



A  Sempra Energy company

Procedures for a Typical Gas Installation

1. **METER & GAS SERVICE REQUEST:** Complete the following online form: "Request for Non-Residential Gas Facilities" found at the following link under Non-Residential Construction, Online Application <https://www.socalgas.com/for-your-business/builder-services/planning-and-construction-services>. Please also include my email: vwolfenden@semprautilities.com at the bottom of the application so that I can receive a copy of your request.
2. You should receive a reply confirmation acknowledging successful submission of your application. Once the processing begins, the Regional Planning Supervisor assigned to the area of your job location will be notified. He/she will then assign one of his/her field planners to your project. The planner will contact you once they receive your request for gas service. A copy of the site plans will need to be forwarded to the planner. Please note that because of the large number of requests for new business projects, jobs can take anywhere from 4-6 months to plan and install.

Once the job is planned, the New Business Process Team will mail a Line Extension Contract for the installation of the gas facilities to the customer contact listed on the Request for Non-Residential Gas Facilities form. The new business contract must be signed/returned and any monies owed paid before work can begin.

3. **ELECTRIC GENERATION:** Customers needing service for electric generation should contact the Account Executive as early as possible prior to needing service. The Account Executive will review rate options, tariffs, costs involving the electronic meter reading device, and procedures and will assist you with the application process to formally request a rate. The application for electric generation will need to be reviewed and approved by a management committee before the meter can be turned on. If selecting non-core service, a phone line will need to be installed 15 feet away from the meter.
4. **BILLING ACCOUNT APPLICATION:** Customers need to set up a billing account for their facility. Please call the SoCalGas Set Desk at 1-800-228-7377 or 909-307-7066 to set up your account.
5. **ACCOUNT TURN-ON:** Once your gas house lines have been installed, they must be inspected by a city inspector. After the city inspector "releases" the house lines he/she needs to call the release to the SoCalGas Set Desk at 1-800-228-7377 or FAX it in at 1-800-577-3999. SoCalGas cannot install the meter until a release has been received from the city inspector.
6. Once the new business contract, billing account application, and house line release are on file with SoCalGas, the planner can coordinate the **INSTALLATION OF THE METER**. Please allow a minimum of 10 days from the time your gas lines have been released until the meter set date can be scheduled. The Set Desk will arrange for a SoCalGas service technician to **TURN ON THE GAS** once the meter has been set.
7. You can call the SoCalGas Set Desk at 909-307-7066 to check the status on your contract, application, house line release, and schedule of meter installation.