



CPUC Approves Decision to Support Timely Connection of New Customers to the Electrical Grid

On September 12, 2024, California Public Utilities Commission (CPUC) approved a decision to set new energization targets and timelines for the three large electric investor-owned utilities (IOUs) to complete steps in the energization process that they control. Pursuant to Senate Bill (SB) 410 and Assembly Bill (AB) 50, this decision will accelerate the electrical energization process for customers who request new or upgraded electrical service through new accountability standards for the three large electric IOUs and greater transparency for customers. This decision is an important component of the CPUC's efforts to enhance the state's electrification efforts and support economic development.

Background

- The decision implements the Powering Up Californians Act, SB 410 (Becker, Chapter 394, Statutes of 2023) and AB 50 (Wood, Chapter 317, Statutes of 2023), which direct the CPUC to define reasonable energization times for new or upgraded electrical loads and establish a process for reporting delays.
- The decision is designed to expedite the process for connecting homes and businesses, electric vehicle chargers, and other loads to the electric grid.
- The CPUC based the decision on the utilities' historic energization data in the last five years and party comments submitted in a process that was streamlined to meet a September 30, 2024 statutory deadline.
- The targets and timelines are triggered by a customer energization request, and the process supports early engagement between customers and the utilities to coordinate project development schedules.

Proposal Overview

The CPUC's decision includes the following key elements:

- **New Energization Targets:** If targets are met by the large three electric IOUs, maximum timelines for grid connections could be reduced up to 49 percent compared to current operations.
- **Quicker Upgrades for Residential Services:** Streamlined energization targets would expedite electrical service upgrades that do not require upgrades to the electric grid, including those needed for residential electric vehicle chargers.
- **Increased Utility Accountability:** A clear framework with eight steps to track energization activities will help the CPUC hold utilities accountable for the steps they control.
- **New Transparency Measures:** New monitoring and reporting requirements would apply to all eight steps, including those controlled by customers or third parties.
- **New Maximum Timelines for Necessary Grid Capacity Upgrades:** For customer energization requests that require upgrades to increase the capacity of the distribution system, new timelines would set maximum timelines for utilities to plan for and begin execution of upgrade projects. The CPUC will continue to evaluate the utilities' capacity upgrade process in Phase 2 of the proceeding to further define these timelines.



Overall, this Decision sets new standards for utility operations and increases transparency and reporting to hold utilities accountable for providing timely electric services.

New Targets and Timelines

The decision sets the following targets and timelines for energization requests, starting from the date a customer requests energization.

Energization Type	Average Energization Target (calendar days)	Maximum Energization Target (calendar days)
Rule 15 ¹	182	357
Rule 16 ²	182	335
Rule 15/16 Combined ³	182	306
Rule 29/45 ⁴	182	335
Application Decision ⁵	10	45
Main-Panel Upgrade ⁶	30	45

Type of Capacity Upgrade	Maximum Timeline (calendar days)
New or Upgraded Circuit ⁷	684
Substation Upgrade ⁸	1,021
New Substation ⁹	3,242

Accountability

¹ Standard electric energization tariff that covers distribution line extensions (from the substation to the secondary transformer)

² Standard electric energization tariff that covers service line extensions (from the secondary transformer to the meter)

³ Energization projects that require a combined distribution line and service line extension

⁴ PG&E and SCE’s EV infrastructure tariffs are identified as Electric Rule 29. SDG&E’s EV infrastructure tariff is identified as Electric Rule 45.

⁵ The timing for the utility to approve or deny a customer’s application for service

⁶ The replacement of breakers, fuses, wires, and other equipment to upgrade the building’s/home’s amps to reduce system overloads and safely support a buildings additional electric load.

⁷ Constructing a new circuit can include any of the following: install a new 12 kilovolt (kV) circuit, install new 16 kV circuit, install a new 33 kV circuit, install a new or upgraded kilovolt ampere-reactive (kVAR) capacitor, install a new switch/sectionalizing, construct civil projects, and/or install a new circuit breaker. A single project could be as simple as installing a new 12 kV circuit or require all of the steps listed above.

⁸ Substation upgrades include any project within the substation fence of a preexisting substation. This includes but is not limited to projects to increase substation capacity, upgrade substation transformer, replace substation banks, and install new substation banks.

⁹ New substations include all projects in which a substation is built where one did not previously exist.



To ensure transparency and track progress, the decision requires the following accountability measures:

- **Biannual Data Reports:** Utilities will submit biannual reports to the CPUC detailing:
 - » The average time between receiving an application for energization and the completion of the request, including steps that are dependent on actions by third parties, such as project permitting.
 - » Reasons for any energization projects that exceed the prescribed targets.
 - » An analysis of constraints and obstacles impacting energization, including issues related to funding, staffing, and equipment availability.
- **Tracking Progress and Customer Input:** Utilities will create Customer Engagement Plans, which would improve customer understanding of the energization process, and provide dynamic updates to customers with projects moving forward in the energization process. Customers should begin engaging with their utility early to discuss their energization request. This can help the IOUs plan for customer requests and increase the likelihood of aligning energization with the timing of customer development projects. Customers can file a Customer Delay Reporting Form with the CPUC if they experience delays or issues during the energization process.

What's Next

- The CPUC anticipates launching Phase 2 of the proceeding after the decision to explore improvements to the targets and timelines and resolve other issues impacting energization.
- The CPUC will host a public workshop to discuss the utilities' initial energization data within 90 days of the biannual data report submitted on March 31, 2025.

More Information

- [Proposal Approved](#)
- [Proceeding Documents \(R.24-01-018\)](#)
- [More Information on Energization](#)