




A  Sempra Energy utility®

NEW GAS SERVICE

Working with SDG&E® On Your Building Project

A step-by-step guide to help simplify the process and get your job done

Whatever your project needs, SDG&E® is here to work with you. Following these necessary steps will keep your service request moving and will ensure your satisfaction with the installation of your new gas service:

PLANNING PHASE

In the early stages of your job, you will be working with SDG&E's Project Management Department.

- 1 Contact the Building Department of the city your project is in (San Diego County for unincorporated areas) to obtain your plumbing permit. If your project will require digging in city or county streets, check to see if you will need an excavation permit as well.
- 2 Call SDG&E at **1-800-411-SDGE (7343)** to set up your billing account. Your service request will be forwarded to an SDG&E Planner. The next several days will be spent gathering information and field checking your project, and your Planner will advise you of any additional information you may need to submit for your job.
- 3 The SDG&E Planner will provide you a service order package, which will include notification of any applicable fees associated with your project. **All payments must be mailed to SDG&E's Customer Payment Service with the "Customer Remittance" form.**

- 4 Plan the installation of your house-line (the gas pipe connecting your appliances to the gas meter) following applicable municipal codes and the written instructions on the "Gas Meter Location and Service Order" form included in your service order package.

- 5 If you are installing underground electric service, your SDG&E planner will help you coordinate the installation of both gas and electric service. If applicable, call other utilities to coordinate the installation of phone and cable television service.

When all applicable fees have been paid, your job is forwarded to the SDG&E Construction Department. Fees must be received before any construction work is scheduled.

EARLY CONSTRUCTION PHASE

An SDG&E Operations Coordinator will manage your project during the Construction Phases. You are responsible for digging the gas service trench from the existing gas source to the new meter location, and for any

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associated work required for the installation of your new gas service. During this phase of your project, you will work closely with an SDG&E Inspector, who will help you understand what work you are responsible for, and what is needed to meet safety and construction requirements.

- ❶ At least 48 hours before you plan to trench, call USA Underground Service Alert at 1-800-227-2600 to have the location of existing utility lines identified. This is a free service that helps avoid accidental digging into utility lines.
 - ❷ Call an SDG&E Inspector at: _____ to discuss requirements for your gas service trench. You will be given information on:
 - Gas service trench depth, route and fill materials
 - The separation and location within the trench of different utility lines (electric, gas, telephone and cable TV services), if applicable.
- Steps 3–6 may require individual inspections. Your SDG&E Inspector will keep you informed of the inspection progress as you complete these steps.**
- ❸ Have your plumber or contractor install your house-line following applicable municipal codes and the written instructions on your Gas Meter Location and Service Order.
 - ❹ Complete your trenching work and install the required sand base following the instructions of your SDG&E Inspector. Your inspector will also work with you to determine the separation and location of all other utility lines within your trench.

- ❺ Your SDG&E Inspector will schedule a gas crew to install the gas service pipe in your trench, which normally takes three to five working days. Remove all building scaffolding prior to the installation of your gas service pipe. This is a common cause for delay.
- ❻ Backfill the trench and compact to meet city or county codes; call for final SDG&E inspection.

FINAL CONSTRUCTION PHASE

At this point, the SDG&E Inspector has inspected and given final approval of the trench and houseline location you provided for your gas service. You are now ready to obtain the final city or county inspection of your project, from the gas meter into and within the building.

- ❶ Contact the city your project is in (County of San Diego for unincorporated areas) and schedule a final city/county inspection for your metering equipment and the internal plumbing.
- ❷ The city or county will notify SDG&E of the final inspection within one to two days.
- ❸ Contact SDG&E at 1-800-411-SDGE (7343) to arrange for the installation of your meter and lighting of your gas equipment pilot lights. SDG&E can schedule a Service Technician to perform this work after receiving notification of the final city or county inspection. Please allow two working days after your final city or county inspection before placing your call.



To avoid a delay in installing your meter and connecting your gas service, make sure you have done the following:

1. Contacted SDG&E (1-800-411-SDGE) to set up your billing account.
2. Obtained final inspection from SDG&E.
3. Obtained final inspection from the City/County.

If you consistently work with SDG&E, register today at <http://myprojects.sdge.com> and submit your project requests and view real-time project information 24/7. Access project information such as inspection status, meter set date, billing application status, service completion info, and receive email notification of planning and construction related events.





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Planning for tomorrow.®*

1-800-411-7343
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