

Thank you for applying for  
Natural Gas Service  
from



This package provides step-by-step instructions on how to apply to AltaGas Utilities (AUI) 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 AUI receives an application.

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

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 Inc. (AUI) for natural gas service. This package outlines AUI's 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 governing how we (AUI) 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 AUI. The Rules are legally binding on AUI and our customers and cannot be changed without the Alberta Utilities Commission's approval. 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 one 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 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, please phone our natural gas service application representatives at [\(780\) 980-4980](tel:7809804980) or toll-free at [1-866-986-5215](tel:18669865215).**

## **Service Information Section**

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

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

*Rural Subdivision:* A service site not defined as "Town" located in a rural subdivision setting as designated by AUI.

*Rural Other:* A service site which is not defined as "Town" or "Rural Subdivision."

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

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

***Today's date and the service site ready date:***

Today's date will be the date you fill out the ***Application for Natural Gas Service***. The service site ready 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. AUI will also use this information to set up your account.

**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.

**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 last page of this package.

**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 services do not require a mechanical drawing.

*Multiple Meters:* If the service you apply for requires a multiple meter set (more than one meter), please 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:

[aiserviceapplications@altagasutilities.com](mailto:aiserviceapplications@altagasutilities.com).

### Making Your Submission



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

Your completed application form and accompanying information should be emailed, faxed or mailed to AltaGas Utilities Inc., Attention: Natural Gas Service Applications:

**Email:**  
[aiserviceapplications@altagasutilities.com](mailto:aiserviceapplications@altagasutilities.com)  
**Fax (toll-free):**  
**1-888-980-4982**

**Mail:**  
AltaGas Utilities Inc.  
5509 – 45 Street  
Leduc AB T9E 6T6

### Step 3: Designing the Natural Gas Service

*(Rural Subdivision and Rural Other Services)*

AUI will use the gas requirements information you provide in the application to design the natural gas service. AUI 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

AUI 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**

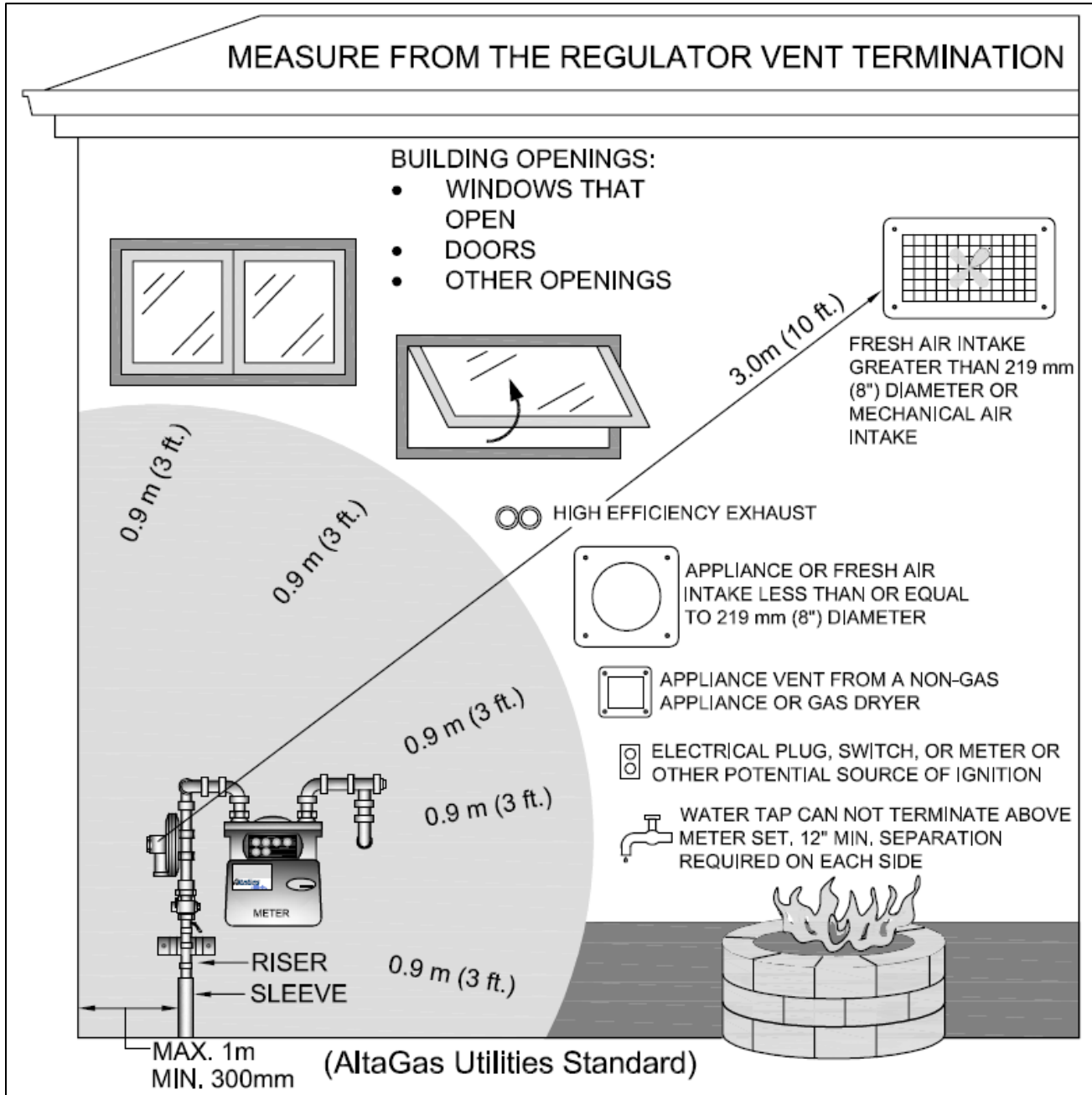
Before construction can start, the following conditions must be met:

