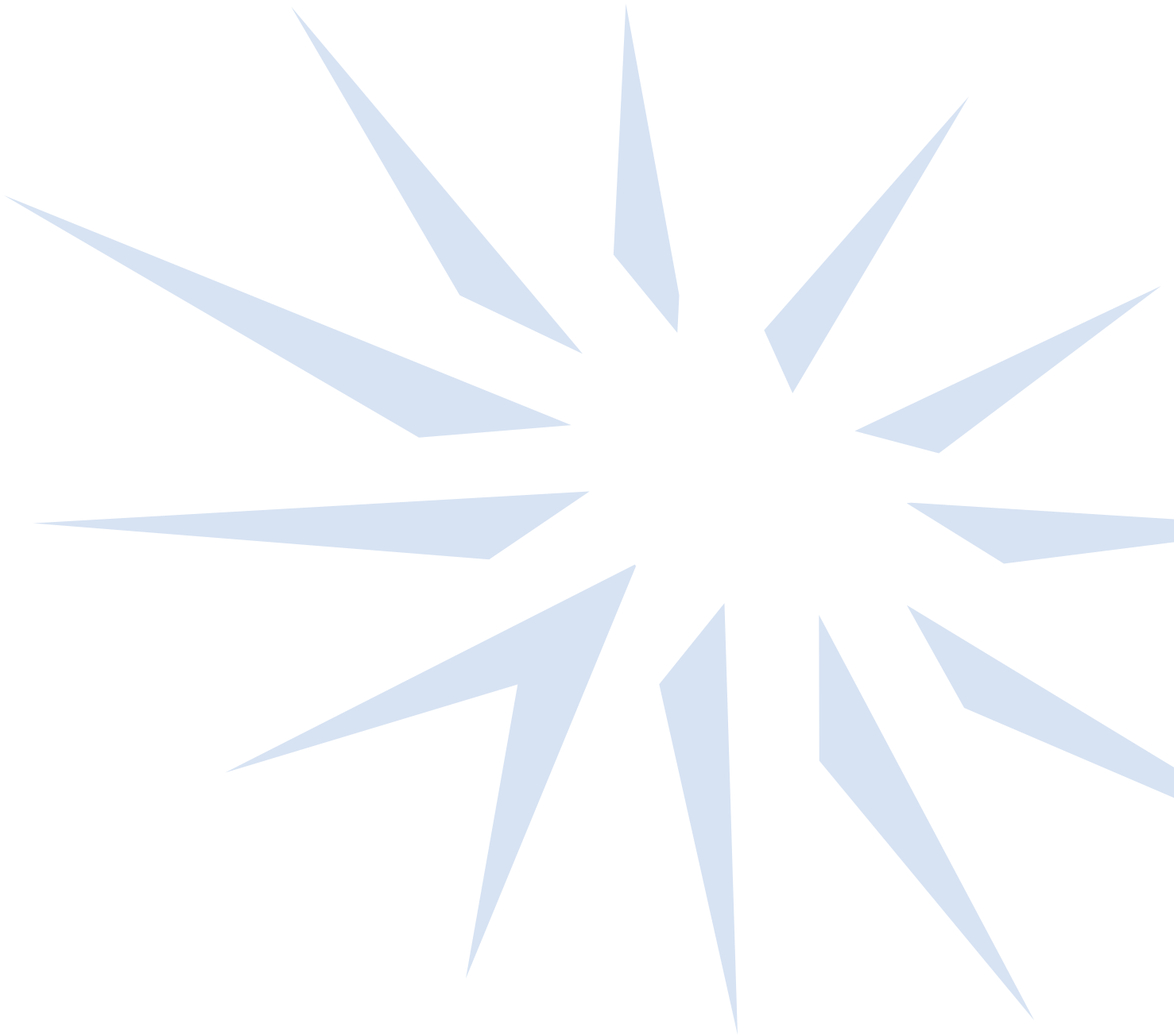


# A Homeowner's Guide to Natural Gas Service



Columbia Gas<sup>®</sup>  
of Massachusetts  
*A NiSource Company*

# Installing a New Gas Service Line

The installation of a new gas service requires some excavation on your property to allow us to bring the line from the street to your home.

