The following is required for a residential electrical disconnect:

1. After your permit has been issued, please call the Building Division to schedule the City to disconnect electrical service to your house. Please call the Automated Inspection System at (408) 615-2400 and schedule a 208 Service Upgrade. Under NO circumstances are you to disconnect and remove the meter. Check with our Inspectors if you have any questions about the procedure to follow. (NOTE: No disconnects are performed on Mondays.)

2. Disconnects are performed between 7:00 a.m. and 10:00 a.m. on the day requested, and the reconnect normally occurs (following the Inspector’s approval on the permit card) that same afternoon between 3:00 p.m. and 6:30 p.m. The inspector will call Silicon Valley Power to reconnect your power after you have passed the inspection.

3. The owner or contractor MUST be present at the job site location if questions arise during the disconnection procedures.

4. If you have electrical questions regarding disconnects/reconnects, call the Inspectors at (408) 615-2440 between 8:00 - 8:30 a.m. or 4:00 - 5:00 p.m., Monday through Friday (except holidays).

5. There may be a reconnection charge on your next utility bill. For billing questions only, please call (408) 615-2300 during business hours.

Disconnects and reconnects are performed Tuesday through Friday ONLY!

Press 1 at the main menu, enter the nine number permit number (do not enter BLD or the dash) and your phone number (including your area code) when prompted. The three-digit code for a service upgrade is 208. The system will ask you if you need to have the power disconnected – answer ‘Yes’ by pressing 1 or press 2 for ‘No’. If you press ‘Yes’, please choose an afternoon inspection to give your contractor enough time to complete the work. Be sure to press the # sign when requested and do not hang up until you hear ‘inspection scheduled’. The lineman must have an adult present at the jobsite at the time of disconnect.

Call 408-615-2400 at 8:45 a.m. on the day of your inspection to hear your two hour inspection time window.

SERVICE UPGRADES REQUIRE TWO INSPECTIONS:
1. Service Upgrade – code 208
2. Electric Final – code 299