

*Thank you for applying for*  
**Natural Gas Service**  
*from*

**AltaGas**  
utilities

This package provides step-by-step instructions on how to apply to AltaGas Utilities for natural gas service. This package also provides information to help you understand other responsibilities of the applicant and understand the events that occur after AltaGas Utilities receives an application.

After an application for natural gas service has been accepted and receives all the necessary approvals, construction can begin. AltaGas Utilities looks forward to providing you the natural gas service you need.

**CALL BEFORE YOU DIG!**



ALBERTA **1** CALL™

**1-800-242-3447**

[www.alberta1call.com](http://www.alberta1call.com)

In order for us to provide you with natural gas service, we will require information about you. The privacy of your information is important to us. Should you have any questions or concerns related to the privacy of your personal information, our Customer Privacy Assurance Statement is available on our website at [www.altagasutilities.com](http://www.altagasutilities.com).

## ***Welcome to AltaGas Utilities!***

*Thank you for applying with AltaGas Utilities for natural gas service. This package outlines AltaGas Utilities' natural gas service application and installation process.*

## **AltaGas Utilities Inc. Natural Gas Utility Service Rules**

The AltaGas Utilities Inc. Natural Gas Utility Service Rules (the “Rules”) are the rules that govern how we (AltaGas Utilities) serve our customers. The Rules also govern how our customers take service from us. The Rules are a part of every service agreement and are subject to the authority of the Alberta Utilities Commission who regulates AltaGas Utilities. The Rules cannot be changed without the Alberta Utilities Commission’s approval and the Rules are legally binding on AltaGas Utilities and our customers. If you wish to have a copy of the Rules, you may download a copy from our website ([www.altagasutilities.com](http://www.altagasutilities.com)) or feel free to ask us for a copy and we will gladly provide a copy to you.

### **Step 1: Completing the Application Form**



**Before printing this document, please consider the environment! If you only require the application form, please click this link to the [Service Line Application Form](#).**

To help ensure prompt processing of your application, it is imperative that you thoroughly complete all portions of the *Application For Natural Gas Service* form included in this package.



**If you require any assistance or have any questions related to the application form or the installation process, phone our natural gas service application staff at (780) 980-4980 or toll-free at 1-866-986-5215.**

## **Service Information Section**

*Service location descriptions (select the one that best describes your service location):*

*Town:* A service located in an incorporated municipality including a village, town or city.

*Rural Subdivision:* A service in a rural subdivision setting, typically with a lot/block/plan and/or civic address.

*Rural Other:* Also a rural service, but typically with legal land description (example: NW-36-48-20-W4).

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***Service type descriptions (select the one that best describes your service site):***

- *Residential*
- *Commercial*
- *Grain Dryer*
- *Irrigation Pump*

***Today's date and the requested installation date:***

Today's date will be the date you fill out the ***Application For Natural Gas Service***. The requested installation date is the date you propose your service site will be ready to be connected for natural gas service, after you have met all necessary conditions, including those outlined in Step 5: ***Meeting All Other Conditions***.

## **Service Location Description Section**

Provide all applicable details of your service location.

## **Applicant Information Section**

Complete this section in all respects. Be sure to include your full mailing address and contact information. AltaGas Utilities will also use this information to set up your account.

## **Frost Installation Charges Section**

Frost charges apply when frost conditions are present at the time of installing a natural gas service. You must indicate whether or not you will accept frost charges. Without exception, one of the two options must be selected. If you will not accept frost charges, installation will not occur during frost conditions.

## **Natural Gas Requirements Section**

Identify all natural gas appliances (for example: furnace, boiler, water heater, fireplace, garage heater, etc.) installed or planned for the future and include the BTU (*British thermal unit*) load of each appliance.

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## **Step 2: Submitting the Application Form and Property Information**

### **Site Plan or Real Property Report**

Provide a site plan or real property report with your completed application. With respect to only rural service locations, if a site plan or real property report is not available, provide a sketch of the layout of the yard. There is room for a sketch on the page that follows the application form in this package.

Clearly mark on the site plan, real property report or sketch you provide, your proposed location for the gas meter.