We will do our best to minimize disruption, and with your help will complete the process smoothly and efficiently.



*Please follow these guidelines for successful completion*

## 1 Locating the Gas Service Line

Identifying the best possible route for the new gas line, on the blank “New Gas Service Installation Form,” is an important piece of the process. The most direct route from the street to the new meter location is preferred, but is not always possible. That’s why it is essential that you assume responsibility for the identification of underground obstacles on your property. When selecting a route, it is important to remember we cannot cross a septic system. However, we can cross underground electric, water services, and sprinkler systems but need to have them identified. We recommend you do so by staking or flagging the route of each service.

## 2 Locating the Gas Meter

When choosing the meter location and new gas service route, ideally the meter is located within 10 feet of the front corner of your home. In addition, there must be a three-foot clearance from the gas meter to any door or window, venting, electric meter, and any other source of ignition. Greater clearances may be needed. We suggest you check with your plumbing/heating contractor for details and be sure to review the “Natural Gas Meter Placement” information sheet enclosed.

## 3 Please complete all information

Please draw a sketch on the enclosed blank form indicating the proposed location of the new gas service, any other underground utilities, septic system, and sprinkler system. We have also included a SAMPLE form for your reference. All information is required before your gas service can be scheduled for installation.

## 4 Important factors when choosing locations

When choosing the meter location and gas service route, please keep in mind the following:

- ✓ The meter should be located within 10 feet of the front corner of your home.
- ✓ We cannot cross a septic system.
- ✓ We are able to cross underground electric and water services, but must have the locations identified.
- ✓ Be sure you also identify your underground sprinkler system, if applicable.
- ✓ There must be a three-foot clearance from the gas meter to any door or window openings, vents, electric meter, and any other sources of ignition. Greater clearances may be needed for some equipment. Check with your gas equipment installer for details.
- ✓ Please review the enclosed “Natural Gas Meter Placement” information sheet and discuss the meter location with your gas equipment installer. This will reduce the likelihood of error and the additional cost you would incur to relocate the service after it has been installed.

## 5 Gas Meter and service sizes

Meter and service sizes are determined by the BTU input information you provide. The BTU input of an appliance is usually found on an affixed plate located on the appliance. Your installation contractor should also be able to provide you with this information.

