

getconnected

online attachment tool from Union Gas

How to Book a Meter Set “Book it in Four Days” Method

The “Book it in Four Days” method is our fastest, most streamlined way to book a meter set. With the “Book it in Four Days” method, your appointment is automatically scheduled four business days from the current date, so it works best when the home is open and available for our service representatives to access any time throughout the day. Use the “Pick a Date” method for more complicated bookings where a morning or afternoon commitment is required, or if you’d like our service representative to call before arriving.

1. Find the request in the **“Request Dashboard”** and select the **“Actions”** button on the far right. **Note** - requests must be in **“installed”** status before the meter set can be booked.

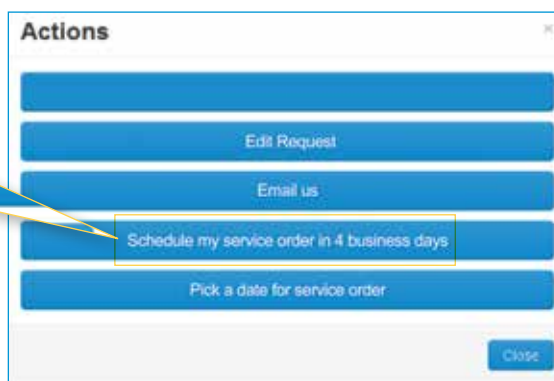
The **“Actions”** window will appear.



2. Select the **“Schedule my Service Order in 4 business days”** button.

Schedule my service order in 4 business days

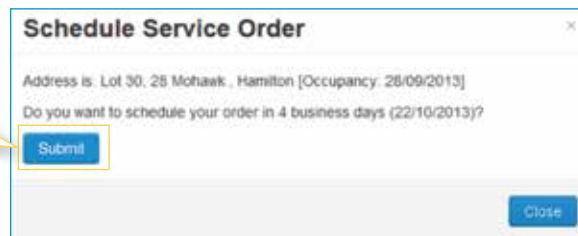
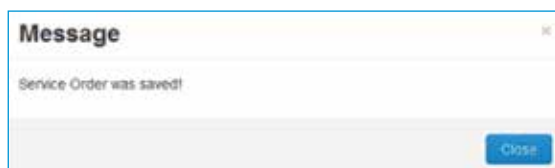
A window will appear, asking you to confirm that you’d like to schedule a meter set for the selected address in four business days.



3. Select **“Submit”** to complete your order.

Submit

A message will appear confirming that your order was received. You will also receive a confirmation email.



Changing an appointment that has already been submitted

To make changes to a service order that has already been submitted to Union Gas, return to the GetConnected homepage and repeat steps 1-3 above. The “Book it in Four Days” method will always book the service order four business days from the current day, so repeating the process a day later will move the appointment forward by one day.



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