### **Other Special Information**

*Mechanical Drawings:* If your application is for a Commercial service type, you are required to provide mechanical drawings with the completed application. Most residential, grain dryer, and irrigation pump service types do not require a mechanical drawing.

*Multiple Meters:* If the service you apply for requires a multiple meter set (more than one meter), ensure you indicate on the application form how many meters are required.



If you require multiple meter sets at the same service site, please contact us by phone at 1-866-986-5215 or by email at [psaloun@agutl.com](mailto:psaloun@agutl.com).

### **Making Your Submission**



Prior to submitting your application, use the checklist provided in this package to ensure all items are completed as required.

Your completed application form and accompanying information should be faxed or mailed to AltaGas Utilities Inc., Attention: Paula Saloun:

**Fax (toll-free): 1-866-980-6866**    or    **Mail:** AltaGas Utilities Inc.  
5509 – 45 Street  
Leduc AB T9E 6T6

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### **Step 3: Designing the Natural Gas Service**

*(Rural Subdivision and Rural Other Services)*

AltaGas Utilities will use the gas requirements information you provide in the application to design the natural gas service. AltaGas Utilities will provide the proposed natural gas service design to third-parties for necessary approvals and permits. We will contact you if it is necessary to acquire easements or discuss routing arrangements.

### **Step 4: Preparing a Cost Estimate**

AltaGas Utilities will prepare an estimate of the total cost of providing the natural gas service you require. If it is uneconomical to provide natural gas service with the standard customer contribution, an additional non-refundable contribution will be required. We will notify you in advance if an additional non-refundable contribution is required.

### **Step 5: Meeting All Other Conditions**

Before construction can start, the following conditions must be met:

- The basement or foundation must be back-filled;
- The location of the water cc (valve) or other below-ground water sources must be physically marked on the property;
- The proposed gas meter location must be clearly marked on the outer wall of the building and must comply with meter location requirements;
- The property must be leveled to within 15 cm or 6 inches of final grade;
- The route from the gas main to the meter location must be clear of all obstacles, dirt piles, and debris.
- If a modular structure (example: mobile or prefabricated home) requires natural gas service, the modular structure must be on its foundation.

### **Step 6: Constructing the Service**

After all the necessary approvals are obtained, we will schedule the natural gas service for construction. Prior to construction, an AltaGas Utilities representative will visit the site to confirm with you, and adjoining property owners, the route of constructing the service. Our representative will flag the route and the construction crew will install the service along the flagged route.

## **Step 7: Installing Gas Piping and Appliances**

We provide natural gas distribution service up to your service site. You are responsible for arranging the installation of any gas piping beyond the outlet of our meter and any of the gas appliances you require.

**Government codes and regulations** govern the installation of gas piping and appliances. If you will not be doing the work yourself, you must have a certified gas fitter do the work for you.

**A gas installation permit is required** to install or alter any gas piping beyond the outlet of our meter. You or your certified gas fitter must acquire a valid permit before you begin this work. Permits are available through your municipality or an agency on behalf of the province if you reside in a non-accredited municipality.



**A final inspection of the work done by you and your gas fitter must be performed by the municipality or agency that issues the permit to you.**

## **Step 8: Making a Request for the Meter**

### **Information You Need Beforehand**

After our construction work is complete and your site is ready for natural gas, you or your gas fitter must make a request for the gas meter. You will be asked to provide the following:

- *Permit number:* You or your gas fitter must provide us with proof of a valid gas installation permit for the work performed at your site.
- *BTU load:* Correctly sizing the meter is important. You need to tell us if your natural gas requirements have changed since you made your original application for service.
- *Gas fitter information:* We require your gas fitter's name, telephone number and any other relevant contact information.

### **Making Your Request for the Meter**

Phone our Customer Care Centre toll-free at 1-866-222-2067. You will be required to fax a copy of the valid permit to one of our local district offices. The Customer Care representative you speak to will provide the appropriate fax number.



**We need to know if your billing address or other contact information changes. Be sure to tell us when you call for your meter. Also allow at least two full business days, after the day you make your request, for your meter to be installed.**

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## Before Installing the Meter

Prior to installing the gas meter, the gas piping at your service site must pass a pressure test. You and your gas fitter are responsible for the pressure test. Our service technician must be able to witness the pressure test and the test must pass required standards before the meter can be installed.

