirements. ❑ Create and approve project design. ❑ Provide customer with final project design, contracts, invoices, etc.	❑ Await completion of customer dependencies.	❑ All bills and contracts received and verified for accuracy. ❑ Prepare for project construction. ❑ Submit documentation for SCE-required permits and other construction requirements.	❑ Await customer notification of site readiness activity completion.	❑ Complete pre-construction meetings and inspections. ❑ Receive confirmation of city, county, as applicable, meter panel inspection. ❑ Notify customer of site readiness activity completion.	❑ Schedule project for construction and notify customer. ❑ Complete activities including traffic control, outages, and other activities. ❑ Complete electrical construction.	❑ Receive city, county, as applicable, inspection. ❑ Install meter in panel, if applicable. ❑ Energize site and notify customer.

Notes:

- Steps 1, 3, and 5 are controlled primarily by the customer, while steps 2, 4, 6, 7, and 8 are controlled primarily by SCE.
- Average SCE energization timelines for Rules 15, 16, 29 projects, combined Rules 15/16 or 15/29 projects are 125 business days.
- Maximum SCE energization timelines are:
 - Rule 15: 245 business days
 - Rule 16: 230 business days
- Average and maximum SCE timelines apply to **SCE-controlled activities only** and exclude time necessary for activities controlled by customer or third parties such as permitting authorities.
- Service upgrade timelines will differ according to site conditions. Consult your assigned SCE representative for more information.
- SCE, customer, and third-party activities may be performed in parallel.
- Weather and other unforeseen emergencies may affect SCE's ability to meet previously referenced timelines. Refer to Preliminary Statement A-F Section e. General Exceptions for details.