

A GUIDE TO THE CITY OF PALO ALTO UTILITIES DEPARTMENT ELECTRIC SERVICE APPLICATION PROCEDURE

1. Customer presents to **BUILDING DEPARTMENT (BD) (Development Center - 285 Hamilton Ave.)** a completed "ELECTRIC APPLICATION" for Commercial or Residential Electric Service including all service demands and **A SITE PLAN, ELEVATION SHOWING THE ELECTRIC PANEL AND THE PROPOSED SERVICE LOCATION. NO FULL-SET SUBMITTALS PLEASE.** BD forwards the plans and application to UTILITIES ELECTRIC ENGINEERING (UEE) for utilities review and approval. If this is a disconnect / reconnect only, customer may present the "ELECTRIC APPLICATION" to UEE directly.
2. UEE reviews plans and application. UEE determines the size of the service required to furnish customer's demands specified in the application within **10 BUSINESS DAYS. INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED AND WILL BE RETURNED TO THE APPLICANT. You must have an approved electric application on file in UEE to schedule a disconnect / reconnect request.**
3. For **TEMPORARY ELECTRIC SERVICE APPLICATIONS**, present the "TEMPORARY ELECTRIC SERVICE" application either to BD or UEE. Application will be approved within 1 BUSINESS DAY and an invoice will be sent to the customer. **TEMPORARY SERVICE WILL BE INSTALLED BY ELECTRIC UTILITY FIELD OPERATIONS WITHIN 1 – 2 BUSINESS DAYS FOLLOWING RECEIPT OF FULL PAYMENT AND INSPECTION METER RELEASE TAG. Customer is responsible for contacting BD for panel inspection.**
4. After plans are approved, UEE prepares the utility connection charges (if applicable) for the installation of the service and meter(s). The utility connection charges will either be attached to the Building Permit Plans or mailed to the customer. **It is the customer's responsibility to be aware of this billing and to make prompt payment.** Customer must submit shop drawing for Utilities approval for all 400 amps panel and higher prior to purchasing the panel. Utility connection charges must be paid prior to the scheduling of any work performed by the City of Palo Alto. **PERMANENT UTILITY SERVICES WILL BE INSTALLED BY ELECTRIC UTILITY FIELD OPERATIONS BETWEEN 30 AND 40 DAYS FOLLOWING RECEIPT OF FULL PAYMENT.**
5. **After the electric panel OR TEMP POST / PORTA POTTY passes inspection, the BD will "yellow tag" the electric meter** and send an electric meter set release tag to the UTILITIES CUSTOMER SERVICE CENTER (SECOND FLOOR - CITY HALL BUILDING) which will establish an account for billing purposes. **Underground Trench inspection must have a "green tag" before final building inspection.** The Utilities Customer Service Center will check that all fees are paid before sending the electric meter installation tag to ELECTRIC OPERATIONS DISPATCH for meter installation. **ELECTRIC METER(S) WILL ONLY BE INSTALLED WITH FINAL INSPECTION TAGS IN PLACE. Customer is responsible for coordinating ALL inspections with either the Building Department AND / OR Electric Operations Dispatch.**
6. YOUR UTILITY SERVICE IS NOW COMPLETE - THANK YOU FOR YOUR APPLICATION.

The following directory will assist you if you have any questions throughout the installation process.

DIRECTORY ASSISTANCE

- BUILDING DEPARTMENT (Development Center - 285 Hamilton Ave.)	
Development Center General Number	617-3118
Building permit status: https://aca.accela.com/paloalto/default.aspx	
- BUILDING INSPECTION (Development Center - 285 Hamilton Ave.)	
Inspection Scheduling.....	329-2496
- UTILITIES ELECTRIC ENGINEERING	
Contact - Electric Engineering, 1007 Elwell Ct. Office	566-4500
- UTILITIES CUSTOMER SERVICE CENTER (2nd Floor, City Hall)	
Customer Service Representatives	329-2161
- ELECTRIC OPERATIONS DISPATCH (Municipal Service Center, MSC)	
For Disconnect / Reconnect and Meter Installation.....	496-6914
- UNDERGROUND TRENCH INSPECTION (Municipal Service Center, MSC)	
Contact - Inspection Supervisor	496-6977