

# APPENDIX C

## Customer Energization Delay Reporting Form

## Energization Delay Reporting Form

This form enables customers to report delays that occur in steps necessary for the large electric investor-owned utilities (IOU) to complete the customer’s electrical energization process to the California Public Utilities Commission (Commission).

Please complete and sign this form (E-signature and scanned signed copies of this form are the acceptable methods of submission). If you prefer, you may attach a PDF of this form in an email to [energizationcustomer@cpuc.ca.gov](mailto:energizationcustomer@cpuc.ca.gov). Alternatively, a physical copy of this completed and signed form may be mailed to California Public Utilities Commission; Energy Division, Distribution Planning Branch, 505 Van Ness Ave.; San Francisco, CA 94102.

As stated in D.24-09-XXX, customer should only submit their delay report after they seek to resolve their experienced energization delay(s) with their electric utility and/or their energization request exceeds the maximum targets adopted in the decision (see Table 1). The targets identified in Table 1 are applicable only to the steps that are within the utilities’ direct control. Complaints submitted to the Commission will inform the Commission evaluation of the electric utilities efforts to meet the adopted targets and accelerate their energization processes. If the customer is seeking redress to an ongoing delay, they can also file a formal or informal complaint with the Commission’s Consumer Affairs Branch utilizing the instructions available at <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint/how-the-consumer-affairs-branch-can-help>.

*Table 1 Maximum Energization Targets*

<b>Energization Type</b>	<b>Maximum Energization Target (business days)</b>
Rule 15	325
Rule 16	290
Rule 15/16 or Rule 15/29/45 Combined	310
Rule 29/45	310
Decision on Application Completeness	45
Main-Panel Upgrade	45
New or Upgraded Circuit	1,900 (calendar days)
Substation Upgrade	2,700 (calendar days)
New Substation	3,285 (calendar days)

**Important Note:** Documents you submit through this form will be incorporated in data that may be posted on the California Public Utilities Commission's public web page. Individual project reports will not be posted directly on the Commission's public website. Customers have the option of submitting public and confidential versions of this form and accompanying materials. If submitting public and confidential versions, please clearly label each version and redact any personally identifiable information from your forms and attachments. Decision 06-06-066 and related Decisions, General Orders and statues contain additional information regarding confidentiality. Please submit any questions regarding confidentiality to [energizationcustomer@cpuc.ca.gov](mailto:energizationcustomer@cpuc.ca.gov) before you submit this form.

**Customer Name:**

**Customer Email:**

**Customer Phone:**

**Name of Customer/Third Party Organization Contact:**

**Electric Utility Company** (select one): Pacific Gas & Electric (PG&E), Southern California Edison (SCE), San Diego Gas & Electric (SDG&E)

**Project Account Number (as provided by the utility):**

**Type of Energization Request** (select one): new single-family residential service; single-family residential service upgrade, new multi-unit residential service; multi-unit residential service upgrade, new commercial site service; commercial site service upgrade; new transportation electrification service; transportation electrification service upgrade; new telecommunication service; telecommunication service upgrade; new agriculture-related service; agricultural-related service upgrade; new data center-related service; data-center related service upgrade; other (please describe)

- Note, as this will be an online form, there will be check-boxes for customers to select the specific type of energization request, and a text box to provide additional information.

**Associated Tariff (optional):**

Electric Rule 15, Electric Rule 16, Combined Electric Rule 15/16, Electric Rule 29 (PG&E and SCE), Electric Rule 45 (SDG&E), Electric Rule 15 combined with Rule 29 or 45

Note, as this will be an online form, there will be optional check-boxes for customers to select specific tariff(s), and a text box to provide additional information.

Please describe in detail the relevant known facts pertaining to the energization delay. Please site to 1) the specific step in which the delay started in the energization process,<sup>1</sup> 2) how long the delay has occurred, 3) when and how the electric utility notified you about the delay, and 4) how the delay is impacting you from moving forward with your energization scope of work.

{A text box will be provided for these details to be provided via the online form.}

Please describe in as much detail as possible, the efforts you and/or a third party organization have made to resolve the energization delay directly with the large electric IOU, including at a minimum, 1) all in-person and/or virtual meeting dates between the customer/third party and the electric utility to discuss the delay, 2) all proposed options, if any, to resolve the cause(s) of the delay(s), 3) all proposed options to resolve the delay(s) that were implemented, and if they helped reduce the delay, and 4) if no proposed options to resolve the delay were pursued, why not.

{Text box for description}

Please list the names of all electric utility personnel you've communicated with to discuss the energization delay.

{Text box for description}

Other Information: Please describe below

{Text box for information}

*Customer Initials*

*{Two separate checkboxes}*

*I agree to be contacted by CPUC staff or their consultants for the purposes of evaluation of utility energization timelines.*

*I do not agree to be contacted by Commission staff, and I consent that my data will not be used to support further evaluate and improve energization timelines.*

*Customer Signature*

*Date Signed*

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<sup>1</sup> D.24-09-XXX adopts the following eight steps of the energization process: Customer Intake (non-utility), Engineering and Design (utility), Customer Dependencies (non-utility), Utility Dependencies (utility), Customer Site-Readiness (non-utility), Utility Site-Readiness, Construction (utility), Service Energization Provided to Customer (utility).

**(END OF APPENDIX C)**