



New Service Installation–Residential Process

Planning Phase



Customer applies for service on mge.com/buildingprojects

In addition to the online application, customer needs to provide:

- Site plan/civil plan showing proposed MGE gas and/or electric meter locations
- One-line diagram (see PSC 113.0803 to ensure compliance)
- Certified survey map (CSM) and/or property survey
- Construction site plan – erosion (for network)
- Required service voltage(s) and/or gas service pressure (1/4 PSIG or 2 PSIG)
- Review contractors handbooks: mge.com/electrichandbook
mge.com/gashandbook

Design Phase



MGE prepares draft design



MGE and customer receive design draft

Includes:

- Draft design
- Cost estimate
- Extension contract (if applicable)
- Potential variances (need to be discussed)



MGE finalizes documents

Construction packet will be sent via DocuSign. Components include:

- Construction design, permits, easements
- Letter of Agreement
- Notice to Proceed
- Site sketch
- Invoice



Customer completes construction packet and pays invoice

Note: Some projects require additional design and installation time when extension contracts are applicable. Please contact MGE if you have questions.



MGE schedules tentative installation

Date will be approximate; can be scheduled for 3 to 5 weeks after construction packet and invoice are received.

Construction Phase



Customer prepares site

Site preparation includes:

- Free of obstructions
- Graded to a minimum of 6 inches for the installation of facilities
- Permanent services/meters will not be installed until final grading is complete



Customer has inspection completed on customer-owned equipment



MGE installs facilities

Timeline varies based on size of job and complexity.

Note: If site requirements are not met, the installation date must be rescheduled.