

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® will work with you to get the job done. Following these necessary steps will keep your service request moving and will ensure your satisfaction with the installation of your gas meter and service line:

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.
- 2 Call SDG&E at 1-800-411-SDGE (7343) to notify SDG&E of your gas meter and service relocation project. 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 send 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 relocation of your gas houseline (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 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.

CONSTRUCTION PHASE

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

GAS METER AND SERVICE RELOCATION

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 3–5 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 re-plumb your gas houseline following applicable municipal codes and the written instructions on your Gas Meter Location and Service Order.

❹ 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 internal plumbing.

❺ 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.

❻ After the final city/county inspection is received and your trench is ready, your SDG&E Inspector will schedule a gas crew to install the gas service pipe in your trench, change and/or relocate your gas meter, and re-light your gas appliance pilot lights. This step may require a joint meeting with your plumber and the SDG&E crew. Your SDG&E Inspector will let you know if this is necessary. Scheduling for the crew normally takes three to five days.

❼ After your gas service pipe is installed, backfill the trench and compact to meet city or county codes; call for your final SDG&E inspection. This final step is your assurance that the proper safety and maintenance precautions have been met.

To avoid a delay in scheduling a crew to connect your service, make sure you have done the following:

- 1. Completed your trenching work and called SDG&E for your trench inspection.**
- 2. 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.®*

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