



## Revised utility service activation due to changes to Gas service regulations ensure SAFETY for Las Cruces Utilities customers

Las Cruces Utilities has revised its gas service activation procedures in order to ensure compliance with stringent federal natural gas safety regulations for the safe delivery of gas service for our customers.

- When a customer calls Customer Service to make an appointment for service activation (and that includes gas service activation), he/she can make a next day morning or afternoon appointment,
- The appointment window is a 4-hour period either in the morning (between 8 a.m. and 12 noon) or afternoon (between 1 p.m. and 5 p.m.), and
- In order to comply with the new gas safety regulations, LCU's gas activation procedures require an adult, over the age of 18, be home to meet the Field Services Technician to COMPLETELY activate gas service that includes a completion of the shut-in test and relighting of pilot lights inside the home:
  - the “shut-in” test ensures there are no gas leaks in the customer’s system and the technician will need to go inside the home to:
    - shut off all safety valves on gas appliances inside the home, generally that’s a gas water heater, gas fireplace log lighter, gas range or stove, and gas furnace/heater,
    - turn the gas on and waits for 10 to 15 minutes to be sure the gas meter needle on the meter does not move, indicating there is no gas leak in the internal piping of the customer’s structure,
    - if everything is good with no gas leaks, the technician turns on appliance safety valves and relights the pilots, and
    - there is no charge to the customer for this customer side shut-in test, which it is why it is important for an adult be at home to complete the gas service activation.
  - If the customer has city water service, the activation will be completed at the same time.

In the event the Field Services Technician arrives at the scheduled morning or afternoon activation appointment and there is no one at home over the age of 18, to completely activate gas service inside the home, gas service will remain closed and pin locked on the city side of the meter with a yellow pin lock. The customer must reschedule with Customer Service for a new appointment to meet the technician to complete the gas service activation.

- If the customer has City water service, the water meter will be unlocked and meter valve closed, and if desired, can call Customer Service for an appointment to meet the Field Services Technician to complete the water service activation.

Regardless of a deferred completion of the gas shut-in test, service activation will initiate billing for all services including gas.