**Thank you** in advance for providing this information and your attention to detail.

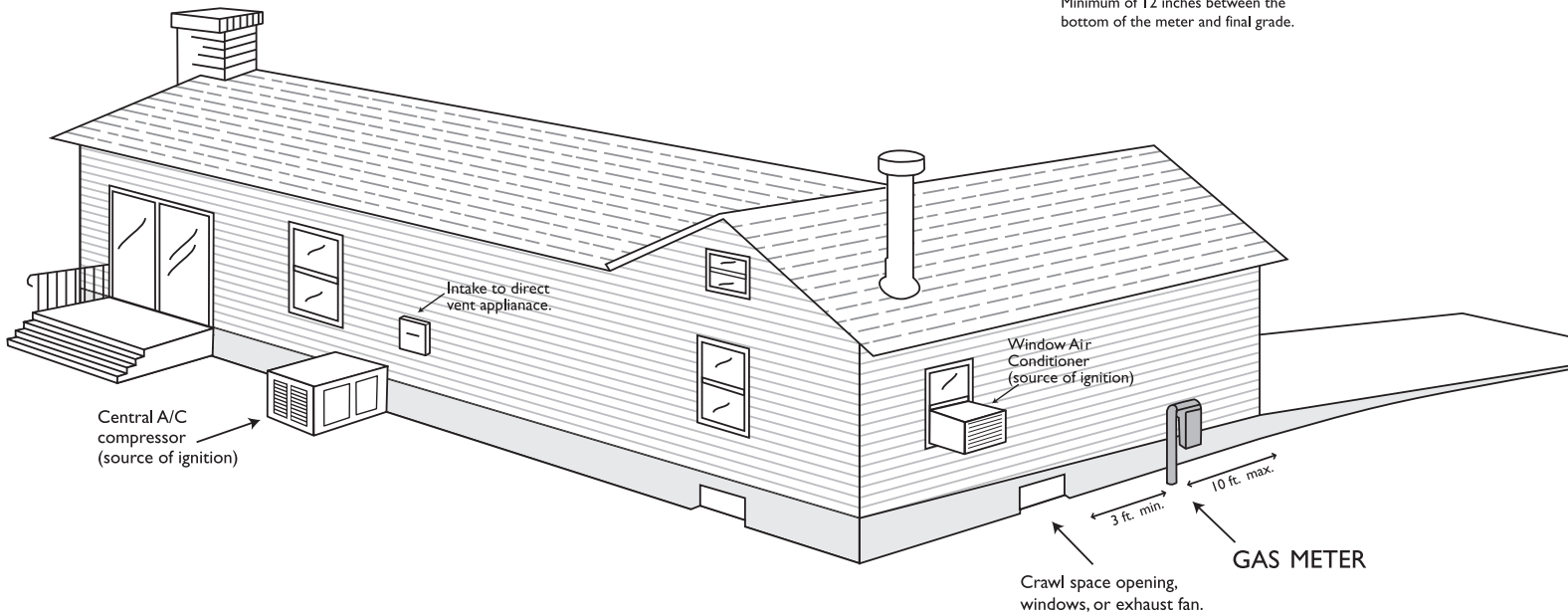
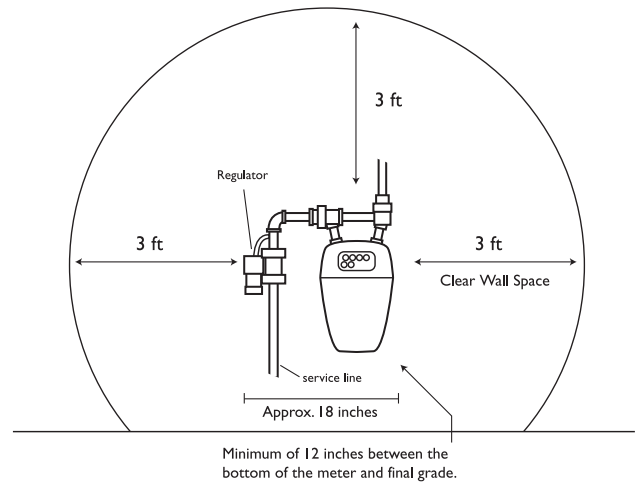
By doing so, you have taken an important step towards the successful installation of your new gas service.

If you have any questions regarding the completion of the form, please call your representative at **1-888-639-4270**.

# Natural Gas Meter Placement

When planning for the location of your new natural gas meter, please note meters must be a minimum of **3 feet away** from:

- ✓ Any venting (heating systems, dryers, central vacuums, etc.)
- ✓ Any intakes
- ✓ Windows (including basements)
- ✓ Doors (including bulkheads)
- ✓ Any source of ignition
  - ✓ Electrical outlets
  - ✓ Electrical meters
  - ✓ Central A/C compressor
  - ✓ Window air conditioners



Local codes or manufacturers requirements may exceed 3 feet.  
Please check with your gas equipment installer for details