## Making the Connection

The gas installation permit holder (you or your certified gas fitter) is responsible for the final piping connection to the meter and appliance activation. All the work you and your gas fitter do must be performed under a valid permit.

## Process Complete!

You are now ready to enjoy the comfort, convenience, and reliability of natural gas. Thank you for choosing AltaGas Utilities Inc. for your natural gas service needs.

Our goal is to make the process of applying for and receiving natural gas service as convenient as possible. We hope this information has been helpful. If you have questions about this or any other natural gas service issue, now or in the future, please contact us.



Before printing this document, please consider the environment! If you only require the application form, please click this link to the [Service Line Application Form](#).

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### *- Important Contacts -*

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#### **AltaGas Utilities Service Applications**

Phone: (780) 980-4980

Toll-free: 1-866-986-5215

Regular hours: 8:00 AM to 4:30 PM (M-F)

Fax toll-free: 1-866-980-6866

#### **AltaGas Utilities Customer Care**

Toll-free: 1-866-222-2067

Regular hours: 7:00 AM to 7:00 PM (M-F)

Email: [customercare@altagasutilities.com](mailto:customercare@altagasutilities.com)

## - **Natural Gas Service Application Checklist** -

Prior to submitting your natural gas service application, review and ensure that all required items have been completed using this checklist.

- Selected one of Town, Rural Subdivision or Rural Other to describe the service location.
- Selected one of Residential, Commercial, Grain Dryer or Irrigation Pump to describe your service site.
- Included today's date and the requested installation date.
- Provided all applicable details of your service location, such as the civic address, lot/block/plan, or legal land description.
- Provided all applicant and co-applicant information, including full names, mailing address, and telephone & fax numbers, and all other relevant contact information.
- Included an alternate contact and contact information.
- Made a frost conditions selection.
- Listed all planned gas appliances, associated BTU ratings, and required delivery pressure if total BTU is one million or more.
- Provided the total number of meters required if a multiple meter set is needed.
- Enclosed a site plan or real property report, or for rural services, a sketch of the yard, including a clear marking of the proposed location for the gas meter.
- Provided mechanical drawings for a Commercial service.
- Signed by both the applicant and co-applicant.





## APPLICATION FOR NATURAL GAS SERVICE

**SERVICE INFORMATION – Please complete all related fields**

Service Location (Select one)    Town    Rural-Subdivision    Rural-Other

Service Type (Select one)    Residential    Commercial    Irrigation    Grain Dryer

If Commercial, describe the type of building or structure to receive natural gas service (examples: greenhouse, warehouse, office, restaurant, store, workshop): \_\_\_\_\_

Enter the date you expect to have the property backfilled and leveled to within 15 cm (6”) of final grade, and if moving in a trailer/modular, the expected arrival date.

**Today’s Date:** \_\_\_\_\_      **Requested Installation Date:** \_\_\_\_\_

**SERVICE LOCATION DESCRIPTION – Please complete all related fields**

Civic Address: \_\_\_\_\_ Town: \_\_\_\_\_

Lot: \_\_\_\_\_ Block: \_\_\_\_\_ Plan: \_\_\_\_\_ Subdivision: \_\_\_\_\_ Cabin/Unit No: \_\_\_\_\_

Legal Land Description: QTR: \_\_\_\_\_ SEC: \_\_\_\_\_ TWP: \_\_\_\_\_ RGE: \_\_\_\_\_ MER: \_\_\_\_\_

Municipality: \_\_\_\_\_

**APPLICANT INFORMATION – Please complete all related fields**

Applicant’s Name: \_\_\_\_\_ Co-Applicant’s Name: \_\_\_\_\_

Applicant’s Mailing Address Information

Street: \_\_\_\_\_ Town: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Applicant’s Phone and Other Contact Information

Res: (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_ Work: (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_ Fax: (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Cell: (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_ E-mail: \_\_\_\_\_

Emergency Contact Information

Name: \_\_\_\_\_ Ph 1: (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_ Ph 2: (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

**CUSTOMER CONTRIBUTION**

A new natural gas service will require a standard non-refundable contribution.

