

# Utility Meters: How to Get or Replace a Meter



## ELECTRICAL SERVICE SURVEY PERMIT

This permit authorizes work to abate hazardous conditions in a building and to have a meter set for construction purposes. Any electrical work associated with remodeling or reconstruction must be done under the issuance of a separate electrical permit. Download the **Electrical Service Survey Permit Form** from the [Building Handouts and Forms](#) web page.

## GAS PIPING PERMIT

This permit authorizes work to abate hazardous conditions in a building and to have a meter set for construction purposes. Any gas piping work associated with remodeling or reconstruction must be done under the issuance of a separate mechanical permit. Download the **Gas Piping Permit Form** from the [Building Handouts and Forms](#) web page.

**TO SCHEDULE PG&E FOR A METER INSTALLATION**  
Call 800-743-5000

**San José Permit Center**  
San José City Hall  
200 E. Santa Clara St.  
San José, CA 95113  
408-535-3555  
[www.sanjoseca.gov/building](http://www.sanjoseca.gov/building)

When installation or reconnection of a utility meter is needed, the Building Division will inspect the job site to determine whether conditions are proper and safe to proceed. If approved, the City will issue a **Meter Release** that enables PG&E to install the meter. Outlined below are the steps for obtaining the necessary permits and inspections for meters on NON-RESIDENTIAL properties as well as for a TEMPORARY POWER POLE.

## METERS FOR NON-RESIDENTIAL BUILDINGS

A Meter Release can be approved during the final inspection phase of a project OR prior to final inspection, which is called a “pre-final meter.”

<p><b>Final inspection meter release process</b></p>	<ul style="list-style-type: none"> <li>• If installing or reconnecting a meter is part of a larger improvement or new construction project, the inspection of meter conditions will be part of final inspection. If conditions are safe, the inspector will sign a Meter Release, leaving one copy on the job site, and taking one copy to the Permit Center where staff will handle notifying PG&amp;E of the approval.</li> <li>• The owner must contact PG&amp;E no sooner than 2:00 p.m. on the day following the final inspection to arrange for the meter installation.</li> </ul>
<p><b>Pre-final meter release process</b></p>	<p>If an electric or gas meter is needed prior to final inspection, the owner can request a Pre-Final Meter. This option is NOT available for shell-only projects, speculative space-only projects, or projects that have not received issuance of permits as required for tenant improvements. For all other projects, follow these steps to request a Pre-Final Meter:</p> <ul style="list-style-type: none"> <li>• Complete and submit the <b>Pre-Final Meter Request Form</b>.</li> <li>• A City Inspector will review the request and conduct an inspection. If approved, the inspector will issue a Meter Release, leaving one copy on the job site, and taking one copy to the Permit Center where staff will handle notifying PG&amp;E of the approval.</li> <li>• The owner must contact PG&amp;E no sooner than 2:00 p.m. on the day following the inspection to arrange for the meter installation.</li> </ul>
<p><b>If restoring power to a disconnected meter</b></p>	<p><b>Catastrophic damage.</b> If the utility meter was disconnected due to fire, vehicle, or other catastrophic damage, the first step is to arrange for a City Inspector to conduct a Damage Survey. Use the <b>Damage Survey Request Form</b> to arrange for a Damage Survey. The City Inspector will determine the necessary plans and permits required for reconstruction.</p> <p><b>Vacancy or nonpayment.</b> If meter re-installation is needed after prolonged vacancy or nonpayment of bills, follow the steps below.</p> <ul style="list-style-type: none"> <li>• <b>Restoring electricity</b> - You will need an <b>Electrical Service Survey Permit</b>. See the sidebar for information.</li> <li>• <b>Restoring gas</b> - You will need a <b>Gas Piping Permit</b>. See the sidebar for information.</li> <li>• <b>Schedule an inspection.</b> Once you have secured the necessary permits, schedule an inspection by calling the Permit Center. If the inspector issues a Meter Release, the same steps then apply as outlined in the Meter Release section.</li> </ul>

> *continued*

Specific requirements for gas meters

- Gas-fired equipment and gas piping must be installed, inspected and approved in order for a City Inspector to provide a Meter Release. Gas piping is subject to air pressure test requirements as follows:
- The piping must withstand a minimum pressure of 10 pounds per square inch gauge pressure for at least 15 minutes with no drop in pressure. The test gauge shall have 1/10-pound increments or less. The pressure range shall not be greater than twice the test pressure.
  - For welded pipe or pipe carrying medium pressure, a 60-pound test shall be performed prior to the above 10-pound test, using a gauge with 1/10-pound increments or less.
  - For other test gauge requirements refer to the Uniform Plumbing Code section 319.

METER PROCESS FOR A TEMPORARY POWER POLE

The procedures to get an electric meter for a Temporary Power Pole (TPP) are as follows:

Get a Temporary Power Pole (TPP) Permit

- Complete and submit a **Building Permit Application**. Download the form from the [Building Handouts and Forms](#) web page or obtain one at the Permit Center. A Building Permit Application is typically associated with other work and permits, such as a Building Permit or Grading Permit; be prepared to provide information on your other permits.
- **Building Permit Application only**. A Building Permit Application may be issued without an associated permit for special cases, such as for seasonal Christmas Tree Lots. The permit will require a valid address associated with the installation.
- Once you have the permit, you can schedule an inspection by calling 408-535-3555. If conditions are safe, the inspector will sign a Meter Release, leaving one copy on the job site, and taking one copy to City staff who will notify PG&E of the approval.
- The owner must contact PG&E no sooner than 2:00 p.m. on the day following the inspection to arrange for the meter installation. PG&E will not set a meter without proper billing information.

CHECKING ON THE STATUS OF A METER RELEASE

If you need to check on the status of a Meter Release, call the Permit Center at 408-535-3555 and request a status check for a meter release. You will be transferred to a voicemail system to leave a message. Most calls are returned within 24 hours. Please include the following information on the voicemail:

- The building address and permit number
- The inspector’s name and date of the meter release inspection
- Indicate if the inspector left a copy of the meter release on the job site
- Indicate type of meter: gas or electric
- Remember to leave your name and phone number



PERMIT FEES

View the [Fee Schedule](#) for current permit fees.

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