



# Welcome to the **Builders Hub!**



# Welcome!

**The Builders Hub is an online platform designed to be a central hub to help facilitate your projects.**

**Everything is at your fingertips, so you can quickly and easily submit the most frequent project requests online at your convenience.**

**Through the Builders Hub, you'll be able to:**

- Request new service lines and natural gas meters
- Submit elevated pressure requests
- Review your list of current open projects

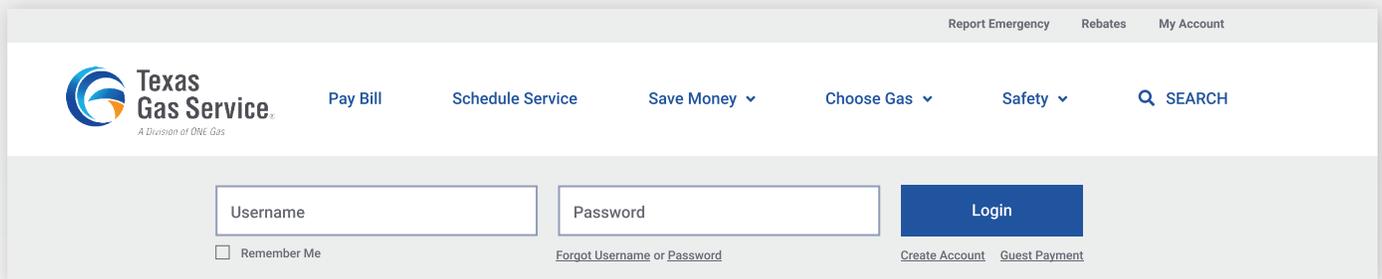
**This guide is designed to be a roadmap to walk you through the functionality of the different sections of the Builders Hub, making it easy for you to get started.**



**If you have any questions about the Builders Hub or a current project, please contact: 866-206-9587**

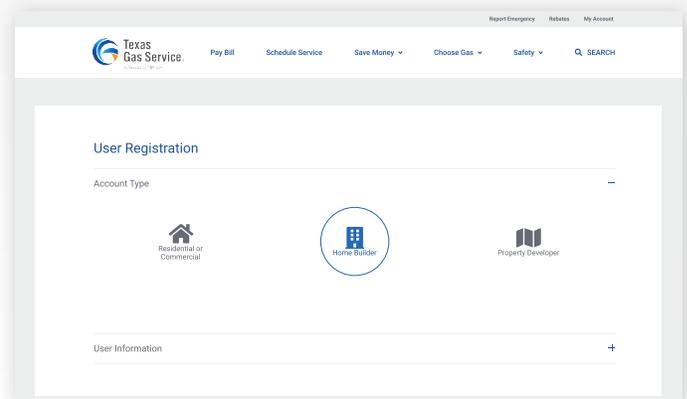
# Signing In

To access the Builders Hub, you can sign in via “**My Account**” on the Texas Gas Service website homepage.



The screenshot shows the Texas Gas Service website homepage. At the top right, there are links for "Report Emergency", "Rebates", and "My Account". The main navigation bar includes the Texas Gas Service logo, "Pay Bill", "Schedule Service", "Save Money", "Choose Gas", "Safety", and a "SEARCH" button. Below the navigation bar is a login form with two input fields: "Username" and "Password". To the right of the "Password" field is a blue "Login" button. Below the "Username" field is a "Remember Me" checkbox. Below the "Password" field are links for "Forgot Username" and "Forgot Password". At the bottom right of the form are links for "Create Account" and "Guest Payment".

If you are new to the Builders Hub, register for an account by visiting <https://www.texasgasservice.com/register-account>. An email address and business tax ID number are required to complete the registration.



The screenshot shows the Texas Gas Service website user registration page. At the top right, there are links for "Report Emergency", "Rebates", and "My Account". The main navigation bar includes the Texas Gas Service logo, "Pay Bill", "Schedule Service", "Save Money", "Choose Gas", "Safety", and a "SEARCH" button. Below the navigation bar is a "User Registration" form. The form has a section for "Account Type" with three options: "Residential or Commercial", "Home Builder" (which is selected and highlighted with a blue circle), and "Property Developer". Below the "Account Type" section is a section for "User Information" with a plus sign to indicate more fields.

# Dashboard

Report Emergency   Rebates   My Account   Logout

 **Pay Bill**   **Schedule Service**   **Save Money** ▾   **Choose Gas** ▾   **Safety** ▾   **SEARCH**

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**10**

Name: Fred Flinstone   REQUESTS: Mine ▾  
Company: Bedrock Builders

SELECT DATE RANGE: Last 3 Months ▾

SEARCH BY: BRQ #   **06**

**08**

⚠ Items Needing Attention:	0
✓ Completed Items:	0
⌚ Pending Items:	1

**01**

## Service Requests

**New Request**

All ▾   Oldest → Newest ▾

**09** 1234 Bedrock Lane - TEST ⌚  
Bedrock TX, 66213  
BRQ-018219

**07** New Line Request  
Status: Submitted

**04** Review   **05** Files

**02** + Service Meter Request   **03** + Elevated Pressure Request

## 01 New Service Request

To create a new service request, click on the orange **“New Request”** button and choose the applicable service request type. Fill out the service request form and press **“Finish”** once you’ve completed the form.

The screens on the right display what you see when entering a new request.