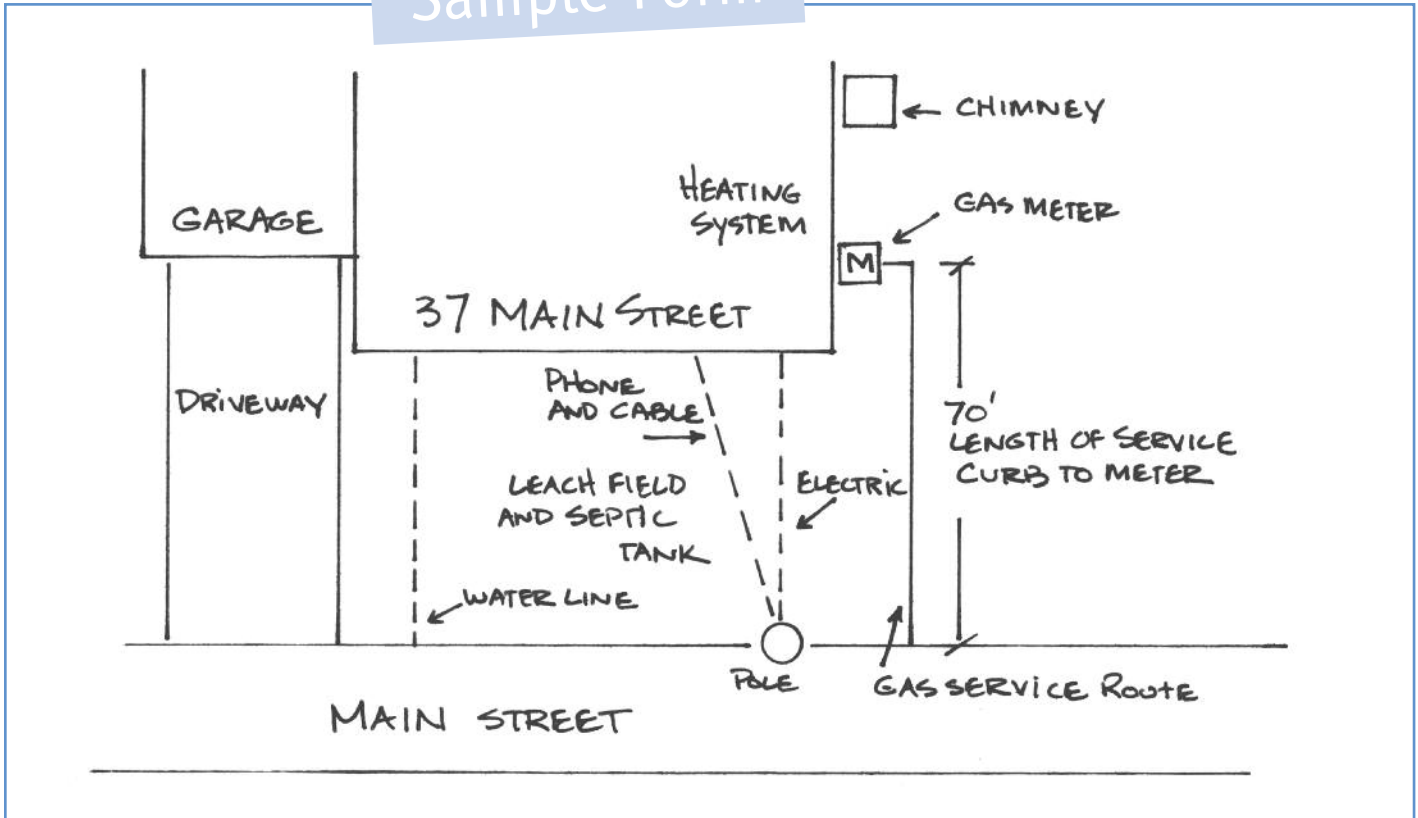
# New Gas Service Installation Form

FIF# \_\_\_\_\_

Columbia Gas  
of Massachusetts

Tel: 888-639-4270  
Fax: 978-691-6480

Sample Form



Please include in your drawing:

- House
- Street
- Gas Service
- Water/Well
- Sewer
- Septic
- Telephone
- Electric
- Cable
- Retaining Walls
- Underground Sprinkler

Comments \_\_\_\_\_

Sample Form

Name John Rodgers E-mail address JohnR@connect.com

Service Address 37 Main Street

City/Town Springfield State MA Zip 01128

Phone h. 413-227-9806 w. 413-238-2246 c. 823-781-9906

Length of service from street to meter location 85' Square footage of house 2,200

Heating Contractor Forento & Sons HVAC Phone 413-995-2206

**Gas Load Input** (can be found on plate affixed to the appliance, or check with your contractor)  
Enter total number of appliances and total BTU input. (Necessary for proper meter and service size)

Equipment	# of units	Total BTU input
Heating	1	90,000
Water Heater	2	80,000
Range	1	50,000
Dryer	1	25,000

