

SERVICE ENHANCEMENTS GUIDE

FOR NEW CONSTRUCTION BUILDERS





OUR COMMITMENT

SoCalGas® is committed to providing our builder customers with outstanding service when initiating natural gas service to a new construction project.

In this booklet you will find information about some of our processes and the latest service innovations we have implemented.

We hope you find it useful and look forward to continuing to serve you in the future.

For additional information, visit:
www.socalgas.com/new-construction



NEW CONSTRUCTION STATUS TRACKER

Follow the progress of your new natural gas line extension project online

SoCalGas® now offers a handy online tool for builders and others that allows you to track the progress of your new natural gas line extension project throughout its lifecycle.

The New Construction Status Tracker (NCST) provides convenient around-the-clock access to the status of your residential or non-residential project to extend new natural gas service to a location that is currently not connected to the SoCalGas distribution system.

Projects processed by SoCalGas planning representatives on or after 2/9/2018 have been assigned a Project Number and a unique five-digit NCST Access Code which are sent to the primary contact person by confirmation e-mail message.

Once you receive your project number and access code you can input those data points into the NCST at [socalgas.com/ncst](https://www.socalgas.com/ncst). The NCST displays useful information like:

- The status of your contract, payment, work order(s) and meter set(s)
- Alerts for required documents and items needed for the project to proceed
- Your SoCalGas planning representative's contact information

The NCST is part of our ongoing effort to provide enhanced service and streamlined communications with the new construction community.

The NCST is for new natural gas line extension service only; it does not track start-service or stop-service requests at locations that are already connected to the SoCalGas distribution system.

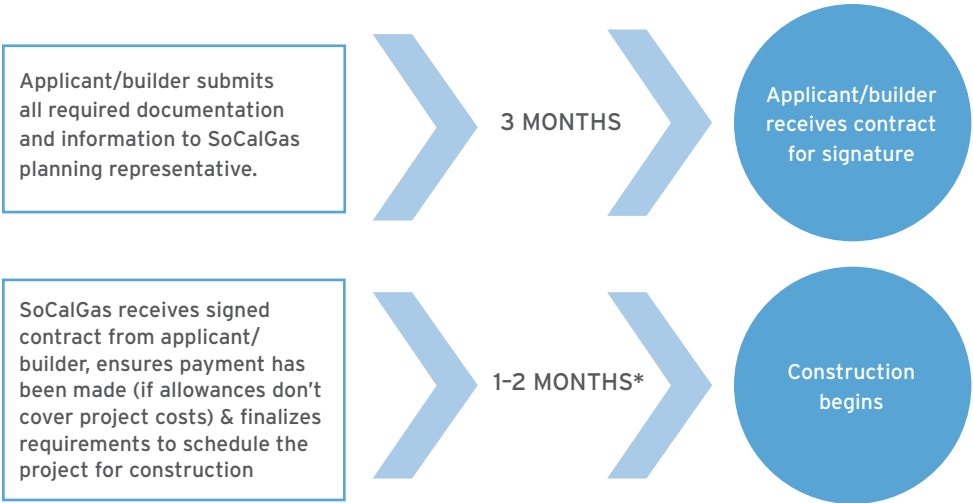
For more information about the NCST, or how to get started, please contact:
NewBusinessProcessTeam@socalgas.com

To submit an application for new residential or non-residential natural gas line service, access:

www.socalgas.com/new-construction



TIMELINES FOR CONTRACT AND START OF CONSTRUCTION FOR NEW NATURAL GAS LINE EXTENSIONS



* (depending on requirements for project)



CHECKLIST FOR APPLICANTS WITH A REQUEST FOR A NATURAL GAS SERVICE LINE EXTENSION OR WITH A REQUEST TO UPSIZE AN EXISTING NON-RESIDENTIAL METER

Before Being Assigned to a SoCalGas Planning Representative

- ☐ Secure appropriate permits for construction
- ☐ Read the Natural Gas Service Guidebook on www.socalgas.com/new-construction
- ☐ Determine if you would like to request elevated pressure (Note: those with residential projects can read the Residential New Construction 2 PSIG Program section on www.socalgas.com/new-construction for more details)
- ☐ Submit a Request for New Natural Gas Service on www.socalgas.com/new-construction and include accurate natural gas appliance/equipment information in BTUs
- ☐ Read the Submitting Your Project Plans Electronically section on www.socalgas.com/new-construction

