



## **CUSTOMER GUIDELINES FOR RETIRING GAS SERVICES DUE TO DEMOLITION OR CHANGE IN SERVICE**

- Customer shall contact the Utility Billing Services Division at (562) 570-5991 and provide the property address that will be demolished. Customer shall request that the City of Long Beach, Energy Resources (LBER) Inspection Division perform an investigation.
- Utility Billing Services Division will issue an investigation with this information to LBER Inspection.
- LBER Inspection will review the Gas Service/Meter Status for removal and contact the customer at the name and telephone that has been provided to schedule an on-site meeting with the customer or the customer's representative for the following:
  - LBER Inspection will prepare the required Signature/Responsibility Card for customer's signature. Completion of these forms is required prior to completing any other steps in the process.
  - LBER Inspection will prepare the construction documents.
  - LBER Inspection will prepare and forward the Investigation Form, construction sketch(es), and Signature/Responsibility Card to Utility Billing Services.
  - Customer to provide, if requested, a contact number or email for notification after the gas services have been retired.
- Utility Billing Services will prepare and mail the appropriate bill.
- Customer should make payment to Utility Billing Services after receiving the bill. Payment can be made via check or phone with an ATM card, Mastercard or Visa.
- Utility Billing Services will prepare and forward the construction service order to LBER Inspection.
- LBER Inspection will prepare and forward the paperwork to the LBER Construction Division.
- LBER Construction will schedule to perform the work listed below into the existing workload:
  - Termination of service line per Inspector's instructions.
  - Coordination for removal of the gas meter with LBER Gas Services Bureau.
  - Notification to City of Long Beach, Department of Development Services (formerly Planning and Building Department) by email to: Celia Piz-Baltazar and/or Loren Patten of the gas service demolition (this is the release for demolition unless other notification is requested).
  - Notification to City of Signal Hill, Community Development, by email to Phyllis Thorne.
- LBER Inspection will provide notification of completion of the gas service demolition work if requested (via phone or email).
- Customer can now obtain a "Demo Permit" from the Department of Development Services.