

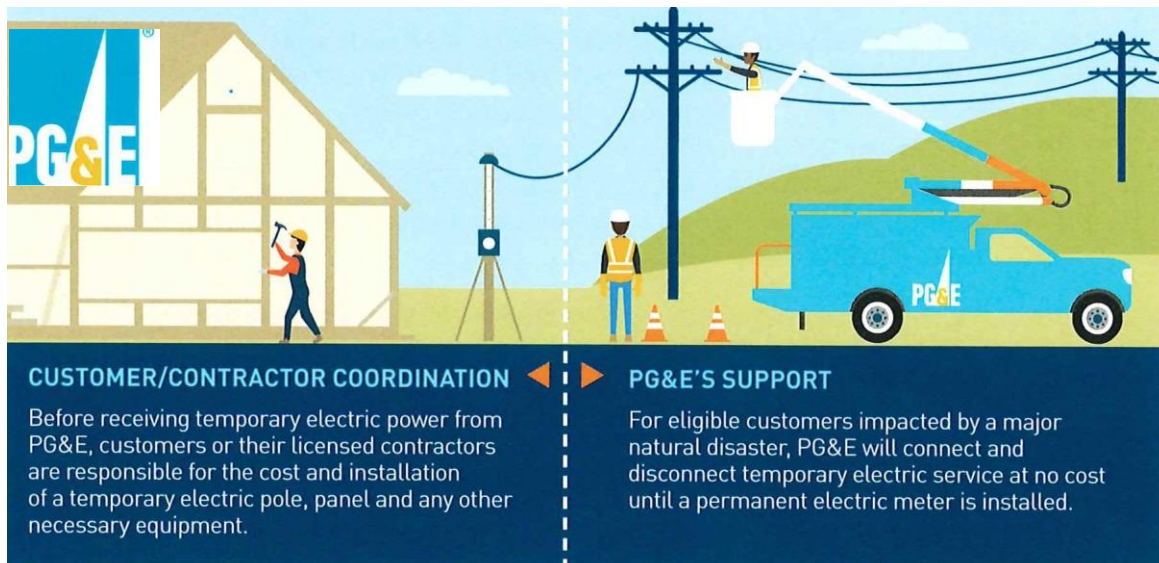
Process to obtain temporary and permanent power from PG&E

For residents and businesses impacted by the North Complex Fire or other wildfires who are in need of electric service from PG&E, we are here to help you through the process.

If the county has determined you can safely receive power, please contact PG&E by calling 1-800-743-5000 or emailing rebuild@pge.com.

PG&E is committed to helping our communities throughout the rebuild process. If you are rebuilding, one of the first steps is to obtain temporary electricity service, which can be used throughout the construction process until the building is ready for permanent power infrastructure.

For eligible customers impacted by a major natural disaster, PG&E will connect and disconnect temporary electric service at no cost, as long as the property previously had PG&E electric service. Please note temporary poles/electric panels for the property along with fees payable to the city, town or county are the responsibility of the customer.



How to obtain temporary/permanent power:

Please note that in many areas, customers can hire contractors to act on their behalf to complete this process.

Customer requests a permit for temporary power from the city, town, or county building department. Some jurisdictions require certain conditions be met before temporary or permanent power can be established, such as fire debris removal or water availability. Check with the jurisdiction on requirements for getting a temporary power permit.

Customer submits an application for temporary service with PG&E by either calling: [1-877-743- 7782](tel:1-877-743-7782) or applying on line at pge.com/cco . Customers can apply while permit from the city/county is pending. If the customer has been affected by a natural disaster (such as a qualifying wildfire, please be sure to indicate that on the application (utilizing the drop-down option), so the application can be routed to PG&E 's Community Rebuild Team.

After the application is submitted to PG&E, **you will be provided a PG&E job owner/ representative** who will schedule a site visit with the customer representative listed on the application to review field conditions, project scope, expectations and timing.

After the site visit, if there is any additional information needed by PG&E, **the job owner will request it from the customer's representative** before turning the information to PG&E 's Estimating Department to design and engineer the job (if required).

Customer/contractor installs temporary pole or pedestal and electric panel.

Customers or their licensed contractors are responsible for the following items:

- The purchase and installation of a temporary electric pole or pedestal
- The purchase and installation of a temporary electric panel
- Required permits, inspections, and fees from the city, town or county building department
- The purchase and installation of temporary conduit, cable and installation of conduit/cable if facilities are underground

When the customer is ready to receive power, **they should request the city, town or county building department inspect their electric panel.** PG&E cannot provide power without the panel inspection sticker issued by the governing agency. After the inspector has affixed a "panel inspected sticker" to the panel, the customer contacts PG&E.

Once the job is designed and the customer's panel has been inspected, **PG&E can then schedule your project for construction.** Your job owner will work with you to schedule your project to provide temporary power.

To avoid any delays, after temporary service is established, please remember to apply for permanent electric and/or natural gas service, once you have building plans approved by the local jurisdiction. Apply online at pge.com/cco or call [1-877-743-7782](tel:1-877-743-7782).

Questions can also be emailed to rebuild@pge.com