Gas Service Projects

Follow these steps for a new, relocated, or upgraded gas service

Intake and Design

1. Apply for permits from your city or county (Authority Having Jurisdiction – AHJ)
2. Submit your application on YourProjects.pge.com (up to 66 calendar days for application verification)
3. PG&E Job Owner (JO) will contact you within 5 calendar days to confirm your project and request an engineering advance payment as needed
4. PG&E will set up a pre-engineering meeting to check current pipelines (they may need to be replaced) and talk about gas service, route, meter location, and clearances

Ensure you or your contractor has an ITS account. Email PG&EApplicantInstallerPreQual@PGE.com to obtain ITS profile

5. PG&E or approved applicant designer designs job. You review design (avg. 55 calendar days)

Contract & Logistics

6. Sign and pay your contract on YourProjects.PGE.com within 90 calendar days
7. Request an Underground Service Alert (USA) ticket – call 8-1-1 before you dig
8. Schedule a pre-construction meeting via the “Local Inspections Desk

PG&E confirms certification to work on gas pipeline system

Applicant Installers demonstrate PG&E’s Prequalification “Safety, Quality, and Conduct Assessment” (SQCA), NCMS and Gas As-Built training found in ITS as required

Pre Construction and Trenching

9. PG&E holds pre-construction meeting
10. Work with your PG&E JO to schedule construction work performed by PG&E
11. You or PG&E will dig (trench) as needed
12. Contact the “Local Inspection Desk” to schedule trench inspection
13. PG&E inspects the trench. If it passes, continue to the next step

Pipeline Install and Backfill

14. Install and pressure test your service pipe
15. Contact the “Local Inspection Desk” to schedule your pipeline inspection
16. PG&E inspects the pipeline. If pass, continue to next step
17. Backfill the trench, lay Gas Pipeline Underground Warning Tape, and leave a bell hole at the tie-in spot

Gas Tie in and Meter Connection

18. PG&E connects your service to the main distribution line. (approx. 6-8 weeks)
19. Finish backfilling and restore the area
20. Schedule and pass inspection with AHJ to get your meter release
21. Schedule your meter set request

PG&E Design Standards* and Reference Documents

Some steps reference PG&E Design Standards or documents that provide technical requirements for your project. Design Standards will be provided to you once you begin your application and the Greenbook Manual is available on the Project Resources page. If you’re unsure how to access or use them, your PG&E JO can help.

Step 5 Design Standards: A-03, A-04, A-90, A-93.1, A-93.3, L-16, J-15, S5453 Exhibit B

Step 8, 12, and 15: Submit the “Request for inspections” form to local inspection desk using Inspection Desk Contact Information found on the Project Resources page.

Step 11 Greenbook: Section 1.5: Trenching agents need a higher level of qualification when working within 3ft of PG&E energized facilities.

*Customers may be required to sign a non-disclosure agreement (NDA) during the project application intake process to access PG&E Gas and Electric Standards.