Once Assigned to a SoCalGas Planning Representative

- ☐ Submit the appropriate plans as outlined on the Submitting Your Project Plans Electronically section on www.socalgas.com/new-construction
- ☐ If you would like a consultant or agent to request and receive information regarding your SoCalGas project on your behalf, request and complete a form titled, Authorization to Obtain Confidential Customer Information and Act on Customer's Behalf
- ☐ If the trenching, installation of natural gas pipe, and/or design of natural gas pipe will be performed by a contractor or sub-contractor of your choice, ensure the contractor/sub-contractor meets the qualifications outlined in the Natural Gas Service Guidebook on www.socalgas.com/new-construction
- ☐ Log into the New Construction Status Tracker on www.socalgas.com/ncst to follow the status of your online application for new natural gas service for both residential and nonresidential projects once you have received your confirmation email message that contains your Project Number and your unique five-digit access code

Once Contract is Received

- ☐ Read the Understanding Your Line Extension Contract section on www.socalgas.com/new-construction
- ☐ Read, sign, and return contract and any corresponding documents included with contract
- ☐ Make payment if money is owed (Note: payment instructions are outlined on cover sheet of contract)

Before or During the Installation of Your Natural Gas Facilities

- ☐ Establish a billing account with SoCalGas prior to requesting meter set and turn-on by visiting www.socalgas.com/schedule-service or calling 877-238-0092 (Residential)/800-427-2000 (Non-residential)
- ☐ Work with your inspecting agency to obtain a houseline approval

To Set and Turn-on Meter After Receiving Houseline Approval

- ☐ Contact the SoCalGas Meter Set Desk at 800-228-7377 or setdesk@socalgas.com



CHECKLIST FOR APPLICANTS WITH A REQUEST FOR A RELOCATION/ALTERATION OR ABANDONMENT OF EXISTING NATURAL GAS FACILITIES, OR WITH A REQUEST TO UPSIZE AN EXISTING RESIDENTIAL METER

Before Being Assigned to a SoCalGas Planning Representative

- ☐ Secure appropriate permit for construction or demolition
- ☐ Read the Natural Gas Service Guidebook on www.socalgas.com/new-construction
- ☐ If applicable, determine if you would like to request elevated pressure (Note: those with residential projects can read the Residential New Construction 2 PSIG Program section on www.socalgas.com/new-construction for more details)
- ☐ Submit a request for relocation/alteration/abandonment of existing facilities on www.socalgas.com/new-construction
- ☐ Read the Submitting Your Project Plans Electronically section on www.socalgas.com/new-construction

Once Assigned to a SoCalGas Planning Representative

- ☐ Submit the appropriate plans as outlined on the Submitting Your Project Plans Electronically section on www.socalgas.com/new-construction
- ☐ If you would like a consultant or agent to request and receive information regarding your SoCalGas project on your behalf, request and complete a form titled, Authorization to Obtain Confidential Customer Information and Act on Customer's Behalf
- ☐ If trenching will be performed by a contractor or sub-contractor of your choice, ensure the contractor/sub-contractor meets the qualifications outlined in the Natural Gas Service Guidebook on www.socalgas.com/new-construction

Once Contract is Received, If Applicable

- ☐ Read, sign, and return contract and any corresponding documents included with contract
- ☐ Make payment (Note: payment instructions are outlined on invoice)

Before or During the Installation of Your Natural Gas Facilities

- ☐ If applicable, work with your inspecting agency to obtain a houseline approval

To Set and Turn-on Meter After Receiving Houseline Approval, If Applicable

- ☐ Contact the SoCalGas Meter Set Desk at 800-228-7377 or setdesk@socalgas.com

LINE EXTENSION PROCESS

To help simplify the process of getting a new natural gas line, we've prepared step-by-step guidelines that cover the important milestones involved in establishing new natural gas service.

