



Customer Service Center: (800) 832-6164

CUSTOMER SERVICE LINE INSTALLATION POLICY

As a natural gas customer, it is your responsibility to ensure that the contractor installing your service line is qualified and approved by Orwell Natural Gas. The customer service line is the gas piping that connects your home to our distribution pipeline tap at the gas main. This customer service line typically lies in your front yard and is on your private property.

You can download drawings that illustrate the proper service, riser, and meter-set installation for a residential service under the "RESIDENTIAL SERVICE GUIDE" link.

This information will be very helpful to you and your contractor during the installation of your natural gas service line, riser and inside house lines. Orwell Natural Gas will work with you to guide you through the process of installing your customer service line.

You have 2 options to consider for the installation of your service line that's listed below.

- 1) Orwell Natural Gas - Who is better to coordinate and install your gas service line then the experts at Orwell Natural Gas? Installation includes all piping, materials, rough backfill and labor for installation up to and including the meter bar and riser which mounts to the outside of your home. This does not include any interior piping, tamping, seeding, or mulching of the ditch-line. Driveway, sidewalk or unusual construction obstacles may increase the cost. For an actual quote, contact us at 1-800-832-6164.
- 2) Contact a qualified contractor/plumber about installing your service line and the specific needs for your internal house piping. Your contractor must have current DOT (Department of Transportation) Operator Qualifications to install your service line and supply their qualification information to Orwell Natural Gas Company.

In accordance with State and Federal law, Orwell Natural Gas is making changes that affect the installation of service lines in the Orwell Natural Gas service areas. These changes are being made to ensure the integrity of our operating systems. Orwell Natural Gas will require all service line installers (i.e. contractors/plumbers) to be in compliance with DOT Operator Qualification and DOT Drug and Alcohol Testing regulations. Orwell Natural Gas has approved 3rd party qualifiers for contractor/plumber evaluations. The SERVICE LINE INSTALLATION and MECHANICAL JOINING qualifications can be provided by the following approved 3rd party qualifiers:

Utility Technologies International Corp (UTI)

614-879-7316

www.uti-corp.com

Professional Utility Resources (PUR)

216-870-2707

www.pur-co.com

Applied Compliance Training (ACT)

800-715-2517

www.actraining.biz

Please keep in mind that these qualifications are for **NEW INSTALLATIONS ONLY**. Any repair or replacements are made by Orwell Natural Gas ONLY.

A GAS SERVICE INSTALLATION RECORD needs to be completed by your qualified contractor and faxed to Orwell Natural Gas, after service line installation is complete. Due to new regulatory mandates and safety guidelines, we cannot schedule the gas service line tie-in without this documentation.

The form is available at our website: www.orwellgas.com and can be copied for your use.

Prior to any service line installations, please contact Orwell Natural Gas at 1-800-832-6164. We will work with you to determine the most cost effective service line route based upon meter and main line location. This policy is intended to guide you through the typical service line installation for normal residential loads with service line less than 1,000 feet in length. For service line lengths greater than 1,000 feet or for loads greater than typical residential needs, contact Orwell Natural Gas for additional information. Please note that only qualified personnel can make tie-in connections on our gas mains or service lines.

Don't forget to contact OUPS at least 48 hrs prior to any excavation at 1-800-362-2764.

PLEASE NOTE: A \$125 fee will be access against the qualifying contractor if the service line is not complete at the time of the tie-in.

Orwell Natural Gas can sell the necessary approved materials for your service line. Our approved service line materials include, but are not limited to:

- Plastic Pipe - 1" CTS PE2406 .099W ASTM D2513 (Driscoplex, Performance, Charter Plastics, Flying W, Endot Industries, Oil Creek, or Central Plastics Pipe.
- Tracer Wire - 12 gauge solid copper wire with THHN or THWN coating.
- Riser and Bracket - Perfection Riser #75270 1" CTS .099W X 1" N.P.T. with 6" offset Perfection Bracket.
- Couplings - Service lines shall be installed as one continual length of pipe. If a service line installation requires a coupling (typically service lines over 500' will require a coupling), a Perfection #50099 Permasert Coupling (1" CTS .099W X 1" .099W) shall be used.
- (PLEASE NOTE THAT ALL SERVICES ARE SUBJECT TO CHANGE WITHOUT NOTICE)

We at Orwell Natural Gas would like to thank you for choosing natural gas as for your energy needs. To speak with us about the benefits of natural gas, or you have a question about installing your natural gas service, please call us at:

1-800-832-6164.