

**A GUIDE TO THE  
CITY OF PALO ALTO UTILITIES DEPARTMENT  
WATER-GAS-WASTEWATER SERVICE APPLICATION PROCEDURE**

Water-Gas-Wastewater Utilities Engineering  
1007 Elwell Ct. Palo Alto, CA 94303

*The following procedure is intended to help you understand how your utility service application is normally processed*

1. Customer presents to Building Department (BS) (Development Center-285 Hamilton Ave.) a completer "WGW APPLICATION FOR UTILITY SERVICE CONNECTION" (LOAD SHEET) including all service demands and **1 set of plans with a site plan showing the location of existing and new utilities**. **BD** forwards the plans and load sheet to WGW Utilities Engineering for utilities review and approval.
2. WGW Utilities Engineering review plans and load sheet. WGW Engineering determines the size of the services required to furnish customer's demands specified in the load sheet. Accurate load information is necessary to ensure correctly sized services. **INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED AND WILL BE RETURNED TO APPLICANT.**
3. WGW Engineering comments will be given to Applicant. The applicant makes corrections to the original plans, if required, and resubmits the revised plans to WGW Engineering.
4. After plans are approved for water, gas, and wastewater utilities, WGW Engineering prepares the utility connection charges for the installation of services and meters. The utility connections charges will either be attached to the Building Permit plans or mailed to the customer. **It is the customer's responsibility to be aware of this billing and to make prompt payment.** Utility connection charges must be paid prior to the scheduling of any work performed by the City of Palo Alto. **UTILITY SERVICES WILL BE INSTALLED BY WGW FIELD OPERATIONS BETWEEN 30 AND 45 DAYS FOLLOWING RECEIPT OF FULL PAYMENT.**
5. W-G-W service lines and water meters are installed except gas meter(s) sets. Gas meters are installed after the building piping passes final inspection and the gas meter is released and sent by Building Inspection.
6. **After the building piping passes final inspection, the Building Inspector will "yellow tag" the house gas piping and send a gas meter set release tag to Utilities Customer Service Center (Second Floor City Hall) which will establish and account for monthly billing purposes. The Utilities Customer Service Center will send a release to WGW Engineering. WGW Engineering will verify payment and send release to Gas Meter Shop for installation. GAS METER(S) WILL ONLY BE INSTALLED ON APPROVED HOUSE PIPING WITH FINAL INSPECTION TAGS IN PLACE.**
7. Your Utility Service is now complete- Thank you for your application.

The following directory will assist you if you have nay questions throughout the installation process.

**DIRECTORY FOR ASSISTANCE**

<b>BUILDING DEPARTMENT</b> (Development Center 285 Hamilton Ave.) <b>Development Center General Number</b>	<b>329-2496</b>
<b>WGW UTILITIES ENGINEERING</b>	<b>566-4501</b>
<b>ELECTRIC UTILITIES ENGINEERING</b>	<b>566-4500</b>
<b>UTILITIES CUSTOMER SERVICE</b> (Second Fl. City Hall, 250 Hamilton)	<b>329-2161</b>