

## Starting Service FAQs

Some things to remember:

- Service is scheduled on an as-available basis, so contact us as soon as you know you are moving so that we may schedule service for you.
- Call at least three days before you need the service to begin.
- Service appointments are usually all-day, but we may sometimes be able to make other arrangements.

What you will need:

- A service technician will need access to your gas meter and, sometimes, may also need access inside the building.
- The building must be open and vacant with the meter accessible, or an adult at least 18 years of age may provide access to the premises.
- Other access arrangements may be able to be made through your customer service representative.
- Customers are asked to eliminate safety risks, such as a dog that may prevent safe access to the meter.