



Building and Renovation Services

# Gas Service for Your Business

Change Existing Service



## Getting Started Guide: Changing Existing Gas Service for Your Business

If you are starting a business renovation project, adding square footage to your building, installing new commercial gas appliances or installing a tankless water heater, you may be required to upgrade or move your gas service meter. Let Pacific Gas and Electric Company (PG&E) help you meet the technical requirements and coordinate your service change.

### Follow these steps to get started:

**1** Obtain any necessary permits

Before contacting PG&E, start securing the appropriate permits required by your city or county building and planning department. Please note that most projects require permits.

**2** Apply for change to existing service

Apply for change to existing gas service using [Customer Connections Online](http://www.pge.com/CustomerConnections) at [www.pge.com/CustomerConnections](http://www.pge.com/CustomerConnections). You will be assigned a dedicated PG&E customer service representative who becomes the point of contact for you or your contractor. PG&E recommends you contact an electrical contractor to help you plan your service change. Once you submit your application to PG&E we will create a schedule to meet your service connection needs.

**3** PG&E will contact you within three business days

PG&E uses the information you supply during a phone or on-site meeting to prepare a project design. A PG&E representative will contact you within three business days. You or your contractor will be asked to supply details of the project including scope, timeline, blueprints and load requirements for the appliances or equipment you plan to install. Your PG&E representative can answer your questions and inform you of issues you may not have considered, such as potential costs or technical standards. If necessary, a field meeting will be scheduled.

**4** PG&E will prepare the project design

During the project design phase, we identify your costs and prepare construction drawings. At this time, you may be asked to pay a design deposit, which would be credited toward the final amount you pay for the work.

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**5** Additional resources

You or your contractor may need to refer to PG&E's GREENBOOK, a reference manual containing helpful information such as technical specifications and drawings, at [www.pge.com/greenbook](http://www.pge.com/greenbook). The [Gas Service](#) section may be especially useful when making changes to your gas service.

Upgrading gas lines may require the excavation of a trench. Your PG&E representative will provide you with drawings that illustrate the trench route and specifications. Customers are responsible for trenching and permit costs. Two business days before you dig, call Underground Service Alert at 8-1-1, Monday through Friday from 6:00 a.m. to 7:00 p.m. except for holidays or visit [www.call811.com](http://www.call811.com) for more information.

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**6** Approve contract and mail payment

Your PG&E representative will send you the project design and contract for the full amount of the project work. If you would like PG&E to proceed, mail the signed contract along with your payment in the pre-addressed envelope provided to expedite processing and minimize delays.

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**7** Schedule construction

Work with your PG&E representative to schedule any inspections or construction work to be completed by PG&E.

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**8** Schedule inspection and meter installation

If required, arrange for the appropriate local government agency to inspect your gas lines. Once it has passed inspection contact PG&E to schedule the meter installation.

For more information on how PG&E can help with building and renovation projects for your business, visit [www.pge.com/NewConstruction](http://www.pge.com/NewConstruction) or call 1 877 743 7782.