

Builder Guidelines

Guidelines: Meter Sets

The following steps should be followed to ensure that meter set requests are received and processed as efficiently and timely as possible to meet your service needs:

Builder Meter Sets

- The Meter Request form can be requested by calling the Builder Hotline
 - Local: 713-207-4370; Toll free: 1-888-575-3094

- The Request form must be faxed to the Builder Hotline or can be submitted through the Builder Portal if the Builder has access (See FAQs for access requirements)

- Service Lines **must be installed and city inspections completed before requesting the meter**

- The request for a standard meter should be received at least 10 working days prior to the date needed
 - If Multiple Meter Manifold or larger meter required, the request should be submitted at least 15 working days prior to date needed
 - If Meter Manifold required, each individual houseline must have a permanent address marker attached

- The exterior wall adjacent to the meter must be completed before meter installation

- Important to **review guidelines and requirements** on bottom of fax request form before submitting a request
 - Guidelines are also listed on the Builder Portal website

- Any questions or concerns should be directed to the Builder Hotline
 - Phone: 713-207-4370; Toll free 1-888-575-3094
 - Hours of operation: M-F, 8:30 a.m. to 4:30 p.m.
 - Email address: builderhotline@centerpointenergy.com

Guidelines: Service Lines

The following steps should be followed to ensure that meter set requests are received and processed as efficiently and timely as possible to meet your service needs:

Builder Service Lines

- The Service Line Request form can be requested by calling the Builder Hotline
 - Local: 713-207-4370; Toll free: 1-888-575-3094

- The Request form must be faxed to the Builder Hotline or can be submitted through the Builder Portal if the Builder has access (See FAQ's for access requirements)
 - Service Lines must be installed prior to requesting Meter Sets
 - Meter sets and Service Lines should not be requested simultaneously

- The house must be piped (stubbed out by plumber) before the Service Line can be requested

- The request for Service Lines should be received 4 to 6 weeks prior to the date needed
 - There must be an obstruction-free, eight-foot wide service pathway from the gas main line to the meter loop location. All trash bins, construction material, etc. must be cleared from the area
 - The address (number and street) must be posted and visible from the street.
 - Guidelines are also listed on the Builder Portal website

- Any questions or concerns should be directed to the Builder Hotline
 - Phone: 713-207-4370; Toll free 1-888-575-3094
 - Hours of operation: M-F, 8:30 a.m. to 4:30 p.m.
 - Email address: builderhotline@centerpointenergy.com

Builder Meter Set/Service Line FAQ's

1. How do I submit my service line or meter set request?

Answer: Requests can be submitted through the Builder Portal using the following link:
<http://www.centerpointenergy.com/en-us/business/services/builders-developers/resource-center>

Requests can also be faxed to: 713-207-4340 or toll free 1-888-889-1495

2. How do I gain access to the Builder Portal?

Answer: You may request a username and password by contacting the Builder Hotline at 713-207-4370 or toll free at 1-888-575-3094 Monday-Friday from 8:30am to 4:30pm or by emailing the Builder Hotline at builderhotline@centerpointenergy.com

3. Where do I get the fax forms for Service Line or meter set requests?

Answer: Call the Builder's Hotline at 713-207-4370 or toll free at 1-888-575-3094 Monday-Friday from 8:30am to 4:30pm or email the Builders Hotline at builderhotline@centerpointenergy.com

4. When do I request my Service Line or meter set?

Answer: Service Lines – Allow a minimum of 4 to 6 weeks for completion

Meter Sets – Allow at least 10 business days for a standard meter and 15 business days for Meter Manifolds and larger meters

5. Is the request date for the Meter Set guaranteed?

Answer: The actual meter set date may take up to 3 business days, weather and workload permitting.

6. How do I find the status of my service line or meter set requests?

Answer: Updates are available on the Builder Portal website you can call the Builder Hotline M-F, 8:30 a.m. to 4:30 p.m. You may also email the Builder Hotline at builderhotline@centerpointenergy.com