



An Exelon Company



BGE new business construction process **GUIDELINE**

In an effort to increase efficiency with our customers, BGE has organized the **New Business Construction Process** into five separate phases (*Initiation, Planning, Design, Scheduling, and Construction*).

Outlined below is a high level description of the critical process steps within each phase. For specific instructions on the New Business Construction Project Process, visit **BGE.COM/NewConstruction** Services and refer to our online Customer Information Guides.

INITIATION PHASE:

- › Receives and reviews the service application for completeness and accuracy.
- › Creates a Service Request from the application.
- › Project forwarded to the appropriate area for Planning/Design.

PLANNING PHASE:

- › Your New Business Job Owner (the single point of contact) will contact the customer within 10 business days to confirm the project's scope and service application information, discuss the service date, and schedule a field meeting (if applicable).
- › Determine if the existing gas and electric infrastructure will support the project and/or additional infrastructure is needed.
- › Initiates the Right-Of-Way investigation process, if applicable.
- › If required, develop an engineering print that illustrates BGE's project plan for the requested service project.
- › Project forwarded to Design for the Design Phase.

DESIGN PHASE:

- › Your Designer (representing the project manager) will contact the customer to confirm the project's scope and service application information.
- › Develops a detailed gas and/or electric installation design print used by BGE's construction team.
- › Applies for the project's required utility permits.
 - On average, the standard utility permit requires 4-8 weeks. Approval time estimates may vary due to project's jurisdiction and type of required permits.
- › Returns job to Project Manager to provide the job cost, set up the billing process and confirm the service date.
- › Project forwarded to resource workload management phase.

RESOURCE WORKLOAD MANAGEMENT PROCESSING PHASE:

- › Resource Workload Management oversees the projects that are pending scheduling due to payment receipt, signed construction prints, secured Right-of-Way agreements, utility permit and meter certificate approval (service inspection)
- › Customers are reminded that site preparation must be completed before a project can be released to the construction team. For additional information, see Pre-Construction Site Vest Check-List on reverse.
- › Once the site preparation is completed, customers should contact their New Business Job Owner to have their requested project released for a pre-construction inspection. This will ensure the job is ready for BGE's Construction Forces.

CONSTRUCTION PHASE:

- › BGE will call Miss Utility to mark the existing public underground utility lines (electric, gas, cable TV, phones, water, sewer, etc.).
- › Customers must arrange for the location marking of all private underground facilities on private property. Examples include: public water and sewer (past the water meter and sewer clean-out respectively), well water line, septic field, private lighting, underground sprinkler system, invisible dog fence, etc.
 - Meters will not be set without a certificate of inspection of local jurisdiction (service inspection).
- › Completes the construction for the project.
- › Restores any affected customer property as safely and quickly as possible.
 - NOTE: If sidewalk or roadway sections have been removed, temporary paving may be necessary. It may take several weeks before permanent paving is completed.

For additional information on the service request completion process, please refer to the Natural Gas and Electric Service Guide on **BGE.COM**. For questions or concerns about existing service request, please contact BGE's New Business team at **800.233.1854**

Please see the reverse side for valuable information related to the BGE New Business Process.

Below is an estimation of the timeframe requirements for various types of BGE New Business Projects.

Please remember, it is imperative that you submit your BGE Service Application as soon as possible; again, sufficient project evaluation time will assist BGE in achieving the project's service date. Please contact a BGE Representative to confirm the current timeframe for your project type.

Residential Single Project (7–14 Weeks)

- › Initiation / Planning Phase (2–4 weeks)
- › Design Phase (1–3 weeks)
- › Workload Management/Scheduling Phase (3–6 weeks)
- › Construction Phase (1 week)

Commercial Project (8–20 Weeks)

- › Initiation/Planning Phase (3–5 weeks)
- › Design Phase (1–5 weeks)
- › Workload Management / Scheduling Phase (3–8 weeks)
- › Construction Phase (1–2 weeks)

Residential Development Project (23–27 Weeks)

- › Initiation / Planning Phase (7–8 weeks)
- › Design Phase (6–7 weeks)
- › Workload Management / Scheduling Phase (7–8 weeks)
- › Construction Phase (3–4 weeks)

Residential (Increase, Modification, Relo, Project (7–17 Weeks)

- › Initiation / Planning Phase (1 week)
- › Design Phase (2–6 weeks)
- › Workload Management / Scheduling Phase (3–6 weeks)
- › Construction Phase (1 week)

Time Estimates may vary depending on completion of the service application, the scope of the project and weather conditions.

Customers' Pre-Construction Site Visit Checklist

If the project's work site meets the following requirements, please contact your New Business Job Owner and request for the project to be released for a pre-construction inspection.

- › Site must be within six inches of final grade.
- › Install and mark in 3 foot intervals: water, sewer, storm drain and all private utilities (well, septic, dog fence, sprinkler system, etc.)
- › Locate and clearly mark all private underground facilities on private property. Examples include: well water line, septic field, private lighting, underground sprinkler system, invisible fence wires, etc.
- › Clear the site of all building materials, trees, stumps, and other obstructions along the route of the proposed BGE facilities.
- › Locate and clearly mark proposed property/curb lines on your job site.
 - Curbs must be installed prior to construction beginning, marked at pre-site inspection.
- › Locate and clearly mark proposed transformer locations.
- › Install transformer pads and conduits with pull strings.
- › Install Load cable/gas piping through building wall.
- › Install wall mounted meters/CT Cabinets (if applicable).

SAFETY REMINDERS

Miss Utility at 811

Smart digging means always calling Miss Utility at least two full business days (but no more than 10 days) before you begin excavations on any project—from home landscaping and gardening to large construction jobs. With one last call, representatives will visit your proposed dig site and mark the locations of underground electrical wires, gas pipelines and other utilities.

Calling 811 before you dig is the first step in preventing damage to underground utilities that can cause serious injuries, disruptions of neighborhoods critical services and expensive penalties and repair costs. If you're planning to dig, call 811. For additional information, visit BGE.COM/811.

Private Utility Locating

It's the customers responsibility to have all private underground facilities on private property such as public water and sewer (past the water meter and sewer clean-out respectively), well water line, septic field, private lighting, underground sprinkler system, invisible dog fence, etc.) located prior to digging. These utilities are not marked by Miss Utility; customer should arrange to have a private locating company to have these utilities located.

Maryland High Voltage Line Act

Customers are reminded to comply with the High Voltage Line Act (HVLA). This state law requires anyone working or using tools or equipment within 10 feet of overhead power lines to contact BGE first, to evaluate the site and plan how to best make the work area safe. For additional information on HVLA, please contact BGE at **800-233-1854** or visit dlr.maryland.gov/labor/mosh/electricallines.shtml.

The Occupational Safety and Health Administration (OSHA)

OSHA requires a 20 foot clearance be maintained from all overhead power lines when using a crane or derrick to perform work. Please contact BGE at **877.427.2008** for assistance when using cranes or derricks. For additional information, visit osha.gov/cranes-derricks/index.html.