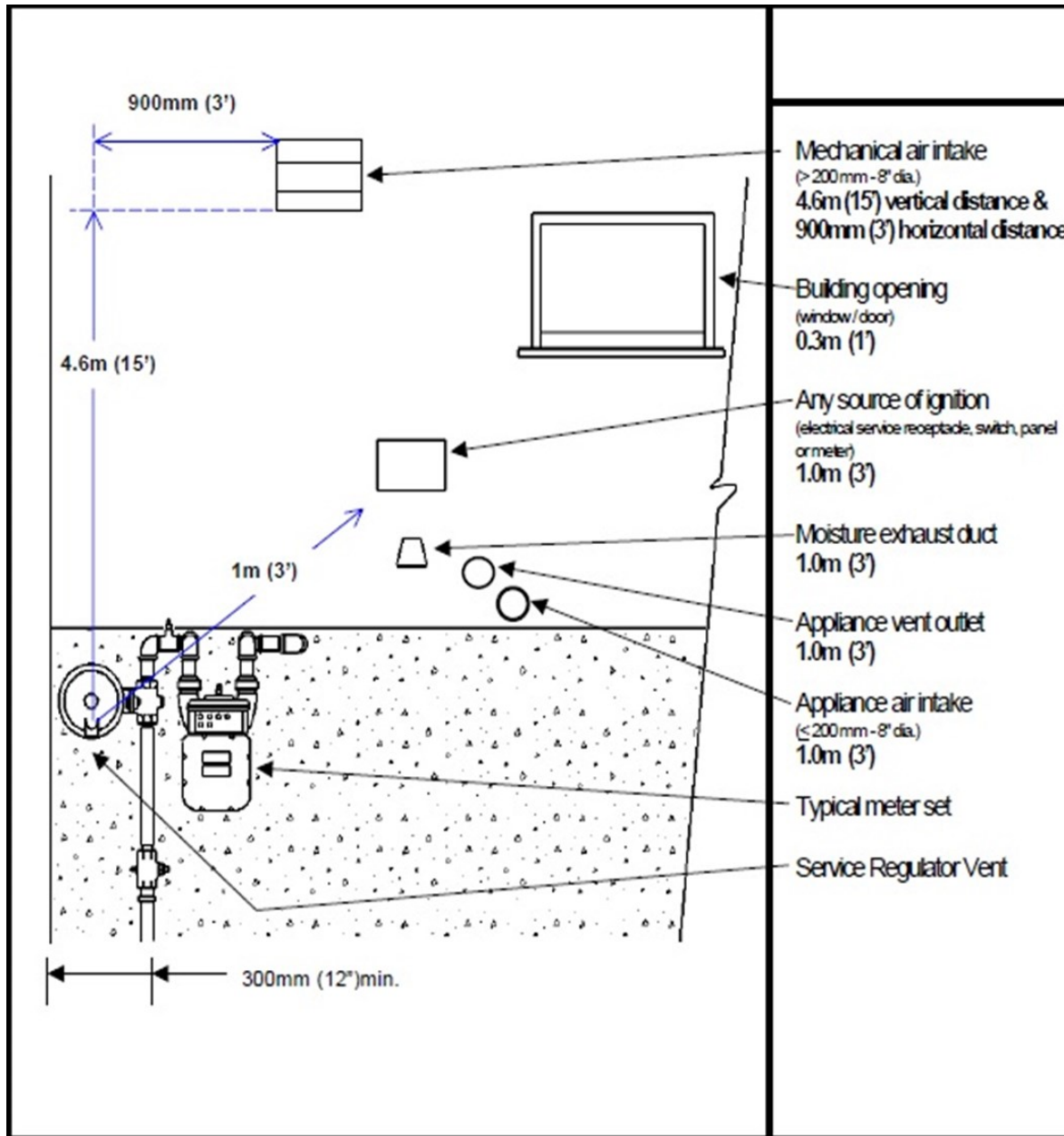


FIGURE 1: Service Regulator Clearance Distances



# Guide for Obtaining New Natural Gas Service



PH: 780.846.2222

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## 1. INFO REQUIRED

Contact the County Gas Office at 780.846.2222 to request a new service and have the following information ready:

