

PRE-SCHEDULED METER SET PROGRAM

The pre-scheduled meter set program allows builders to work with SoCalGas® to schedule natural gas meter sets in advance of receiving a 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 from the end of the project
- Builder must have a confirmed final inspection date
- Applies to multi-meter installations, single set and residential meters
- Two-pound pressure meters not included

PRE-SCHEDULED METER SET PROCESS

- Builder will contact the SoCalGas Meter Set Desk with addresses and confirmed inspection date.
- Meter Set Desk will research and assure that all requirements are met and pre-schedule meter set dates four days after the pending inspection date.
- Meter Set Desk will contact the lead order dispatcher for dates if the builder has four or more to schedule at one time.
- Meter Set Desk will notify Builder of meter set dates. Builder is advised that orders will be rescheduled according to schedule availability if house-line release is not received 48 hours before the date provided to the Meter Set Desk.
- If inspection is not completed and house-line release is not received then meter install dates will be scheduled upon availability (approximately three or more weeks).

METER SET DESK POLICIES

- The Meter Set Desk will be checking for house-line approvals in advance to a scheduled turn-on.
- The Meter Set Desk has developed a process for this monitoring and will follow-up with builders when house-line approvals have not been received.
- If the house-line release cannot be provided before the turn-on date, the Meter Set Desk will cancel and the meter install dates will be rescheduled according to availability.

METER SET DESK: (800) 228-7377

METER SET BUILDER CONTACT: Call Kristi Baker at (909) 307-7014 or by email
Kbaker@semprautilities.com.

