



Gas Service Projects

Follow these steps to disconnect your gas service



Intake

1. Request a demolition permit, if needed
2. Submit your application on [YourProjects.pge.com](https://yourprojects.pge.com) (up to 66 calendar days for application verification)
3. PG&E verifies property ownership for cutoff request

Design

4. PG&E Job Owner (JO) contacts customer within 5 calendar days after submission to verify project scope and requests engineering advance payment if applicable
5. PG&E designs job (avg. 1 month)

Permits and Scheduling

6. PG&E obtains trenching permits from local authorities (approx. 2–3 months)
7. PG&E JO schedules meter removal and cutoff service

Meter Removal and Cut Off

8. PG&E removes the meter and cuts off the gas service at the main or property line
9. PG&E sends confirmation letter to confirm the gas service has been cut off

Restoration

10. Restoration is completed as applicable; old pipes are usually left underground with markers

