



New Gas Service for Your Business

New Service



Getting Started Guide: New Gas Service for Your Business

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

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 most projects require permits.

2 Apply for new or upgraded gas service

For more details on how to become prepared for your call with PG&E, download our Gas Service Business Project Checklist at www.pge.com/NewConstruction. Apply for new or upgraded gas service at www.pge.com/NewConstruction or call the PG&E Building and Renovation Service Center at 1-877-743-7782, Monday through Friday between 7:00 a.m. and 6:00 p.m. 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. 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

Apply for 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. Once you submit your application to PG&E, we will create a schedule to meet your service connection needs.

4 PG&E will prepare the 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 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. The [Gas Service](#) section may be especially useful when making changes to your gas service.

Installing gas lines will 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 for more information.

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.

7 Schedule construction and establish an account

Work with your PG&E representative to:

- Schedule any inspection or 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 installation

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 or call 1 877 743 7782.