

## PROCEDURE FOR RESTORING GAS SERVICE TO PROPERTY WHERE GAS HAS BEEN OFF FOR MORE THAN SIX MONTHS

1. To apply for a "Restore Gas Service" permit, the county requires the permit to be pulled by a state license contractor in Plumbing or HVAC/Mechanical. The cost is \$120.00 must be applied for by the licensed contractor. Homeowners may not apply for this permit. In obtaining this permit, the applicant acknowledges that the site is in the condition that gas can be restored by way of a gas pressure test and if not, additional associated fees to correct all items as noted by the inspector. Make sure you put any relevant information such as alarm codes and lock box numbers in your description of work.
  - a. If the property is furnished, have personal items or anything of value inside, someone will have to be present during the inspection
  - b. If the property is empty/vacant, it will need to be unlocked for the inspection but no one is required to be present for the inspection.
2. Call for a "Final" inspection on the IVR system. The phone number for the IVR system is on the permit (404) 371-3010. You will need the 10-digit permit number and the phone number of record as it appears on your permit card to schedule. Inspections are scheduled for next business day.
3. Call 404-371-4915 give your permit number to the operator they will let you know your inspectors name and phone number. If you did not previously list the lock box number or any special instructions, please provide it to the operator at this time.
4. Call your inspector the next day between 7:00 -7:45am to get an estimate time of inspection. Inspectors do not call on their way to a site and has restricted access to their phones while in the field. Call between 2:45-3:30pm to check status of inspection.
  - a. If the inspection passes, call the gas company and schedule them to restore power to the property.
  - b. If the inspection fails, the licensed contractor must revise the permit in our office to correct the violations and call for inspection.**
  - A "Restore Gas Service" permit is not for performing any work. It is for an inspection only. No work or repairs can be made under a "Restore Gas Service" permit.
  - This inspection is required by a DeKalb County ordinance and the local gas companies before service will be restored to a property that has been without gas or the gas company feels there is an unsafe condition.
  - The purpose of this inspection is to check for major violations, damage or vandalism would prevent the gas from being restored. This inspection does not certify that the property meets current requirements.

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**DEPARTMENT OF PLANNING & SUSTAINABILITY**

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**TIME LINE FOR RESTORING GAS SERVICE TO A PROPERTY  
WHERE GAS HAS BEEN OFF FOR MORE THAN SIX MONTHS**

Pull the proper permit and call for inspection on the IVR system	1 day
Next day inspection (next business day)	1 day
Verify inspection results and contact Gas Company (next business day)	1 day
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Total	3 days
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- DeKalb County is not responsible for the power company's response time to restore power.
- It is the customer's responsibility to contact the power company to set up an account.
- It is the customer's responsibility to contact the gas company to restore service after passing inspection.
- The three-day time line is dependent on the property passing inspection on the first visit.....failing inspection will take additional time.