## Customer journey—electric project

Timeframes reflected in this document reflect typical durations. Your project timeline will likely differ from the timeline below.



Application submission



**Initial project** Within 5 days



**Project scoping** 



Project design and engineering residential: 2-4 months commercial: 6-8 months



**Project** dependencies residential: 2-4 months commercial: 6-8 months



Project construction 3-4 weeks





Customer role

Here is a link to our online applications: pse.com/en/ construction-services/application

Pay attention to fields identified with an asterisk (\*), they are required for submittal of your application.

After vou've wrapped up filling out the application and put together your site plan, send them over to PSE.



You will want to check with your jurisdiction to see if your project needs a building permit. If necessary, you'll need to apply



Also, make sure to apply for your electrical permit through Labor and Industries (L&I) or your local iurisdiction.



It's up to you to choose the contractors you want to work with. We're here to support you every step of the way!



Be sure to let your PM know if temporary electrical service is needed during your project.



Keep an eye out for any messages from a regional admin. They might be reaching out to you to fill in any missing details they need. Please respond to this communication to keep your project on track.



Once your information is in order, you'll receive an email with the details of your assigned project manager (PM). They'll be there to guide you through every step of the way.



Your PM will contact you via email or phone within 10 business days of being assigned.



Be on the lookout for the

- you know that the engineering process has started.
- potential initial design for your review and sign off.



- following communication from our team: An email to let
- Communication with a
- Cost letter sent via DocuSign for your approval and payment.



You'll receive an email when the PM initiates a request for any required jurisdictional permits and/or easements.



If needed, you'll sign off or assist in acquiring any necessary easements to move the project forward.

Just a heads-up: we can't kick off the construction phase until we receive all the permits and easements.



Once everything's in place, we'll need your payment to ensure seamless progress

Note: you can reach out at any time to your PM and receive follow up communication within 48 hours.



It's time for you to get your site ready for construction! We'll need you to make sure everything's set and good to go.



Let your PM know the date or schedule when you'll have the site ready?



Once your site is ready, vour project will start electric installation within three weeks



Also, confirm that your final electrical permit inspection has been approved before we can proceed



Once the project is all wrapped up, you'll receive a project completion letter from us. Along with that, we'll send you a quick email survey to gauge your satisfaction with the project. We value your feedback!

You'll receive a friendly note confirming that PSE has received your application. They're on it!

The folks over at PSE's Customer Construction Services (CCS) department have your application safe and sound and have generated a unique project ID for you.

Your project is on its way to the local PSE office (hub)! The CCS team is making sure everything's in place for you.

The regional admin has confirmed that all the necessary information you provided has been received or reaches out for missing information.

The local PSE office (hub) has just received your project from the CCS team.

Your project manager (PM) will collect all the details about what your project involves.

They'll carefully look over the application and site plan you've submitted or any information provided by your project point of contact.

Your PM may arrange to meet you or your project point of contact on-site for a face-to-face discussion.

Together, you and your PM will decide on the best route or source for your project, whether it's overhead or underground.

You'll also have a chat about the timelines for your project, making sure everything goes smoothly.

We'll identify any project dependencies, such as easements, right-of-way permits, or long lead material.

Your PM will kick off the design and engineering process by submitting a request based on the agreedupon service route. They'll send you an email to let you know it's started.

Our engineering team will then take over to complete the design and engineering work. Including: engineering calculations, site plan design, and cost estimate.

Once the design is ready, a senior team member will review it along with the costs. You might even get a preliminary design to review and sign off on.

After that, we'll send you a Cost Letter via DocuSign for your signature and payment.

Your PM will handle the submission of any jurisdictional right of way permits. Keep in mind that timelines may vary depending on the jurisdiction. We'll send you an email to let vou know when this process starts.

We'll also initiate the request for the right-of-way easement. You'll receive another email notifying you when this process begins

Just a reminder: we can't move forward to the construction phase until we've secured all the necessary permits and easements.

Your PM will double-check that all project dependencies are good to go.

We're kicking off the project scheduling process! Your PM will reach out to pin down a construction date.

Before we dive in, your PM will make sure everything's set at the site and give it a final review for readiness.

Once the site's good to go, we'll give you the installation date to mark on your calendar.

Our crew will then roll in to get the project started. This might take a few days, so we appreciate your patience!

And don't worry, we'll keep you in the loop every step of the way.

Before we officially wrap up, we'll need to confirm that everything on the field is completed as planned.

> Scan the QR code to learn more about the construction process.



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