

Gas Shut-Off and Restore City of Long Beach Customers

Your property is scheduled to be fumigated on: _____
Date

You will be able to re-enter your property on: _____ after _____

*Homeowners must contact Long Beach Energy directly to arrange the gas service restoration. Please read the following carefully **before** contacting LBE.*

Gas Shut-Off

1. A-1 Fumigation will contact Long Beach Energy to arrange for your gas service to be turned off for fumigation.
2. LBE requires a minimum of 5 days notice to schedule gas shut off. More notice may be required if their schedules are too busy to accommodate fumigation shut off requests.
3. Gas service will be turned off on the utility company's last working day prior to the fumigation. Please note that the utility company does NOT shut off gas service on Saturdays or Sundays.
4. Gas shut-off service will be scheduled between 7:00-11:00 a.m. or between 12:00-5:00 p.m. the day prior to the fumigation. Whenever possible, we will request an afternoon shut-off so as to minimize your inconvenience. Please note, however, that LBE is not always available to shut off service after 11:00 a.m. and may refuse requests for later shut-offs.
5. If your gas meter is easily accessible and not located behind locked gates or in a yard with a dog, you do not need to be present at the time of shut-off. If, however, your meter is in a locked area or in a yard with a dog, you will need to be present at the time of gas shut-off.
6. Your gas service to be shut-off on: _____.

Gas Service Restore

1. You need to contact LBE and arrange for them to return to the property to restore gas service. LBE may be reached at (562) 570-5700.
2. LBE requires a minimum of **72-hour notice** to schedule this service. More notice may be required depending on their schedules and it is recommended that you call as soon as the fumigation has been ordered to arrange restoration.
3. LBE will restore service Monday through Friday only. Weekend restoration service is not available.
4. LBE requires an adult (18 years or older) to meet them on the property and provide access to the interior of the structure so that they may restore gas service and properly check and re-light all pilots (heaters, water heaters, stoves, etc.)
5. The utility company requires proof that the property has been certified safe for re-entry at the time of service restoration. As required by law, we shall post certification notices on all exterior doors. For your convenience, a certification notice will also be posted on the gas meter. Please show the gas company this notice.
6. You should contact LBE and schedule gas restoration for: _____.