A Guide to Natural Gas Service Installation

**Customers**

**Architects and Engineers**

**Plumbing Contractors**

**City and County Building Inspectors**

Revised: September 29, 2016

The “Guide to Natural Gas Service Installation” is a Guide to requirements and specifications for establishing gas service to **new** or **remodeled applicant installations.** In addition to the utility requirements, **local or state officials may stipulate additional provisions for the** **installation of equipment and materials** that are in their authorized areas of responsibility andjurisdiction. Should you have any questions regarding this guide, please contact City Services, Inc. at (229) 226-6569. Applicant gas service and meter installation arrangements are subject to City Services’ review and approval. Applicants should submit a Work Order as soon in the planning process as possible.

**DISCLAIMER:** This is a guidance document for the convenience of the City. It does not substitute forany applicable laws, rules, codes or regulations, and information in it regarding procedures is subject to change without notice. It is the City’s responsibility to be aware of the code requirements for the area of the installation.

**A Guide to Natural Gas Service Installation**

Accidents involving dig-ins to under-ground facilities occur every year. They can damage equipment, and more importantly, sometimes lead to serious injuries, even death. We want to reduce the number of accidents so we invite you to call a One-Call-System designed to make it safer for you to dig and work near under-ground facilities. The customer shall immediately notify their gas provider of any suspected leakage or escape of gas by calling the City number or **911**.

**It's the Law! Call before you dig!**

Much of City Services equipment is under the ground, including natural gas pipelines. We work diligently to keep our systems safe and our excellent safety record demonstrates that commitment. State law requires anyone planning to dig or excavate, to call a one-call center two (2) to 10 (ten) days in advance.

The one-call center will contact you with the necessary clearances, including the locations of all in-ground electrical and natural gas lines near your job site.



**Georgia and Florida: 811**

Requires 2-10 working days’ notice.

**GAS EMERGENCIES CALL**

**City Services, Inc. at (229) 226-6569 OR 911**

At City Services, when we say: "We're here to help," we mean it! Our responsibility is to provide our gas customers with safe, reliable and cost effective service. City Services’ prices for natural gas service are among the lowest in the States of Georgia and Florida. Before you start planning your project, please visit <http://www.cityservices.biz> or call (229) 226-6569 to create a Work Order. Approximately one week after City Services receives a work request from you or your licensed contractor, you will receive a response to your request. We will be happy to provide you with information and assistance, as well as ways to save you energy and money.

**Frequently Asked Questions**

**Q** - **How can this guide help me?**

**A** - This guide, entitled “A Guide to Natural Gas Service Installation”, is issued as a means of exchanging pertinent information between City Services, Inc. and its customers, architects, plumbers, engineers, builders, contractors and municipal inspectors.

**Q** - **When should I apply for natural gas service?**

**A** – An application for any new or additional service, or an alteration to an existing service should be made as far in advance as possible to ensure adequate time for engineering and construction details to be arranged.

**Q** - **Is gas service readily available?**

**A** – Prior to ordering equipment or starting pipe work, it is important that the customer contact City Services to make sure of the availability and proximity to existing gas facilities. The type and/or size of gas service requested by a customer may not be available at a specific location. Gas service may only be available through special negotiation and at the expense of the customer.

**Q** – **How do I initiate having a gas service installed?**

**A** – Visit City Services website at <http://www.cityservices.biz> to submit a Work Order or call us at (229) 226-6569.

**Q** - **When should I contact 811?**

**A** – By law, excavators and contractors working Georgia and Florida State must contact 811 at least two (2) days but no more than ten (10) working days (excluding weekends and legal holidays) prior to beginning any mechanized digging or excavation work to ensure underground lines are marked. Excavators and contractors can also submit locate requests online.

For safety reasons, homeowners are strongly encouraged to call as well when planning any type of digging on their property. For excavation work completed on personal property, it is the contractor’s responsibility—NOT the homeowner’s—to contact 811.

**Q** - **Where will my gas meter be located?**

**A** – Gas meters will be placed outdoors, unless it is unsafe or impractical.

**Q** - **Do I have to physically protect the gas meter?**

**A** – Yes, gas meters, regulators and associated gas piping that may be subjected to vehicle damage must be adequately protected. Pipe posts or bollards shall be installed by the customer. Certain installations may require more substantial protection at the discretion of City Services.

**Q** - **Why is odorant added to natural gas?**

**A** – Natural gas is flammable, colorless and odorless. To make its use safe, an odorant must be added so that it is easily detectable if a leak occurs. All gas transported in distribution systems is to be adequately odorized so as to render it readily detectible by the public and City employees with a normal sense of smell.



**City Request For Gas Service** **– “Our Service to You”**

City requests for all new or additional gas service, as well as certain non-service work, will be made through our web-site [www.cityservices.biz](http://www.cityservices.biz) or by calling (229) 226-6569.

**Inspections & Gas Service Layout**

Depending on the case request type, actions by a City Services representative may include:

* Site verification that the wall sleeve has been installed in the building point of entry.
* Discussions with the City/Contractor to obtain the necessary operator qualifications, city certificates and affidavits related to the installation, pressure testing of gas service pipe, distribution piping and/or metering, to avoid a delay in a service completion date.
* To monitor the progress of work by the City or its contractors through field visits and phone & email correspondences.
* Track status updates, encourage the City to follow up on their work orders by contacting their assigned representative to avoid delays by the City in order to meet customer service dates.
* Site visits to verify status of the City’s project and or discuss case details/specifications with the City’s contractor.
* The Gas Service Layout, the drawing which includes a sketch and description of City’s construction work to be performed.

