

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	<ul style="list-style-type: none">❑ Contact SCE at https://www.sce.com/projectportal 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.	<ul style="list-style-type: none">❑ Work with assigned SCE representative to ensure understanding of project requirements and timeline.❑ Provide any additional information required for project.	<ul style="list-style-type: none">❑ 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.	<ul style="list-style-type: none">❑ Receive notification from SCE regarding acceptance of documents and proposed project construction date.	<ul style="list-style-type: none">❑ 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.	<ul style="list-style-type: none">❑ Await SCE notification of site readiness activity completion.	<ul style="list-style-type: none">❑ Await completion of SCE construction.	<ul style="list-style-type: none">❑ Await confirmation from SCE that site is energized and ready for use.
SCE	<ul style="list-style-type: none">❑ 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.	<ul style="list-style-type: none">❑ 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.	<ul style="list-style-type: none">❑ Await completion of customer dependencies.	<ul style="list-style-type: none">❑ All bills and contracts received and verified for accuracy.❑ Prepare for project construction.❑ Submit documentation for SCE-required permits and other construction requirements.	<ul style="list-style-type: none">❑ Await customer notification of site readiness activity completion.	<ul style="list-style-type: none">❑ Complete pre-construction meetings and inspections.❑ Receive confirmation of city, county, as applicable, meter panel inspection.❑ Notify customer of site readiness activity completion.	<ul style="list-style-type: none">❑ Schedule project for construction and notify customer.❑ Complete activities including traffic control, outages, and other activities.❑ Complete electrical construction.	<ul style="list-style-type: none">❑ 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.