- A. Legal land description of where gas service will be needed - "Quarter/Section/Township/Range" or "Lot/Block/Plan/Urban or Subdivision name"
- B. Your contact details: name, telephone, mailing address, names to be on the account (this should be the same as the land title)
- C. Approximate site on the property where the natural gas is to be delivered. A site visit with an employee may be requested to discuss service installation options & alternatives.
- D. Type of service being requested - residential, commercial, rural, urban etc.
- E. Estimated gas load in BTU of all appliances (furnace, water heater, dryer, fireplace, range, boiler, garage heater, etc.) Please include both immediate needs as well as any possible future development that may require natural gas. Future plans not only affect line sizing requirements, but also may be considered during initial installation for possible cost savings for future installations.
- F. Approximate date of when gas service would be required. Unfavorable weather and unforeseen construction issues can sometimes delay installations, so please allow ample time, up to three months to avoid delays where possible (minimum 3-4 weeks in urban areas/in town) for preparation & notification.
- G. Additional costs may be incurred with the conversion of a secondary service to the primary service.

## 2. ESTIMATE

Gas Utility staff will investigate routing options, along with pipe and meter sizing requirements to prepare & finalize a cost estimate. This cost estimate is valid for thirty (30) days from the date of the request, and will determine the price of the service contract.

## 3. PROCEEDING

If a customer wishes to proceed after reviewing the routing & corresponding quote, they must contact the Gas Utility to have a service contract generated. If the quote is more than thirty (30) days old, the quote may need to be verified to determine if the quote is still valid. The service contract **must** be signed and paid for in full **prior** to the commencement of any construction.

## 4. FINAL SITE INSPECTION

A final site inspection with either the landowner or building contractor is recommended to determine and finalize construction routing and riser placement to avoid damaging or interfering with any other underground facility, such as water, sewer or electricity. Attention should be given to ensure the riser placement allows for proper clearances from the service regulator vent and various building openings (see Figure 1 back page). All privately owned utilities within the property boundaries must be located and clearly marked. The service line route must be clear of spoil, building materials and other debris to permit the gas installation.

### OUTSIDE METER SET SPACE REQUIREMENTS:

#### Suitable locations:

- where it is least likely to be subject to damage (riser protection is required if there is risk of damage from vehicle traffic or other activities)
- where it is protected from falling snow, ice or debris that may damage the set
- that supports safe access for meter readers and maintenance staff

#### Unsuitable locations:

- driveways (riser protection or a vehicle barrier will be required)
- porches, decks, sundecks, bay windows and large overhangs (good ventilation and access is required)
- in an enclosed space
- in a carport, or area that may become enclosed in the future
- under a roof drain or water tap, sump discharge, dryer vent or any other source of water
- in locations where there is likely to be falling snow or ice from buildings or metal roofs

## 5. CHANGES & FORMS

Communicate any changes or updates to when gas service is required. It is preferable to have the building foundation fully backfilled and within 4-6 inches of final grade (without topsoil) before the riser is installed. If construction delays occur, the County Gas may partially install the service gasline terminating underground a safe distance from the proposed meter site until construction has progressed enough to allow for the completion of the service.

Before a billing meter and service regulator can be installed, the County **MUST** receive a **COPY OF THE GAS PERMIT AND A SERVICE COMPLETION FORM** from the customer's plumbing / heating contractor. This is to ensure the proper pressure testing on the piping inside the building has been completed prior to turning the gas service on.

Go to the Municipal Affairs website to get a copy of the Service Completion Form, to be completed by your contractor.  
[https://www.alberta.ca/system/files/custom\\_downloaded\\_images/ma-service-completion-notification-form.pdf](https://www.alberta.ca/system/files/custom_downloaded_images/ma-service-completion-notification-form.pdf)

## 6. INFRASTRUCTURE

Any piping, secondary regulators, or pipefitting connections after the billing meter are the responsibility of the customer's plumbing / heating contractor. County Gas can supply most parts and materials, and will invoice materials out to either the customer or the contractor.