

# Step-by-Step Guide to Getting New Natural Gas Service for Your Home

Thank you for your interest in natural gas. At Peoples Gas, we are passionate about delivering safe, clean, affordable, and reliable energy to Florida's homes and businesses. We look forward to serving you. To learn more about how we bring natural gas to your home, please visit [PeoplesGas.com/InstallationSteps](https://www.peoplesgas.com/InstallationSteps).

Be sure to keep your gas service agreement in a safe place so you can refer to it later in the process if needed. Your gas service agreement will show your deposit amount. You will see a charge for this deposit on your first Peoples Gas bill.

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## Design Site Visit

Your coordinator will schedule an on-site meeting at your premises. During this work session, we will determine meter location and discuss your construction schedule and what you can expect. Your coordinator will let you know about any required underground construction during this meeting. You'll need to let us know about any underground structures and systems that may be located on the property. The "Underground Facilities" section of your gas service agreement includes a list of examples.

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## Design

Our team will plan the design of the line that will bring natural gas from the gas main to your property. We will create the schematics and other documents to obtain permits for this work.

[CLICK HERE](#) if you would like to learn more about Peoples Gas piping and customer-owned pipes.

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## Out for Permitting/Permitting

To install your gas mains and service lines, we will need to obtain all the necessary permits. We will take the plans developed and send them out to all appropriate municipal agencies. Our experts have extensive experience in these submissions and keep current with the requirements across the state. It's challenging to predict the time it takes to have a permit approved – anywhere from a few weeks to a few months.

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## Ready for Construction

After we have secured all the required construction documents your project will be assigned to a licensed and insured contractor qualified to perform work for Peoples Gas customers. The contractor will then add your project to their schedule.

Construction and installation of your service line will typically start soon after the underground utilities on your property have been marked by **Sunshine 811** member operators. Please leave all utility line flags and markings in place until your project is complete.

[CLICK HERE](#) to learn what the different colored flags mean.

You may see service trucks on your premises from companies other than Peoples Gas, but all Peoples Gas contractors are required to carry ID badges. Always ask to see it.

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## Gas on Riser

**Your natural gas is active and ready for meter installation.**

Your service line has been installed, and natural gas is active on your property. When you are ready for your meter to be installed, please let us know by responding to your status email. Please allow up to five business days for your meter to be installed. Billing will start once the meter is installed.

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## Meter Order Complete

**Your installation is complete**

Now that your meter has been set, you will start receiving your monthly bills. Your service is now established, and you can start enjoying all the benefits of clean, efficient natural gas.



## Save Money: Appliance Rebates

Natural gas appliances offer increased reliability, performance, and overall efficiency and lower energy costs. Plus, you can save even more with our energy conservation rebates. Learn more at [PeoplesGas.com/Rebates](https://www.peoplesgas.com/Rebates)

### SAFETY TIP: Don't Delay – Get Away!

We take the safety of our system very seriously, you can help keep your home safe by staying vigilant. **If you smell natural gas or suspect a gas leak, don't delay – get away!** Get everyone away from the area or out of the building immediately, report the situation to **911** and then call 24/7 at **877-832-6747**.

### SAFETY TIP: Gonna Dig? Gotta Call.



Your contractor's first step to ensure safe digging will be to contact Sunshine 811 to have underground utilities marked near the dig site. This helps keep the community safer and reduce unnecessary interruptions in services like power and internet. Learn more at [PeoplesGas.com/811](https://www.peoplesgas.com/811)

### SAFETY TIP: Ask for identification



You may see service trucks on your premises from companies other than Peoples Gas, these are likely our approved Peoples Gas third-party contractors. All Peoples Gas team members and contractors working for Peoples Gas are required to carry photo identification cards. If you are uncertain about an individual's association with Peoples Gas, please contact the company for verification at **877-832-6747**.

### QUESTIONS?



If you have questions regarding your natural gas service, you can contact us at: [PGSServiceInstallationRequest@tecoenergy.com](mailto:PGSServiceInstallationRequest@tecoenergy.com). Please include your service address and preferred contact information in your email message to help ensure a timely response.