Equipment	# of units	Total BTU input
Pool Heater	1	250,000
Gas Fireplace	1	25,000
Generator	1	200,000
Other		

# New Gas Service Installation Form

FIF# \_\_\_\_\_



Tel: 888-639-4270  
Fax: 978-691-6480

**Please include in your drawing:**

- |                                      |                                    |  |
|--------------------------------------|------------------------------------|--|
| <input type="checkbox"/> House       | <input type="checkbox"/> Sewer     | <input type="checkbox"/> Retaining Walls       |
| <input type="checkbox"/> Street      | <input type="checkbox"/> Septic    | <input type="checkbox"/> Underground Sprinkler |
| <input type="checkbox"/> Gas Service | <input type="checkbox"/> Telephone | <input type="checkbox"/> Other obstructions    |
| <input type="checkbox"/> Water/Well  | <input type="checkbox"/> Electric  |  |
|                                      | <input type="checkbox"/> Cable     |  |

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name \_\_\_\_\_ E-mail address \_\_\_\_\_

Service Address \_\_\_\_\_

City/Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone h. \_\_\_\_\_ w. \_\_\_\_\_ c. \_\_\_\_\_

Length of service from street to meter location \_\_\_\_\_ Square footage of house \_\_\_\_\_

Heating Contractor \_\_\_\_\_ Phone \_\_\_\_\_

**Gas Load Input** (can be found on plate affixed to the appliance, or check with your contractor)  
 Enter total number of appliances and total BTU input. (Necessary for proper meter and service size)

Equipment	# of units	Total BTU input
Heating		
Water Heater		
Range		
Dryer		

Equipment	# of units	Total BTU input
Pool Heater		
Gas Fireplace		
Generator		
Other		

Complete form, detach along perforation, and mail back in enclosed envelope

# Residential Application for Gas Service

Ref# \_\_\_\_\_ Date \_\_\_\_\_

## Applicant

Name \_\_\_\_\_ Home Phone \_\_\_\_\_

Date of Birth \_\_\_\_\_ Social Security # \_\_\_\_\_ Day-time Phone \_\_\_\_\_

Driver's License # \_\_\_\_\_ e-mail \_\_\_\_\_

Service Address \_\_\_\_\_

Mailing Address \_\_\_\_\_ Zip \_\_\_\_\_

Spouse's Name \_\_\_\_\_  Own  Lease

Other Columbia Gas Account Numbers \_\_\_\_\_

Previous Address (last two years) \_\_\_\_\_

## Employment (last two years)

1 Employer \_\_\_\_\_

Address \_\_\_\_\_

Town/City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ e-mail \_\_\_\_\_

2 Employer \_\_\_\_\_

Address \_\_\_\_\_

Town/City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ e-mail \_\_\_\_\_

## Landlord Information

Name \_\_\_\_\_

Address \_\_\_\_\_

Town/City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

The applicant whose signature appears below applies for gas to be supplied at the address herein, to pay for said service as bills are rendered. The applicant also agrees that credit may be checked, and to pay reasonable attorney fees, collection costs, and interest in the event of collection action. Applicants who supply e-mail addresses may receive periodic messages from Columbia Gas of Massachusetts.

➤ Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Complete form, detach along perforation, and mail back in enclosed envelope

# We Need a Few Things Back from You

Be sure the following items are completed and returned to Columbia Gas of Massachusetts:

- 1 New Gas Service Installation Form
- 2 Residential Application for Gas Service
- 3 Signed Contract
- 4 Payment *(if applicable)*
- 5 Please return these in the enclosed reply envelope >



## What Happens Next?

### ✓ Dig Safe

Once the agreement to install your new gas service is signed and your "New Gas Service Installation Form" received, we'll begin the installation process by contacting Dig Safe to identify and mark all underground utilities. Following the Dig Safe visit, you will see either spray paint or stakes used to mark the location of the underground utilities in front of your property. There is no need to be present for Dig Safe to complete their work.

