

Energization Delay Reporting Form

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This form enables customers to report utility delays to completing 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. 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.24-09-020, 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

Energization Type	Maximum Energization Target (business days)
Rule 15	325
Rule 16	290
Rule 15/16 or Rule 15/29/45 Combined	310
Rule 29/45	310
Application Decision	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)

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Important Note: Documents you submit 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 before you submit this form.

Customer Name:

Customer Email:

Customer Phone:

Name of Customer/Third Party Organization:

Utility Company (select one):

Project Account Number (as provided by the utility):

Type of Energization Request (select one):

Other (please describe)

Please describe in detail the relevant known facts pertaining to the energization delay. Please site to 1) the when the delay started in the energization process,¹ 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.

¹ D.24-09-020 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).

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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 electric utility, 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.

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

Other Information: Please describe below

Customer Initials

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.

Note: Please submit your completed form to energizationcustomer@cpuc.ca.gov

Customer Signature

Date Signed