

Installing natural gas lines

Need a natural gas service line installed for your residence or business? In most cases, we can quickly and easily install a line for you. This guide covers what you need to know in advance and what you can expect when you need to have natural gas lines installed.

What we need to know from you

- Are grade changes likely to occur? We need to know so the line can be buried at the appropriate depth. Please advise us before construction begins.
- The location of vents, sources of ignition and building openings (to allow for proper clearance).
- The natural gas appliances you'll be installing, as well as their rated BTUs and pressure requirements (please contact your gas contractor to obtain this information).
- The legal description of your property including the lot number. This is the description provided by the Land Title Office.
- The property's civic address. This is the address provided by the local city or municipal government to identify a property or site and the building(s) situated on it.
- Location of any underground facilities on the property, including septic systems, water lines or other buried lines.
- Location of trees, retaining walls, buildings or any other barriers to excavation.

What you can expect

Once you have gathered the required information, contact us to request an installation. If necessary, we'll obtain a permit for our work.

We'll also notify you of any additional requirements that may be needed along the way. Depending on the time of year, frost, ice and snow could result in delays. Please provide us with ample lead time by applying at least six weeks before you require service.

Site requirements

For prompt completion of your installation, please ensure the following site conditions are met prior to our crew arriving:

1. There is an approximately 3 metre (10 feet) wide running line for the gas service, free and clear of all debris, spoil and building materials.
2. Site is within 15 cm (six inches) of final grade, and all other utilities are installed.

3. Building is at lock up: windows/doors in, roof on, siding on at meter locations.
4. All privately owned utilities within property boundaries are located and marked.
5. The location of the gas meter is clearly marked on the building and meets gas code requirements.

What is a standard installation?

A standard installation means installing the service in the easiest and most direct route possible to avoid extra costs for you and to minimize future maintenance.

Service

Standard service means installing the line perpendicular to the gas main and running it straight to your meter location.

Meter

A standard meter location is defined as any point along your building wall nearest the gas main or up to 1.5 metres (5 feet) past the corner of the building that is nearest the gas main. If you exceed 1.5 metres past the corner, excess footage charges may apply. Code-required clearance from vents, sources of ignition and building openings may limit suitable meter locations (see diagram).

What charges to expect

Where possible, Terasen Gas works to ensure that your installation follows the most direct route possible. We complete most standard installations for a basic charge of \$25. However, if your property requires a non-standard routing or meter location, extra charges may apply. Exact pricing for your installation will depend on the details of your project and will be discussed when you contact us to apply for service.

You will be responsible for any costs associated with protecting the meter from falling ice or snow, vandalism, and vehicle traffic. If additional work is required such as trenching, backfilling or pavement

repairs, you may complete the work yourself to avoid additional charges.

How your new gas service is billed

We will bill you for the gas you actually use plus a flat monthly charge (Basic Charge) which covers items such as meter reading and maintenance. If you don't start using gas right away, you won't pay the Basic Charge for a deferred period, giving you time to set up your new gas appliances.

If you don't use gas for a whole year, we will bill you for the full cost of installation, less any already paid bills.

To apply and for more information

To request a natural gas installation or if you have questions, call us toll-free at 1-888-224-2710 or visit terasengas.com

The information provided on this sheet should be used as a guide only. All natural gas piping and appliance installations should meet manufacturer's instructions and all applicable codes, standards and regulations.

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