### ✓ Street Opening Permit

Since our natural gas main is located in the street, a street opening permit from your city or town will be required. Columbia Gas of Massachusetts is responsible for securing all necessary street opening permits. Granting permission to excavate in the public "right of way" is the sole discretion of the local municipality. Please note that permits are typically not granted for road opening between the months of November/December and March (town specific). In addition, most towns will not allow recently paved roads to be opened within five years of paving. For these reasons, **it is extremely important that you do not schedule the installation of your new natural gas heating system until your service is installed.**

### ✓ Installation & Restoration

Prior to the installation a Columbia Gas of Massachusetts representative will contact you in advance with the tentative date of your gas service line installation. Unfortunately, weather conditions and other unforeseen circumstances make it difficult for us to guarantee an exact installation date.

Once on site we will install your new service line from the street to the foundation, or we will oversee a qualified sub-contractor experienced in such installations. Most installations require construction equipment to dig an 18-inch wide trench along the proposed route from our gas main in the street to your home. As a result, you could experience some disruption to your lawn and landscaping. Once the service line is installed, we will refill the trench and rake it smooth making it easier for you to reestablish any displaced landscaping.

# 3 Key Steps to Completing your Gas Installation

## 1 We'll take care of the gas service line installation

As is the case with any utility installation, yours will require time and some planning. Once you sign your contract and complete the "Gas Service Installation" form, we'll take it from there.

First we begin by calling the "Dig Safe" hotline to mark out any underground utility lines in front of your property and also obtain the necessary permits from your town. Then, we'll schedule the connection of the natural gas service line to the exterior of your home.

On the scheduled installation date, Columbia Gas of Massachusetts will dig a narrow trench from our gas main in the street to your home and make all the proper connections. Once the service line is installed, we'll refill the trench and rake it smooth making it easier for you to reestablish any displaced landscaping. Please refer to the "Installing a New Gas Service Line" information sheet for further details.

Now that your new gas service has been completed, it's time for your plumbing/heating contractor to install your new heating system.



## 2 Choose a contractor to install your heating system

If you're purchasing a new gas heating system, you will need to hire an independent plumbing/heating contractor to install it. Your gas company representative can provide you with our list of participating contractors, or refer to our website so you can choose with confidence.

We encourage all customers to secure three bids before making their contractor selection. Your chosen contractor will install your natural gas equipment and provide the necessary interior piping. Be sure to discuss with your contractor where the natural gas meter will be located. Refer to the "Natural Gas Meter Placement" sheet for details.

**We strongly recommend you do not install your new heating system prior to the installation of your new gas service. For your convenience a list of participating heating contractors is available at [www.columbiagasma.com](http://www.columbiagasma.com)**

## 3 The gas meter is installed and natural gas is yours!

One more step and you're ready to enjoy natural gas. Installing the gas meter comes at the very end of the process. Planning the installation date is important and normally the installation takes place within three business days of your call.

We encourage you to review the "Requesting a New Gas Meter" information sheet before requesting a gas meter. Once we install the meter, we will turn on the gas and light the pilots on your appliances.

## There you have it!

The professional assistance and guidance you expect from Columbia Gas of Massachusetts...every step of the way! And when you're done you will know that natural gas was the right choice for you and your family.

If you have any additional questions, please call us toll free at **1-888-NEW-GAS-0** (1-888-639-4270). One of our company representatives will be pleased to assist you.

# Requesting a New Gas Meter

## Thank you for choosing Columbia Gas of Massachusetts.

Before requesting a new meter installation,  
please be sure the following items have been completed.

- ✓ Interior gas piping is complete and connected to the meter bracket.
- ✓ Gas equipment is connected to interior piping and properly vented.
- ✓ Electrical wiring is complete and thermostat(s) operational.
- ✓ City/Town has inspected piping installation and the inspection certificate is available at the site.
- ✓ Our service technician has access to the building.
- ✓ Meter deposit requirements have been fulfilled (commercial accounts only).
- ✓ Multi-meter fits are identified with unit numbers.

**We ask that you provide Columbia Gas of Massachusetts with three (3) working days advance notice in order to allow for flexible scheduling.**

Your cooperation is appreciated and will help avoid any delays or repeat service calls.



To schedule  
a meter installation,  
please call:

**1-800-677-5052**

