

The pre-scheduled meter set program allows builders to work with SoCalGas® to schedule natural gas meter sets in advance of receiving a natural gas house-line release. This program helps reduce wait-time for meter sets, improve workforce planning, and increase customer satisfaction.

## QUALIFICATIONS

- Builder must be three or more weeks away from a confirmed final natural gas house-line inspection date from an appropriate inspection agency
- Builder must receive a natural gas house-line release from the inspection agency
- Service lines and risers must be completed prior to a pre-scheduled meter set date
- Meter installations for single-family residential and two-pound pressure meters for single-family residential are eligible for the program
- Meters on manifolds and meters for commercial and industrial projects are not eligible

## PRE-SCHEDULED METER SET PROCESS

- Builder will contact the SoCalGas Meter Set Desk with address(es) and confirmed natural gas house-line inspection date(s)
- The Meter Set Desk will research and assure that all requirements are met and pre-schedule a meter set date for four days after the pending natural gas house-line inspection date
- The Meter Set Desk will contact the SoCalGas lead order dispatcher for dates if the builder has four or more meter sets to schedule at one time
- The Meter Set Desk will notify builder of meter set date(s)
- Building and Safety will send a copy of the house-line release(s) to the Meter Set Desk at least 48 hours before the natural gas house-line inspection date previously provided to the Meter Set Desk

## METER SET DESK POLICIES

- The Meter Set Desk will be checking for the natural gas house-line release(s) in advance of a scheduled meter set
- The Meter Set Desk has developed a monitoring process
- If the natural gas house-line release is not received at least 48 hours before the scheduled meter set date, the Meter Set Desk will cancel the meter set order
- Once the natural gas house-line release is received the meter set dates will be rescheduled according to availability (approximately three or more weeks)

**METER SET DESK: (800) 228-7377**

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