



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



Meter Set Procedure

Effective April 1, 2009, the City of Richmond, Department of Public Utilities has changed their meter set procedures to ensure the safety of our natural gas customers and to comply with Federal Regulation 49 CFR 192.379.

THIS APPLIES TO ALL NEW SERVICE INSTALLATIONS, METER UPGRADES, AND ELEVATED PRESSURE REQUESTS.

All gas piping should be run to all locations and have a gas piping rough-in inspection/air test approved by the plumbing/mechanical inspector in the city/county where the building/residence is located.

The plumber/ contractor/ homeowner needs to tie the house line in to the meter manifold. All house lines that are not connected to an appliance need to be plugged or capped off and all a-valves must be in the off position inside the business/ residence.

Contact the City of Richmond, Department of Public Utilities to schedule the meter to be set at 646-8361 or 646-5250. The representatives will check to make sure all requirements are met in order to schedule the appointment (see requirements below). You will be given the next available appointment date to have a meter set.

In order for a meter to be scheduled for installation, upgrade, or change the following requirements must be met:

1. Gas service must be installed from the main in the street to the building/residence.
2. The Department of Public Utilities must receive an approved rough-in gas inspection completed by the plumbing/mechanical inspector from the city/county where the building/ residence is located.
3. Customer account must be established for billing purposes.

On your scheduled appointment date, you will need a plumber/contractor/ homeowner at the residence/business the age of 18+ to meet our service technician between the hours of 8am and 4pm and allow him access to the building/residence to perform a meter lock-out test.

Once the technician has performed the meter lock-out test, the City of Richmond Service Technician will operate the valve to turn on the gas and tag the service indicating that the service line is activated. The contractor/homeowner/plumber needs to be present during this test.

If the technician finds a problem during his check, the meter **will not** be set and the order will be rescheduled for the next available date. Contact Energy Services at 646-5250 to reschedule the appointment after necessary repairs have been made.

Builders/New Construction – We encourage you to schedule your requests for meters located in the same subdivision/areas on the same day.

If you have any comments or feedback we would like to hear from you. Please send an e-mail to dpuenergyservices@richmondgov.com