



## **CUSTOMER GUIDELINES FOR NEW GAS SERVICE INSTALLATION (SMALL OR MINOR PROJECTS)**

- Customer shall contact the Utility Billing Services Division at (562) 570-5991 and provide the property address that needs new gas service. Customer shall request that the City of Long Beach, Energy Resources (LBER) Inspection Division perform an investigation.
- If gas pressure requirements are greater than standard delivery pressure (7" of water column), an approval for elevated gas pressure by Long Beach Energy Resources Engineering is required. Contact LBER Engineering at (562) 570-2032.
- Plumbing permits are required prior to the installation of a natural gas meter when installing: a new house-line gas piping, new or replacement hot water heater/forced air heater, wall heaters, boilers, replacement of an existing service line over six feet in length, a request for a delivery pressure change, etc. Customer should request plumbing permit for installation of customer gas house-line in the appropriate city (Long Beach or Signal Hill) by contacting:
  - City of Long Beach Development Services at (562) 570-6105 (plumbing permit) or (562) 570-6551 (gas pressure tests)
  - City of Signal Hill, Community Development at (562) 989-7348
- Be available to schedule onsite visit with assigned LBER Inspector to size the meter, approve meter location, and layout initial buried service line routing.
- Fill out and complete the "Consumer Gas Load Information" form (for each meter) by:
  - Listing all EXISTING gas operated equipment and/or appliances.
    - Locate the manufacturer tag on your equipment, look for "input BTU" usage, and write this number on the form. If the tag is difficult to locate or it may no longer exist, contact the manufacturer, plumbing engineer, or LBER Inspection at (562) 570-2085 to assist with estimating the BTU's.
  - Listing all NEW gas operated equipment and/or appliances.

The total of NEW and EXISTING equipment and appliances will be used to determine the size of our gas meter that will deliver a sufficient volume of flow to allow equipment to operate at maximum efficiency.

  - Return completed form to your LBER Inspector for review.
- An "Inspection Report" may be left as a guide to assist you with requests from your LBER Inspector. Customer should go through the report and address the emphasized concerns.
- If there is a fee involved, LBER will provide a "Signature Card" to be completed. The Office Copy (white) must be returned to the assigned LBER Inspector. The Customer Copy (yellow) is to be retained by the



customer as a reference for the work being authorized. The fee will be calculated by the Inspector and a payment will be required prior to the work being scheduled by LBER. There are two options for payment:

1. Return the completed Office Copy to the assigned LBER Inspector and a bill will be created and sent by Utility Billing Services Division to the address written on the form. Payment can be made via check or phone with an ATM card, Mastercard, or Visa.
2. Return the completed Office Copy along with a check for the total amount made payable to "City of Long Beach" to the assigned LBER Inspector. This option will help expedite the process.

- Complete financial review process, confirm all fees have been paid, and inspection report requirements have been met including receipt of Plumbing Permit approval (Plumbing Release) from City of Long Beach, Development Services Department Inspector.
- LBER Inspection will prepare and forward the paperwork to the LBER Construction Division. LBER Construction will schedule to perform the gas service line installation work into the existing workload.
- Customer to schedule gas meter setting and pilot lighting through LBER Utility Billing Services at (562) 570-5991.

\* Note: This checklist typically applies to small or minor projects that generally do not need engineered plans and require simple or no modifications of the gas service line and meter. Otherwise, LBER recommends to schedule a Pre-Application Conference for major projects to review specific gas needs and coordination for such projects including:

- Subdivisions requiring extension of gas service
- Vacations that contain facilities and pipelines
- Multiple commercial or residential units with multiple meter locations proposed
- Multi-story projects
- Commercial uses with high demand and/or pressures
- Projects proposing meter rooms
- Extension of existing gas mains

For such major projects, in addition to scheduling a pre-application conference, please refer to the LBER developer guidebook for further guidance on new gas service process.