**Standard Non-Refundable Contribution Rates\*:**

Rate 1/11 Service – Town: \$0      Rate 1/11 Service – Rural Subdivision: \$500      Rate 1/11 Service – Rural Other: \$3,500

\* Effective November 1, 2008 per Alberta Utilities Commission (AUC) Decision 2008-103; rates are subject to change with AUC approval.

**Non-Standard Non-Refundable Contribution Rates:**

Services determined to be uneconomic with a standard non-refundable contribution will require an additional non-refundable contribution. AUI will notify the applicant prior to installation of the service if an additional contribution is necessary.

FOR OFFICE USE ONLY			
Premise Number		Approved for Frost Condition	YES <input type="checkbox"/> NO <input type="checkbox"/>
District		Pressure	kPa
Size of Service Line	mm	Load	m3/hr x CF
Size of Riser	mm	Load Added	<input type="checkbox"/>
Estimated Length	m		

**FROST CONDITIONS**

Frost charges apply when frost conditions are present at the time of installing a natural gas service. Applicants are responsible for frost charges. The applicant has the option of either (Select one):

**Selection 1:** Proceed with natural gas service installation under **frost** construction conditions. I/we accept the additional frost charges and agree to all related terms and conditions presented. It is understood that all charges will be invoiced upon completion of the service installation.

**Selection 2:** Proceed with natural gas service installation under **frost-free** construction conditions only. I/we request AltaGas Utilities to carry the application over to the next frost-free period if frost construction conditions exist on the scheduled date of installation. The natural gas service will be subject to the Standard and Non-standard contribution charges applicable at the time it is installed.

<b>Frost Construction 2008/2009</b>	<b>Frost Construction 2009/2010</b>
\$430 Fixed Charge + \$6.00/metre of service line installed+ GST	\$430 Fixed Charge + \$6.00/metre of service line installed+ GST

**NATURAL GAS REQUIREMENTS**

Appliances	No. of Units	BTU Input per Hour
Forced Air Furnace		
Water Heater		
Stove		
Dryer		
Fireplace		
Boiler		
Garage Heater		
Other		
Other		
<b>*Total BTU Input per Hour</b>		

**Total square footage of building:**

\_\_\_\_\_ ft<sup>2</sup>

**Multiple meter set requirement:**

\_\_\_\_\_ Meters\*\* (see below)

\*\* If you require multiple meter sets at the same service site, please contact us by phone at 1-866-986-5215 or by email at [psaloun@agutil.com](mailto:psaloun@agutil.com).

\* AltaGas Utilities Inc. standard delivery pressure is 1.7 kPa (0.25psig)

I hereby make application with AltaGas Utilities Inc. ("AUI") for natural gas distribution service to the service location I have described. I acknowledge the AUI Natural Gas Utility Service Rules, available from AUI by request or from AUI's website ([www.altagasutilities.com](http://www.altagasutilities.com)), are part of the service agreement between us. I understand the AUI Natural Gas Utility Service Rules and AUI's standard non-refundable contribution rates are subject to change with Alberta Utilities Commission approval, and I accept I must pay the standard contribution at the rate in effect at the time of installation. I am also aware that some service applications require an additional non-standard contribution. If an additional non-standard contribution is necessary for this application, AUI will notify me and AUI will not commence work until after I have agreed to pay both the standard and additional non-standard contributions.

