



New Gas Service



Getting started guide for your home

If your home construction project requires the installation of new gas service, let Pacific Gas and Electric Company (PG&E) help you meet technical requirements and coordinate your service installation. 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 Request new or upgraded gas service**

Request new or upgraded 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 new service installation.
- 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 flow requirements for the gas appliances 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, prepare construction drawings, and order critical materials with long lead times. 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 references

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 preparing for 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. For more information about excavating a utility trench refer to 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

Along with the project design, you will receive a contract for the full cost 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 and establish account

Work with your PG&E representative to:

- Schedule any construction work to be completed by PG&E.
- Establish a new account if the location has not previously received gas service from PG&E.

8 Schedule inspection and meter connection

Arrange for the appropriate local government agency to inspect the gas line. 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.