

CONVERSION Q&A

1. What are the types of above ground equipment that may be installed and why?
 1. Transformers - The most commonly installed transformers in residential neighborhoods are green, approximately 3'x3'x 3' above ground boxes.
 2. Other above ground equipment installed depends upon the electric load being served and the infrastructure required to support the surrounding community. This will be determined as the project is developed.
 3. It is SDG&E's practice to place equipment within the city franchise area (street right-of-way) whenever possible using best engineering practices. Details regarding equipment placement is available prior to the start of construction. Please be aware that SDG&E does not relocate equipment to accommodate individual request made by property owners for aesthetic reasons.
2. What is the policy for placement of subsurface transformers?
 1. SDG&E does not place equipment such as transformers in underground vaults. The only exceptions are installations in buildings located in downtown San Diego. In such cases, the customer owns and maintains a room on their premise, which is dedicated to the installation of SDG&E's equipment. Cable termination/junction equipment may be placed in underground vaults. Subsurface versus Pad mounted Equipment Fact Sheet available upon request.
3. What is the ratio of transformers to residential units (i.e. 1 to 4 homes), how is the ratio determined, and what are the spacing requirements?
 1. This varies by neighborhood, but ratios of between 8 to1 and/or 15 to1 are common.
 2. The number of transformers installed is site-specific, and varies with factors such as the distance between customers and the load per customer. Very large transformers, which serve many homes, require larger low-voltage cables, and may not be cost-effective. SDG&E's goal is to provide the most cost-effective solution for the City's ratepayers.
 3. There is no set spacing requirement, as the installations are engineered as site-specific depending on factors such as those mentioned above. This site- specific engineering ensures that **all** installations comply with **all** applicable regulations.
4. What measures are taken to limit visual impact of the proposed installations and are there optional sizes, shapes or colors that would help reduce visual impact?
 1. SDG&E specifies transformer sizes (capacities) and the appropriate pad. In residential neighborhoods, the pads are 4'x4'. All transformers are painted green, and SDG&E will maintain them.
 2. If a community wishes to assume responsibility for painting and maintaining a different color for SDG&E's facilities, this request should be processed through your municipality.
 3. The pads are sized according to the facility to be installed, and the equipment specifications require that it fit on the pad. Transformers are purchased from various manufacturers, and sizes may vary slightly. Bollards or barrier posts are required where equipment is within 5 feet of vehicular traffic.
 4. Equipment is maintained in compliance with all applicable regulations and company practices, which are more stringent than those specified in California General Order 165.
5. Is it possible to place equipment from the various utilities in the same box/container/transformer?
 1. Maintenance and safety requirements do not allow the co-location of equipment from different entities within an SDG&E facility. Please contact the communications companies for their requirements.

Southern Region (Metro)	Metro Service Order Team	Northeast District	North Coast Service Order Team	Orange County	Eastern Service Order Team
8315 Century Park Ct 210 San Diego, CA 92123 858-636-6805	701A 33 rd Street San Diego, CA 921021 619-230-7800	571 Enterprise Street Escondido, CA 92029 760-480-7745	4940 Carlsbad Blvd Carlsbad, CA 92008 760-476-5621	662 Camino De Los Mares San Clemente, CA 92673 949-361-8066	904 W. Main St. El Cajon, CA 92020 619-441-3969



CONVERSION Q&A *(continued)*

Project Management Fact Sheet

6. Do SDG&E and the communications companies have a policy for coordinating the location of above ground and below ground equipment? Does that policy attempt to limit the number of transformers or risers per homeowner parcel?
 1. SDG&E does the preliminary engineering design for underground conversion projects. Installations by communication companies are that company's responsibility, but they attempt to minimize cost by locating facilities in areas where a minimal amount of additional trenching will be required.
7. Does the current placement of overhead facilities on a person's property have any relationship to the placement of transformers to be installed and will the new facilities be placed in the parcel's public right-of-way?
 1. The existing overhead facilities do not dictate where the new underground system will be placed.
 2. Placement of facilities is based on criteria, such as, electric load, conflicts with existing facilities (water, sewer etc.), distance between the SDG&E facility providing service and the customer's metering equipment. Also the size of conductors required to maintain service within specifications (voltage, flicker, ampacity), cable pulling tension, and projected load growth.
8. What is the policy for working with homeowners regarding the placement of transformers on their property?
 1. SDG&E normally places transformers in the public right of way. Note that in many cases where the sidewalk is adjacent to the curb, the area immediately behind the sidewalk is public right of way and not owned by the property owner who maintains it.
 2. Typically, transformers located on private property only serve that premise. Facilities placed on private property used as a distribution point to serve others require easements, which is not a preferred installation. If easements are required, SDG&E will work with the property owner to obtain one.
9. How are electric panels converted to accept underground service?
 1. SDG&E applies its service delivery point policy when determining the point of service. Under this policy, SDG&E will terminate in a pull can or meter adaptor as close to the distribution system as practical. Existing conditions such as elevation, landscape, hardscape, brick work, and building foundations are taken into consideration. If a customer chooses not to have SDG&E perform the work then the customer will need to make modifications at their expense.
 2. The electrician will determine the most cost effective route from the pull can to the existing electric riser. SDG&E's electrician will leave door hangers 2 weeks prior to the installation that will include a contact name and phone number. The resident can contact the electrician to discuss the installation at the premise. If the customer does not desire the installation proposed by the SDG&E electrician, an alternate installation may be done at the customer's expense. No credit for avoided work by SDG&E is available.
10. Does the homeowner have an option to move the existing electrical panel to another location on the house that will allow for less intrusive trenching?
 1. Service panel upgrades or relocations are always an option to the customer. All costs including permit fees and coordination associated with the upgrade/relocations will be incurred by the customer.
11. Who should be contacted if a resident has a concern with SDG&E?
 1. All projects are assigned to an SDG&E planner, who is the point of contact during all phases of the project.
12. Who determines the timeline for the conversion?
 1. The conversion schedule is determined by the municipality in coordination with their Capital Improvement Projects (sewer & water jobs, street resurfacing etc.)

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