Applicant's Signature

Co-Applicant's Signature

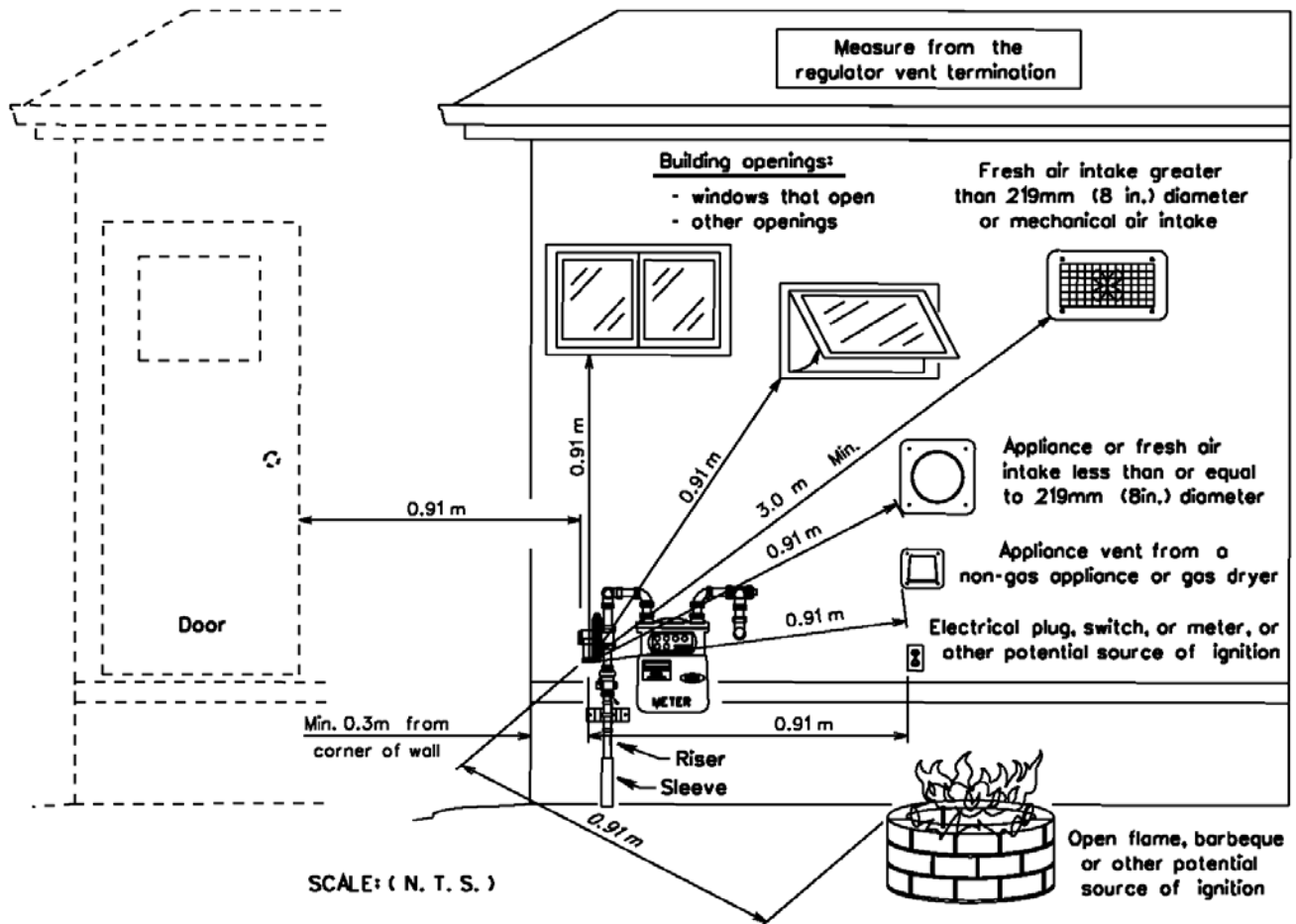
\_\_\_\_\_

\_\_\_\_\_

## SKETCH

Sketch the layout of your yard site, providing measurements from quarter line/property line to building and from road to the proposed meter location. Please refer to the diagram provided for information and guidance regarding the proposed meter location.





Your natural gas SERVICE LINE will be scheduled when you have notified Altagas that:

1. The building has been backfilled and the property leveled to within 15 cm (6") of final grade;
2. All construction materials and obstructions have been removed from service pipe alignment and
3. The meter set location has been marked. (Meters will not be installed under or over decks).

Your natural GAS METER installation and activation will be scheduled when you or your installer have notified Altagas of :

1. The gas fitters name, phone number and gas installation permit number ;
2. The pressure of the air test on the installed interior piping (gauge must be left on piping) and
3. Venting completion.

#### CONSTRUCTION NOTES

**Notes:**

1. Minimum clearance requirements are from the service regulator vent (measured in any direction).
2. Increase the distance from openings, intakes, or vents to 3.0m when relief capacity of the regulator exceeds 55 m<sup>3</sup>/hr (1900scfh)