The screenshot shows the 'New Service Request' form on the Texas Gas Service website. The form includes fields for Name (Fred Flinstone), Company (Bedrock Builders), and a dropdown for REQUESTS (Mine). It also features a summary table: Items Needing Attention (0), Completed Items (0), and Pending Items (1). There are dropdowns for SELECT DATE RANGE (Last 3 Months) and SEARCH BY BRQ #, along with a search button. Below the form is a 'Service Requests' section with a 'New Request' button and filters for 'All' and 'Oldest -> Newest'.

## 02 Service Meter Request

Once your natural gas service line has been installed, request your natural gas meter by completing a **“Service Meter Request.”**

Before requesting your natural gas meter, please make sure:

- If your project site is within city limits, a natural gas inspection release will need to be completed and on file.
- If your project site is outside city limits, a pressure gauge will need to be installed on your line and witnessed by our service technician upon arrival.
- If you requested elevated pressure, an approval will need to be on file.

The screenshot shows a dialog box titled 'What kind of request do you need?' with two options: 'New Line Request' (represented by a house icon) and 'Elevated Pressure Request' (represented by a house with a pressure gauge icon). The background shows the 'New Service Request' form with the 'New Request' button highlighted.

The screenshot shows the 'Service Request' form with the following fields: CUSTOMER NUMBER / BUILDER NAME\* (Bedrock Builders), SERVICE LINE ADDRESS\*, CITY\*, STATE\* (Please select), ZIP CODE\*, SUBDIVISION\*, LOT, BLOCK, APPROXIMATE BUILD TIME (IN DAYS), EST. COMPLETION DATE OF HOME, PRESSURE NEEDED TO STRUCTURE\* (Standard), and SELECT DATE RANGE (Last 3 Months). A 'Next' button is visible at the bottom right.

### 03 Elevated Pressure Request

If you need natural gas pressure of 14" w.c. or greater at your project site, submit an elevated pressure request form. Once submitted, our team will review the request and provide approval/denial within ten business days.

**Elevated Pressure Request Form**

**Project Information**

**Guidelines for Elevated Pressure**

Elevated pressure delivery is based on customer need, but adequate pressure must be available in Company's lines before a request can be granted. Note minimum system pressure at peak time. Company's acceptance of this form is not a guarantee that any particular pressure will be provided.

All information and certifications listed on the ELEVATED GAS PRESSURE REQUEST must be supplied before a request can be granted. Additional information may also be requested before the request is granted.

All meters needed at a site should have a separate form with the exception of Multi-family can utilize one form per building.

**Request For**

Existing Customer  New Customer

**CUSTOMER NUMBER\***  
Bedrock Builders

**Customer Phone\***

**Customer Email\***

**ADDRESS\***  
1234 Bedrock Lane - TEST

**Suite**

**CITY\***  
Bedrock

**STATE\***  
Kansas

**ZIP CODE\***  
66219

**Subdivision**

**Apartment Building #**

**Apartment Units**

**GPS Coordinates (if new development)**

**LATITUDE**

**LONGITUDE**

**IN SERVICE DATE**  
07-23-2021

**YOUR ROLE\***

Requester is different from customer

**Next**

**Project Details** +

**Additional Gas Load** +

**Upload Documentation** +

**City Inspection** +

### 04 Review

Click here to review your submitted requests.

**New Line Request**

BRQ-018219

**Status:** Submitted

**Address**

1234 Bedrock Lane - TEST  
Bedrock OK 74103  
Subdivision: Bedrock Villa  
Lot:  
Block:

**Service Details**

Home Completion Date  
Build Time  
BTU/Hr: 400000  
Pressure: Standard

**Obstructions**

Driveway: Yes  
Landscaping: Yes  
Sidewalks: Yes  
Sod: Yes  
Stub Out: Yes  
Ground is within 6 inches of final grade?: Yes  
Meter clear of construction: Yes

**Gas Appliances**

Furnace (1)  
Hot Water (1)  
Range (1)

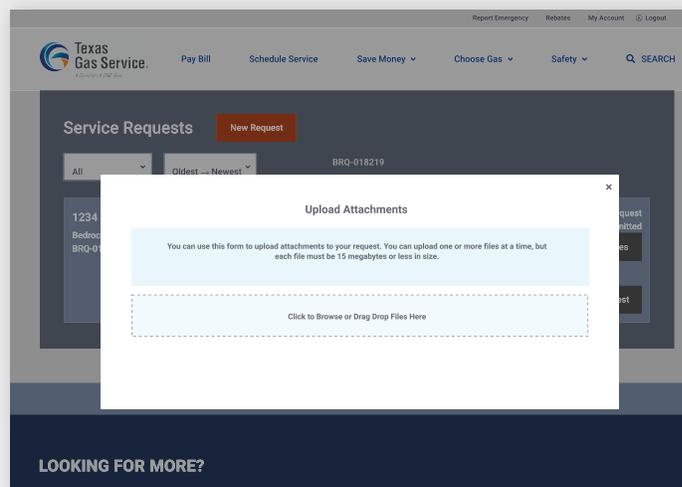
**Attachments**

**Edit** **Attachments**

**New Line Request Status: Submitted**

## 05 Files

Use this button to upload attachments to your request. You can upload one or more files of 15 megabytes or less in size each.



## 06 Search By

Easily filter through your current or past projects with a search by builder request number (BRQ#), city or street.

## 07 Status

Check the status of your project to determine if it is submitted, scheduled or completed.

## 08 Alerts

Check out this section to see if anything needs your attention.

## 09 Hourglass

These are your pending items. Once completed, the hourglass will change to a green checkmark.

## 10 Requests Box

View your submitted requests and/or all of your company's requests that are currently in progress.



# Texas Gas Service®

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[texasgasservice.com](https://www.texasgasservice.com)

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