

CASCADe NATURAL GAS METER SET PROCESS

Due to the nature of our business it is impossible to cover all scenarios in the field as it pertains to setting meters. Therefore, this guide covers only the basic requests, which are single residential meter sets. If your request pertains to multiple residential sets (2 or more meters being set on one service line), commercial sets or any other configuration, please make your inquiry more than 1 day prior to the day you would like your meter set. These types of applications require more communication to ensure we meet your needs the first time you call.

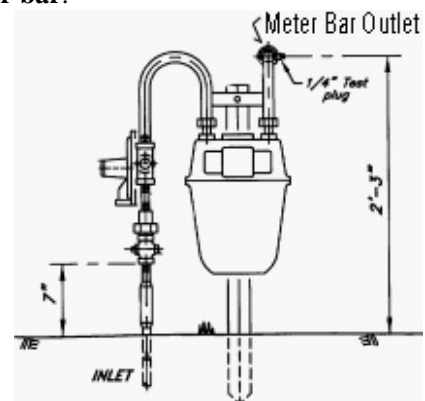
There are a few different methods for requesting that your meter(s) be set:

1. **Call 888-522-1130.** Follow the “meter set” prompts to connect with a customer service representative who will assist you with scheduling.
2. **Use our “Meter Set Fax Request”.** This form is included in your builder packet and can be used for single or multiple requests. We suggest using the form in your packet as the “master form” to continue to make copies from. Additional forms are available from our website at www.cngc.com or contact your Field Facilitator. Fax your completed form to **CNGC Call Center at fax # 1-509-837-5990.**
3. **Email your request.** Email your Field Facilitator to request the electronic version of the form. Your facilitator will provide you with the electronic form and any necessary directions you will need to complete the form.

The following are some items that may be required to complete a meter set request. Your request may be delayed if we cannot verify this information:

1. **Complete billing information.** Once the meter is set the billing process has begun and the bill will be sent to the person(s) identified.
2. **Verification that the house piping is tied in to the CNGC meter bar.**
Meter bar outlet must be connected to inlet of customer’s house piping. Verify that this has been completed before calling for a meter set. *If not “tied in” when field personnel arrive, the meter will not be set and the order will be applied as incomplete with no follow-up contact to the requestor. Please make sure that the meter bar is “tied in” to house piping.*

If you see no meter bar, it’s possible that your service line has not been installed or that the service has been installed but the service installation is for a multi-family or commercial application. In these cases a separate phone call to your facilitator should be made prior to requesting a meter set.



3. **Verification that (if present and tied to house piping) the CNGC meter bar is level.** *If not level when field personnel arrive the meter will not be set and the order will be applied as incomplete with no follow-up contact to the requestor. Please make sure that the meter bar is level.*
4. **Confirmation of HVAC dealer installing equipment.** Dealer information assists our field personnel.
5. **Gas equipment information.** Please list all equipment even if it is to be installed at a later date. This information assists us in determining the appropriate meter for the application.

If you have any questions, please contact your Field Facilitator or the CNGC Customer Service Center.