- 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 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; and,
- If a modular structure (example: mobile or prefabricated home) requires natural gas service, the modular structure must be on its foundation.

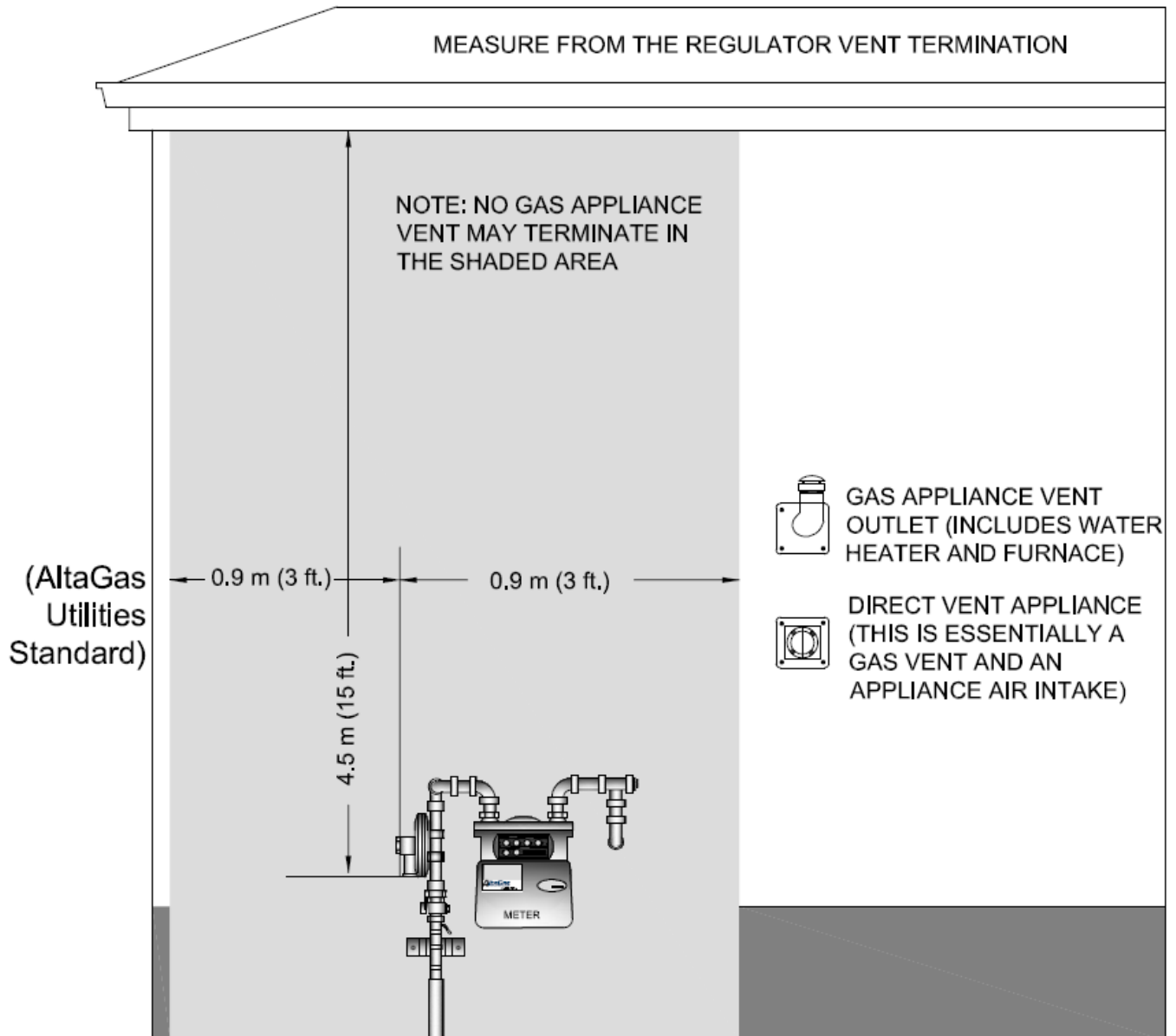
### **Step 6: Gas Meter Location**

The proposed gas meter location must be clearly marked on the outer wall of the building and must comply with the meter location requirements identified in the following three (3) drawings, referred to as “Meter Clearance & Location Specification”. All meter clearance(s) identified on the attached drawings, with the exception of the maximum distance for the meter from the front of the building, must comply with Alberta Gas Code Regulation(s) and no deviations are allowed. It is AUI’s standard practice for the meter to be located a maximum of one (1) meter from the front corner of the building when measured to the riser or 0.9 meters when measured to the service regulator vent. The actual location of the gas meter will be determined by an AUI representative upon visiting the site prior to construction. In situations where accessibility or serviceability could be an issue, deviation from the AUI standard maximum distance from the front of the building to the meter may be necessary. In instances where you may feel a potential conflict exists, please contact our natural gas service application representatives (see page 8 for contact information).