**Construction of Gas Service Installation**

A City Services representative reviewing the City’s project progress will determine when to release the requests to the appropriate groups for the construction of the facilities. It will include:

* Oversee technicians/contractors working for City Services on the installation of City owned facilities.
* Installation of City owned facilities. Generally this means mains, services, meters and gas regulator set-up.
* Establish the application of the City’s service gas rate account and to collect payment agreement for deposits, easements and the cost of the gas service work.
* Verify our technician or the City’s licensed contractor has completed the applicable piping installation while fulfilling the requirements of all federal, state, city, municipal and City requirements for natural gas service installation.
* City to contact a City Services representative to schedule final inspection

**Final Inspection and Gas Meter Turn- On**

The City, on completion of its work order, will contact City Services for the final inspection:

* City Services will sign-off of a complete final inspection checklist.
* The gas meter size and type selected are based on the gas service ruling for residential and commercial dwellings.

A City Services representative will:

* Review the work order; verify the accuracy of the customer’s account and billing as well as the documentation of any revenue associated with the project.
* Once all the task/steps have been verified the work order is closed out.

**General Information**

**Purpose**

The information in this guide provides a basic and uniform set of specifications and guidelines covering the installation of gas service for City Services customers. The codes we have referenced and the information provided in this booklet in no sense relieves the customer of the responsibility to install gas piping and appliances in accordance with the latest revisions of the applicable governing codes. It is the City’s responsibility to be aware of the code requirements for the area of the installation. Our specifications have been prepared to assure compliance with all the various codes and safety requirements. Altering a gas specification creates the potential for a code or safety violation. The City should always feel free to consult a City Services representative regarding safe practices and practical applications of gas installation and equipment connection.

City Services representatives are available to discuss design details while in the planning stage.

**Scope**

The information and specifications found in this guide relate to the piping and equipment necessary for connecting the customer's appliances to the City’s gas distribution piping as well as other subjects of mutual interest to developers, customers, architects, engineers, and licensed plumbing contractors.

**This** **guide is intended to be a guideline and is not a complete set of rules governing natural gas installations.**

**Application for a Work Order**

City Services requires a customer Work Order for new or additional gas service requests. To ensure a timely service connection, your Work Order should be submitted well in advance of the date service is required. The City should consult with City Services regarding service availability before the completion of plans, purchase of any equipment and before any construction commences on a facility that it plans to connect to the gas distribution system. A Work Order for new or additional natural gas service may be made through City Services website at [www.cityservices.biz](http://www.cityservices.biz) or by calling (229) 226-6569. The City or its contractor must furnish City Services with information on the proposed gas service installation or any increase in required gas load.

During the application process, the City’s contractor is required to provide City Services with proof of gas Operator Qualifications as per Subpart N in 49 CFR Part 192, for work on gas service pipe. A copy of the contractor’s operator qualification card showing the QR code and/or a transcript would be acceptable forms of OQ proof.

**City’s Responsibility for Safety Inspection:**

Wherever the City is responsible for performing any work or furnishing or maintaining any gas equipment or facilities, the City will visit the work site without charge if the customer becomes aware of a safety issue. The City will make the situation safe and will make repairs, encompassing the provisions of technical advice, including the relighting of gas pilot lights, only when such work is performed incidental to other work being performed by the City to provide safe and reliable gas service.

**City Responsibility for Maintenance and Replacement of Existing Gas Services**

**Service Piping** is all piping, tubing and fittings that transport the gas from the main*to*:

* For inside meter(s) – the outlet of the meter
* For outside meter(s) – outside the building wall

The customer is responsible for the costs to maintain all service piping on their property, beginning with the point of service termination.

The City, its Agent and/or Contractor bears the responsibility of maintaining all gas service piping and associated equipment in a safe operating condition and in compliance with all applicable regulations.

The City may elect to insert or replace the entire service, beyond the point of service termination without charge, where it is cost effective.

If a service or any part of a service is temporarily disconnected or relocated at the request of the customer due to an act or omission of the customer, the customer shall bear the cost of such work.

Any change requested by the customer in the point of service termination or location of the service pipe will be made at the sole expense of the customer. The entire estimated cost must be paid in full prior to service installation.

**Identification of City Services Employees and Company Contractors**

In an effort to protect customers from unauthorized persons representing themselves as City Services employees, each of our employees and contractors has an identification card that will be shown upon request.

**Access to a Customer’s Premise**

The customer shall not permit access by anyone, except authorized employees of the City, to the meters, equipment or any other property of the City, and shall not interfere or permit interference with the same; and the customer shall be responsible for their safe keeping on the customer's premises. The City’s duly authorized representatives shall have the right of access to the premises of the customer and to all of the City's property thereon at all reasonable times for the purposes of reading and testing meters, inspecting equipment used in connection with its service, installing, inspecting, maintaining and replacing, where necessary, its load testing equipment and removing its property.

**Customer Cooperation**

It is the desire of City Services to provide and maintain dependable, safe and satisfactory natural gas service in a courteous and efficient manner. Cooperation from our customer’s and/or their agents is always necessary to ensure we can evaluate and process each gas service request in a timely manner.

**Information Inquiries**

City Services will assist the customer and/or its contractor with any questions or concerns regarding the physical application of our specification requirements. A City Services representatives are available to receive inquires and process requests for information regarding the application of these gas specifications.

**Gas Service Layouts**

Individual detailed Gas Service Layouts will be provided to the City’s contractor on all applications for natural gas service.

**City Pipe Size and Adequacy**

Proper sizing of the City’s pipe and ensuring adequacy for current and future use is the sole responsibility of the City. The City’s contractor should assist the City in determining that the natural gas piping installation will have adequate capacity for future use.

**Un-Metered Connection (Flat)**

Un-Metered (Flat) connections are prohibited and can result in a termination of service.