



Gas Service

Change Existing Service



Getting started guide for your home

If you are starting a home construction project, such as adding a room, building a swimming pool, 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 technical requirements and coordinate your service change. Once you submit your application to PG&E we will create a schedule to meet your service connection needs.

Follow these steps to get started:

- 1 Obtain any necessary permits**

Before contacting PG&E, you must secure the appropriate permits required by your city or county building and planning department. Be sure to have all approved documentation ready to submit to PG&E, this will help save time as you begin your project.
- 2 Apply for relocation of gas service**

Apply for or change your existing gas service using [Customer Connections Online](http://www.pge.com/CustomerConnections) at 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 a contractor to help you plan your service change.
- 3 PG&E will contact you within three days**

A PG&E representative will contact you within three 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 taken into account, such as potential costs or technical standards. If necessary, a field meeting will be scheduled. PG&E uses the information you supply during a phone or on-site meeting to prepare a project design.
- 4 PG&E will prepare 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.

5 Additional resources

You or your contractor may need to refer to the GREENBOOK at www.pge.com/greenbook, which is a reference manual containing helpful information such as technical specifications and drawings. 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. Refer to the Getting Started Guide: Trenching at www.pge.com/GettingStarted. Before you dig, call Underground Service Alert at 811, Monday through Friday from 6 a.m. to 7 p.m. except for holidays.

6 Approve contract and mail with payment

You will receive a 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.

7 Schedule construction

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

8 Schedule inspection and meter connection

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 connection.

For more information on how PG&E can help with building and renovation projects for your home visit www.pge.com/building or call **1 877 743 7782**.