

Mechanical Contractors - Please direct all SaskEnergy service requests through our Customer Service and Safety line at **1-888-700-0427**. SaskEnergy requires a minimum of 48 hours notice to process service requests. As you can appreciate, the more notice we receive, the better customer service we are able to provide. In the case of emergency replacement or repair SaskEnergy will certainly do our best to accommodate your needs on short notice.

## Basic Information Required

- Civic address or legal land description
- Customer name and address
- Job contact name and phone numbers
- Do you require a SaskEnergy site meeting? Is premise accessible? If not, can we make arrangements for access?
- If premise is occupied, SaskEnergy requires responsible adult presence ( $\geq 16$  years).



**Note:** SaskEnergy requires that the customer make application for billing before a new meter installation request will be processed.

## Information Required for Common Service Requests

Outlined below are common service requests that we provide for you and the information required so we can effectively and efficiently process your request. Please review the information that we will need when you call so we can complete your request.

### Meter Re-hang and/or Relight for one of the following reasons:

- ◇ Alteration or repair of downstream piping
- ◇ Increase or decrease in connected BTU/h
- ◇ Relocate residential or commercial meter from inside to outside
- ◇ Natural gas service has been inactive for more than 12 months

### Information Required:

- Permit—will accept either a temporary or permanent permit number (as required by regulations)
- Is the load greater than 300,000 BTU/h? If yes...
  - ◇ Has load increased or decreased? If yes...
    - ◇ Provide the total connected BTU/h
    - ◇ Is load diversified? If yes...
      - ◇ Provide list of appliances and BTU/h
- Is there a change in delivery pressure? If yes...
  - ◇ What pressure do you require?
- Do you require SaskEnergy to...
  - ◇ Set the meter only?
  - ◇ Set & activate?
  - ◇ Relight equipment?

### New Meter Install for residential or commercial - Information Required:

- Permit—will accept either a temporary or permanent permit number
- Is the load greater than 300,000 BTU/h? If yes...
  - ◇ Provide list of appliances and BTU/h
  - ◇ Is load diversified?
  - ◇ What delivery pressure do you require?
- Do you require SaskEnergy to...
  - ◇ Set the meter only?
  - ◇ Set & activate?
  - ◇ Relight equipment?