

A GUIDE TO THE CITY OF PALO ALTO UTILITY DISCONNECTIONS PRIOR TO ANY BUILDING DEMOLITION OR EXCAVATION

Water, Gas, Wastewater and Electric utilities must be disconnected whenever a contractor is planning for complete/partial building demolition or any excavation where gas and electric utilities exist. **Underground utilities will be disconnected within 10 working days after receipt of a completed "Application for Utility Disconnections Prior to Building Demolition."**

Utility disconnections and clearances are required prior to applying for Building Demolition Permits. Demolition Permits are issued by the **BUILDING INSPECTION DIVISION AT THE DEVELOPMENT CENTER.**

Whenever utility disconnections are required for the proposed building demolition or excavation, the applicant shall first submit an "Application for Utility Disconnections Prior to Building Demolition" including a signed "Declaration Concerning Tenancy of Buildings" at the **UTILITIES CUSTOMER SERVICE CENTER (2ND FLOOR - CITY HALL)**. When the utilities are disconnected and meters are removed, the Utilities Customer Service Center will notify the applicant to pick up the clearance from the Utilities Department. The applicant can apply for a Demolition Permit at the Building Inspection Division after the clearance has been issued by the Utilities Department.

The following outlines the process for utility disconnections prior to any building demolition or excavation.

1. The customer presents to the **UTILITIES CUSTOMER SERVICE CENTER (2ND FLOOR - CITY HALL)** a completed "***Application for Utility Disconnections Prior to Building Demolition***" and "***Declaration Concerning Tenancy of Buildings Prior to Issuance of a Demolition Permit***".
2. The Customer Service Center closes the utilities account, prepares the final utilities bill, and forwards the disconnection request to WGW Utilities Engineering and Electric Field Operations. **All meters shall be removed if the utilities account is closed.** The customer needs to open a new utilities account if a new water meter or hydrant meter is needed for dust control or construction.
3. WGW Utilities Engineering (1007 Elwell Court) prepares a Demolition Service Order(s) to have service(s) disconnected where applicable and faxes the disconnection request to WGW Field Operations, Municipal Service Center (MSC).
4. Utilities Field Operations will return the completed Utility Disconnection Application to the Customer Service Center after the necessary work is performed.
5. Upon receipt of the completed application from Utilities Field Operations, the Customer Service Center will notify the applicant that the service(s) have been disconnected.
6. The applicant will pick up the Utilities Department clearance form at the Customer Service Center and apply for the Demolition Permit at the Building Inspection Division, Development Center.
7. The Building Inspection Division will process and issue the Demolition permit.

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

DIRECTORY FOR ASSISTANCE

- **BUILDING INSPECTION (DEVELOPMENT CENTER - 285 HAMILTON AVE.)**
General Number617-3118
- **WGW UTILITIES ENGINEERING (1007 ELWELL COURT)**
Contact - WGW Engineering566-4501
- **UTILITIES CUSTOMER SERVICE CENTER (SECOND FLOOR - CITY HALL)**
Customer Service Representatives329-2161
- **UTILITIES FIELD OPERATIONS (MSC, 3201 E. BAYSHORE)**
Contact - WGW Operations496-6982
Contact - Electric Dispatch Office 496-6914