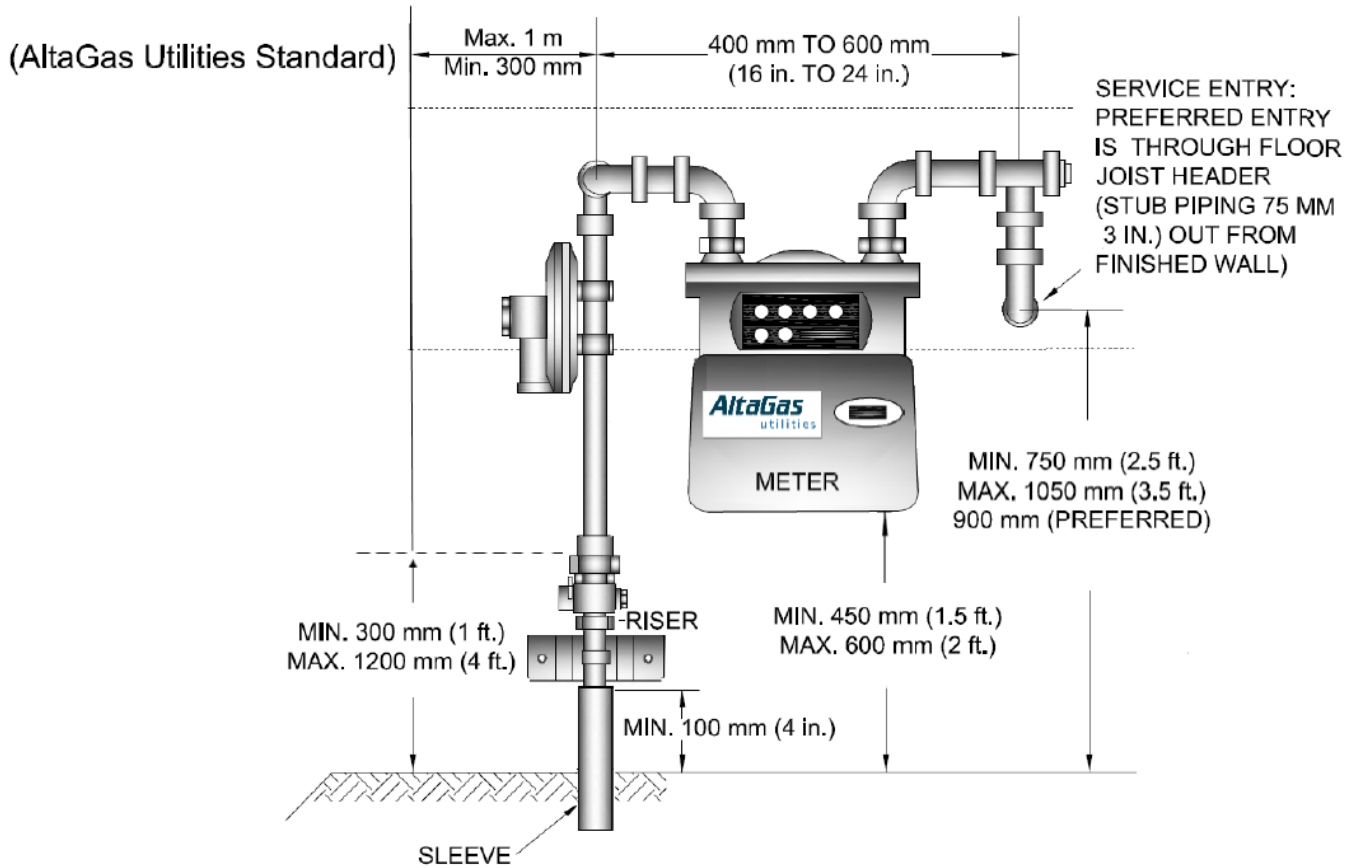
METER CLEARANCE & LOCATION SPECIFICATION  
( 1 OF 3 )



## METER CLEARANCE & LOCATION SPECIFICATION ( 2 OF 3 )



METER CLEARANCE & LOCATION SPECIFICATION  
( 3 OF 3 )





### Step 7: Constructing the Service

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

### Step 8: 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, as well as to any 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 commencing this work. Permits are available through your municipality or, if you reside in a non-accredited municipality, an agency on behalf of the province.



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

### Step 9: 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 by providing your Gas Permit and Service Completion Notification Form via email to [permits@agutl.com](mailto:permits@agutl.com).

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.

#### **Service Completion Notification Form:**

- Please select this link for the [Service Completion Notifications Forms](#).
- 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;
- Proof of Pressure Test Completion: 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, as per the Service Completion Notification Form.

If you have further questions contact our Customer Care Centre at 1-866-222-2067.

### **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 AUI 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.



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### **- Important Contacts -**

#### **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: 1-888-980-4982

Email: [aui-serviceapplications@altagasutilities.com](mailto:aui-serviceapplications@altagasutilities.com)

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

Toll-free: 1-866-222-2067

Regular hours: 8:00 AM to 6:00 PM (M-F)

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