

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.



✓ 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.

✓ 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.

✓ 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. Bay State Gas 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 Bay State Gas 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.