Utility Meters: How to Get or Replace a Meter

When installation or reconnection of a utility meter is needed, the Building Division will inspect the job site to determine whether conditions are proper and safe to proceed. If approved, the City will issue a Meter Release that enables PG&E to install the meter. Outlined below are the steps for obtaining the necessary permits and inspections for meters on NON-RESIDENTIAL properties as well as for a TEMPORARY POWER POLE.

METERS FOR NON-RESIDENTIAL BUILDINGS

A Meter Release can be approved during the final inspection phase of a project OR prior to final inspection, which is called a “pre-final meter.”

Final inspection meter release process

- If installing or reconnecting a meter is part of a larger improvement or new construction project, the inspection of meter conditions will be part of final inspection. If conditions are safe, the inspector will sign a Meter Release, leaving one copy on the job site, and taking one copy to the Permit Center where staff will handle notifying PG&E of the approval.
- The owner must contact PG&E no sooner than 2:00 p.m. on the day following the final inspection to arrange for the meter installation.

Pre-final meter release process

If an electric or gas meter is needed prior to final inspection, the owner can request a Pre-Final Meter. This option is NOT available for shell-only projects, speculative space-only projects, or projects that have not received issuance of permits as required for tenant improvements. For all other projects, follow these steps to request a Pre-Final Meter:
- Complete and submit the Pre-Final Meter Request Form.
- A City Inspector will review the request and conduct an inspection. If approved, the inspector will issue a Meter Release, leaving one copy on the job site, and taking one copy to the Permit Center where staff will handle notifying PG&E of the approval.
- The owner must contact PG&E no sooner than 2:00 p.m. on the day following the inspection to arrange for the meter installation.

If restoring power to a disconnected meter

Catastrophic damage. If the utility meter was disconnected due to fire, vehicle, or other catastrophic damage, the first step is to arrange for a City Inspector to conduct a Damage Survey. Use the Damage Survey Request Form to arrange for a Damage Survey. The City Inspector will determine the necessary plans and permits required for reconstruction.

Vacancy or nonpayment. If meter re-installation is needed after prolonged vacancy or nonpayment of bills, follow the steps below.
- Restoring electricity - You will need an Electrical Service Survey Permit. See the sidebar for information.
- Restoring gas - You will need a Gas Piping Permit. See the sidebar for information.
- Schedule an inspection. Once you have secured the necessary permits, schedule an inspection by calling the Permit Center. If the inspector issues a Meter Release, the same steps then apply as outlined in the Meter Release section.

> continued
### PERMIT FEES

View the [Fee Schedule](#) for current permit fees.

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### Specific requirements for gas meters

<table>
<thead>
<tr>
<th>Gas-fired equipment and gas piping must be installed, inspected and approved in order for a City Inspector to provide a Meter Release. Gas piping is subject to air pressure test requirements as follows:</th>
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<tbody>
<tr>
<td>• The piping must withstand a minimum pressure of 10 pounds per square inch gauge pressure for at least 15 minutes with no drop in pressure. The test gauge shall have 1/10-pound increments or less. The pressure range shall not be greater than twice the test pressure.</td>
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<tr>
<td>• For welded pipe or pipe carrying medium pressure, a 60-pound test shall be performed prior to the above 10-pound test, using a gauge with 1/10-pound increments or less.</td>
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<td>• For other test gauge requirements refer to the Uniform Plumbing Code section 319.</td>
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### METER PROCESS FOR A TEMPORARY POWER POLE

The procedures to get an electric meter for a Temporary Power Pole (TPP) are as follows:

<table>
<thead>
<tr>
<th>Get a Temporary Power Pole (TPP) Permit</th>
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<tr>
<td>• Complete and submit a <a href="#">Building Permit Application</a>. Download the form from the <a href="#">Building Handouts and Forms</a> web page or obtain one at the Permit Center. A Building Permit Application is typically associated with other work and permits, such as a Building Permit or Grading Permit; be prepared to provide information on your other permits.</td>
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<tr>
<td>• <strong>Building Permit Application only</strong>. A Building Permit Application may be issued without an associated permit for special cases, such as for seasonal Christmas Tree Lots. The permit will require a valid address associated with the installation.</td>
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<tr>
<td>• Once you have the permit, you can schedule an inspection by calling 408-535-3555. If conditions are safe, the inspector will sign a Meter Release, leaving one copy on the job site, and taking one copy to City staff who will notify PG&amp;E of the approval.</td>
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<tr>
<td>• The owner must contact PG&amp;E no sooner than 2:00 p.m. on the day following the inspection to arrange for the meter installation. PG&amp;E will not set a meter without proper billing information.</td>
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### CHECKING ON THE STATUS OF A METER RELEASE

If you need to check on the status of a Meter Release, call the Permit Center at 408-535-3555 and request a status check for a meter release. You will be transferred to a voicemail system to leave a message. Most calls are returned within 24 hours. Please include the following information on the voicemail:

- The building address and permit number
- The inspector’s name and date of the meter release inspection
- Indicate if the inspector left a copy of the meter release on the job site
- Indicate type of meter: gas or electric
- Remember to leave your name and phone number

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**San José Permit Center**

San José City Hall  
200 E. Santa Clara St.  
San José, CA 95113  
408-535-3555  
[www.sanjoseca.gov/building](http://www.sanjoseca.gov/building)