

# New Service Line Installation Guide

## Are You Ready to Have a Natural Gas Line Installed?

Here's some helpful information to help make your service line be ready for installation in a timely and efficient manner.



### Step 1 Request A Service Line

Visit our online Builders Hub to complete a service line request or call 833-413-0254. If requesting increased pressure, an elevated pressure request form will need to be completed, which is available on the Builders Hub.



### Step 2 Ready Your Construction Site

Before we can install a service line, the following items must be completed:

- Pipe out must be installed and clearly marked
- Area must be clear of obstructions, including bricks, dirt, scaffolding, etc.
- Address must be clearly visible in front of the home or business
- Lot must be at final grade
- If your project site needs increased pressure, please contact Builder Services at 833-413-0254 to verify pressure availability.



### Step 3 Prepare for a Natural Gas Meter Turn On

We can turn on your natural gas meter once the following requirements are met:

- Natural gas main and service lines are installed and available at the property
- The correct minimum control rated isolation valves and regulators are installed on the customer side
- If we have provided a meter manifold design, customer components, such as the plug valve and bypass, must be installed by the customer (commercial customers only)
- Multi-metered manifolds are tagged and clearly marked with correct service address and unit number (commercial customers only)
- Any required inspections, as described under "Natural Gas Plumbing," have been completed



### Step 4 Request a Meter Turn On

When you're ready for us to turn your natural gas service on, visit the Builders Hub to place your request or call 833-413-0254.



### Questions?

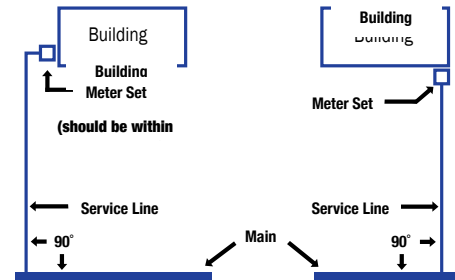
Contact our Builder Services Department at  
**833-413-0254**

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## Requirements

### Service Line Location

New service lines should extend from the natural gas main to the meter in a straight line that is perpendicular to the street. For large commercial/industrial customers, the service line location can be installed in a mutually agreed location.



### Natural Gas Meter Setting

#### Location and Clearance

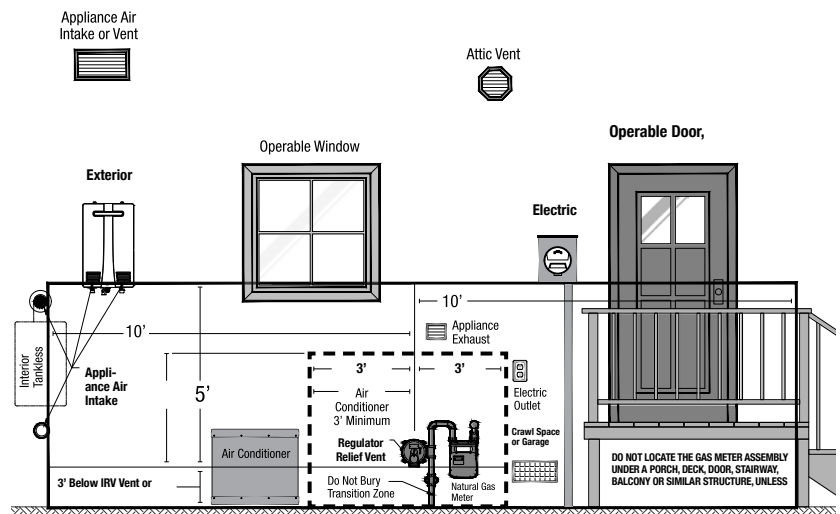
When plumbing out the natural gas connection, place it outside at the front corner or along the front of the building. Here are a few considerations for meter setting placement.

#### A natural gas regulator relief vent:

- Must have 3 ft. of clearance, measured horizontally and vertically, from any ignition source (i.e., electric meter, electric transformers, etc.) and any doors or operating windows (natural draft)
- Must have 10 ft. of horizontal and 5 ft. of vertical clearance from any appliance air intake or direct intake vent (forced air)

#### A natural gas meter setting:

- Needs to be accessible so our service technicians can easily read, inspect and maintain it
- Should be adequately ventilated



### TYPICAL RESIDENTIAL CUSTOMER PIPE OUT

\*\*DEPENDENT ON CITY / COUNTY CODES\*\*

