

Gas Service Information for Fumigation

The Gas Company must “shut-off“(closure) and “turn-on” (restore) your gas service in order for us to fumigate (tent).

The Gas Company (800) 427-2200
San Diego Gas & Electric (800) 411-7343

Fumigation Company will schedule the shut-off. **You MUST schedule the restore.**

Closure: The Gas Company requires a minimum of 48-hour notice, (Mon-Fri) to schedule service closure. There are no Saturday closures; properties scheduled for Saturday fumigation must be closed on Friday. The Gas Company needs access to your meter so make sure there are no dogs or locked gates that will prohibit access.

Restore: You must call 24-hours prior to service restoration. The Gas Company will need access to the interior of your home to check appliances and re-light pilot lights. Some appliances will not have gas service restored due to the age of the appliance, a defect or recall situation. Typical restore time is from 12:00 noon to 8:00 PM.

Shut-off (closure) by TBD 7:00 – 12:00 noon. This is the window of time for the Gas Company. If you are meeting the fumigation crew, you will be contacted on the day prior to fumigation with a scheduled time.

Re-enter property after 12:00 noon on TBD .

Turn-on (restore) after 12:00 noon on TBD .

You will need the following information when scheduling the gas service:

- The location of the gas meter (backyard, side yard, meter closet, etc.).
- Confirm there are no obstacles in the way of the meter (dogs, locked gates, etc.).

The Gas Company has various hours for procedures and holidays, therefore, closures and/or restores are not done everyday of the week, we recommend you contact the Gas Company as soon as possible to schedule your restore service because of fumigation.

Due to COVID-19, the Gas Company has requested that occupants schedule their gas service restoration to occur remotely, prior to their return to the property. This can be done by leaving key access in a lock box or some other location for the gas company to provide access themselves.

The Gas Company will shut the gas off at the meter and a tag will be left at the property indicating the gas has been shut off. The fumigator **must** see the tag left by the Gas Company or the fumigation will be postponed until the gas service has been “closed” and identified as such by the gas company.

Likewise, the Gas Company will need to see proof that the property has been cleared for re-entry. A notice will be posted on the front door and at the gas meter.