STEP 1 - APPLICATION



After you have secured the appropriate permits for construction, submit your application for natural gas with the proposed natural gas facility installation date. The application, a "Request for New Natural Gas Service," is required for all new line extension requests and separated based upon customer class - either residential or non-residential. The application should be submitted online and can be accessed from www.socalgas.com/new-construction. For those without Internet access, the application process can be initiated via phone by contacting the SoCalGas Customer Contact Center:

- For residential construction, call: 1-877-238-0092
- For non-residential construction, call: 1-800-427-2000

STEP 2 - PLANNING



After application submittal is received, a SoCalGas planning representative will contact you within 10 working days to discuss your project needs. They will review your application, the obligated service requirements per [Rule 2](#) and discuss the following site-specific topics prior to commencing your natural gas facility installation plan: trenching and backfill provider, meter location, natural gas delivery requirements, easement/access issues, schedule and timing, and other construction matters (grade/riser, curb/gutter, etc.).

STEP 3 - CONTRACT



A contract with a site-specific installation, fixed-bid cost estimate will be electronically submitted to the email address provided by the applicant. The estimate includes costs for all appurtenant facilities and fittings, service pipe, metering equipment, etc., in excess of estimated allowance. The allowance represents either the applicable residential dwelling unit end uses (space heating, water heating, cooking - both cooktop and oven required, and clothes drying) installed or the projected annual consumption for each non-residential installed appliance or equipment. If money is due, payment in full must be received in cash or by check, money order, or direct wire transfer, and recorded by SoCalGas prior to scheduling the construction of the natural gas facility. Execution (signed contract and payment, if applicable) is required within 90 calendar days of the contract generation date.



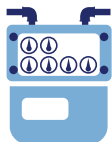
STEP 4 - CONSTRUCTION



Once the contract is signed, payment is posted (if required), and all other pre-requisites are satisfied (permitting, environmental, cultural, easements, etc.), your line extension project is ready for scheduling. If providing the trench, be sure to have the trenching ready at a minimum of one working day prior to the scheduled natural gas facility construction date to avoid installation delays or additional costs. It is the applicant's responsibility to provide shading materials and to cover the pipeline once it is installed by Operator Qualified personnel (per 49 CFR 192 Subpart N). It is also the applicant's responsibility to obtain a final houseline inspection by a city inspector for the meter installation. To avoid houseline approval issues, coordinate with local agency building offices to ensure building code compliance. Meter installations will not be scheduled until the final inspection and houseline OK is complete. Prior to requesting meter installation and appliance turn-on, it is essential to establish a billing account by visiting www.socalgas.com or by calling:

- 1-877-238-0092 (Residential)
- 1-800-427-2000 (Commercial)

STEP 5 - METER INSTALLATION



After a final houseline inspection, call to schedule your meter installation and appliance turn-on at:

- 1-877-238-0092 (Residential)
- 1-800-427-2000 (Commercial)

Timely meter installation is critical for contract compliance.

FOR MORE INFORMATION, CONTACT:

NewBusinessProcessTeam@socalgas.com

PRE-SCHEDULED METER SET PROGRAM

Some residential projects are eligible to participate in the SoCalGas® Pre-scheduled Meter Set Program. Builders/applicants with eligible projects may submit requests for meter set and turn-on prior to local agency final inspection and houseline OK under the following conditions:

- The final inspection date is set and confirmed with the local agency
- Notification was made to the SoCalGas Meter Set Desk a minimum of three weeks prior to the final inspection date (Note: Before notifying the SoCalGas Meter Set Desk, please work with the SoCalGas planning representative to process a Multiple Application Worksheet (MAW) for the meter sets to be included in the Pre-scheduled Meter Set Program)

Meter installations will then be pre-scheduled to occur four days after the anticipated inspection date. SoCalGas must receive the houseline okay at least 48 hours prior to this pre-scheduled install date or it will be rescheduled according to next availability. For more details about the SoCalGas Pre-scheduled Meter Set Program, please visit: www.socalgas.com/construction.

For all other meter set and turn-on requests, notify SoCalGas once the final inspection and houseline okay is complete. Our typical meter installation wait times are between seven to 14 business days after notification. Be aware that during the heating/re-lighting season (typically November through February) meter set and turn-on wait times can be more than 20 business days.

- Meter Set Desk: 800-228-7377 or setdesk@socalgas.com

SoCalGas will not set meters if job site is deemed unsafe (work area must be free of any scaffolding or obstruction).



| socalgas.com |

| 1-800-427-2000 |



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All photos are for informational purposes, taken prior to COVID-19. SoCalGas is currently practicing all safety protocols consistent with local and health agency guidelines.