



Panel Upgrade Disconnect Procedure

Outline-

Process for upgrading panels within BVES Inc. Service Territories.

Step 1- Starting Process

Complete and submit and Preliminary Service Request at

<https://www.bvesinc.com/forms/psr-application>

(Preliminary Service Request may be submitted for any type of Engineering Request.)

Step 2- Response Letter

BVES Inc. Engineering will respond via email within 3 to 4 weeks of submission. This response letter will include any details required to upgrade an electrical panel. This letter will include a Confirmation Code unique to your property address.

This letter and Preliminary Service Request is valid for up to **6 Months from the Month of the submission.** If panel request is not upgraded within allotted time a resubmission of the Preliminary Service Request will be required. Temporary Power request are **valid for 3 months.**

Important Note:

If your response letter has no confirmation code and says Pending, there are additional requirement that must be met in order to receive approval. Please work with BVES Inc. Engineering to resolve and or meet requested requirements.

Step 3- Permits with Governing Agencies

Once a response letter has been received and the letter has written approval for a panel upgrade along with a confirmation code. Please contact the appropriate governing agencies (San Bernardino County or City of Big Bear Lake) for all permitting and inspection procedures.

When filing for permits please ask governing agency representatives' the process on receiving a inspection for a Electric Service Release. This process may differ from San Bernardino to The City of Big Lake.

(See Step 5 for more information on Electric Service Release)



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Step 4- *Disconnect*

Once all permits and required paperwork have been filed to appropriate governing agency (San Bernardino County or City of Big Bear Lake) you may contact BVES Inc. to disconnect power at [\(909\) 866-4678](tel:9098664678).

You will work with our customer service department to schedule a line drop date. Our Customer service representative will request the confirmation code from the Preliminary Service Request response letter emailed to you in order to complete the scheduled line drop. It is important to let our customer service team know if you are trying to accomplish a same day disconnect/reconnect so please make sure to note this when submitting your request.

Under no circumstances will the customer or contractor disconnect the service line going to the weather head or remove meter ring and meter. Only qualified employees of BVES Inc. may disconnect service lines and unlock meters for access.

Step 5- *Electric Service Release*

Once the service line has been disconnected by BVES Inc. service crew the customer may begin the panel upgrade procedure.

It is important to note in order for BVES Inc. to reconnect any service to an upgraded panel, that an Electric Service Release from the governing agency (San Bernardino County or City of Big Bear Lake) must be submitted to BVES Inc. within a timely manner. Please coordinate with the governing agency an inspection date that coordinates with BVES Inc. disconnect date.

Please plan accordingly with the correct agency to coordinate an inspection date for an Electric Service Release.

Important Note:

Once a service line is disconnected and a new panel has been installed BVES Inc. must receive a Electric Service Release from the governing agency for your property.

BVES Inc. will not reconnect an upgraded panel without this Release no exceptions.

Please note that any line disconnect done on a service that is not upgraded may require to be upgraded to meet BVES Inc. code and standards and receive an Electric Service Release from the governing agency. Please submit a Preliminary Service Request prior to any service disconnect request.



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Step 6 – Reconnection

Each governing agency will deliver the Electric Service release to BVES Inc. digitally, which in turn will trigger BVES Inc. team to dispatch our service crew. You may contact our office at [\(909\) 866-4678](tel:9098664678) to check the status of our service crew. As previously stated in step 6 our service crew will only be dispatched to your job site once the Electric Service Release has been received. Please work with the governing agency inspector to make sure that the Electric Service Release submission is sent in prior to contacting BVES Inc.

Once our Service Crew arrives they will review the site and make sure that the Panel Upgrade is meeting BVES Inc. building requirements and any additional requirements listed within the response letter. If all specifications are met the service crew will reconnect power, if any items fail power will not be reconnected and you will need to correct the failed item and reschedule through our office for a re-inspection.

BVES Inc. Overhead, underground, and temporary building specifications can be found at <https://www.bvesinc.com/construction/specifications/>