

Thank you for applying for  
Natural Gas Service  
from



This package provides step-by-step instructions on how to apply to Apex 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.

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.apexutilities.ca](http://www.apexutilities.ca).

*Welcome to Apex Utilities!*

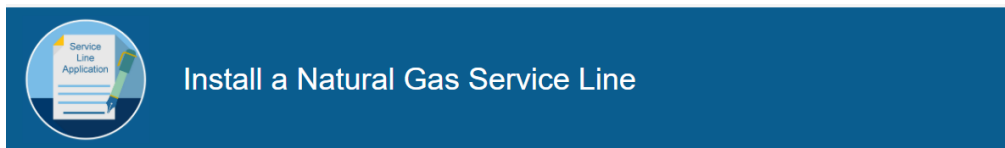
*Thank you for applying with Apex Utilities Inc. (AUI) for natural gas service. This package outlines AUI's new service line application and installation process.*

## Apex Utilities Inc. Natural Gas Utility Service Rules

The Apex 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.apexutilities.ca](http://www.apexutilities.ca)) or feel free to ask us for a copy and we will gladly provide one to you.

## For Online Applications

Click the link for the online application on our website.



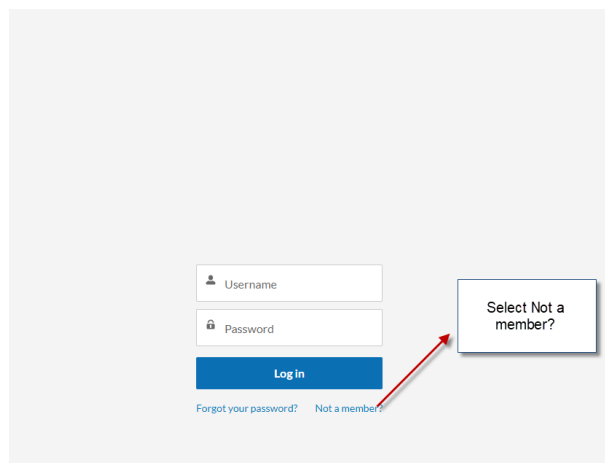
Online application Link

If you require a natural gas service line, we need you to complete a new service line application. For information about the application process and timelines, please refer to the [New Service Line Application Instructions](#).

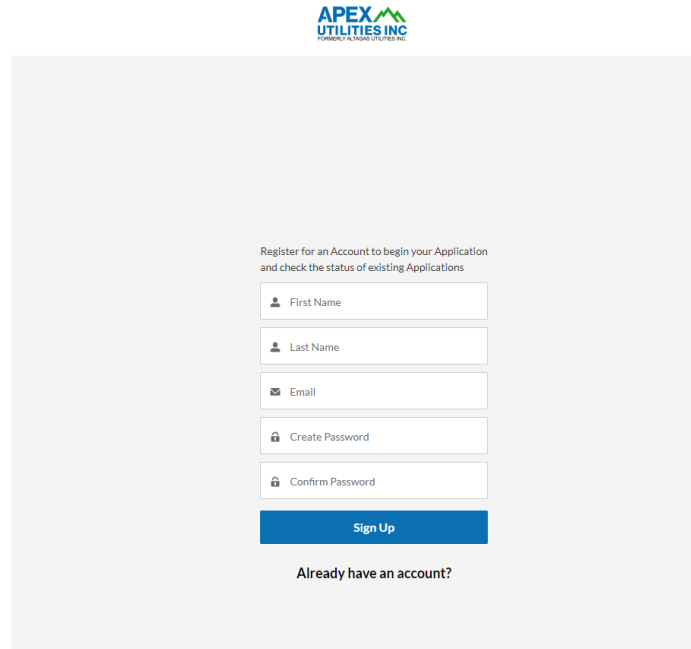
### Step 1: Complete a New Service Line Application

Complete an [Online Application](#) or download a [PDF version](#) and email, mail, or fax it to us.

You will be directed to a third party site, Salesforce. For initial access to the online application, select the “Not a member?” option. If you have created an account previously, log in using your username and password.



You will be asked to provide your name and email and create a password. Once you select sign up, you will be redirected to the Application page. A notification email will also be provided from Salesforce confirming your successful account creation and username.



APEX UTILITIES INC  
FORMERLY ALTAGAS UTILITIES INC

Register for an Account to begin your Application  
and check the status of existing Applications

First Name

Last Name

Email

Create Password

Confirm Password

Sign Up

Already have an account?

### Step 1: Completing the Application Form

To help ensure prompt processing of your application, it is imperative you thoroughly complete all portions of the ***New Service Line Application***.



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 representative at **780-980-4980** or toll-free at **1-866-986-5215**.

### Service Information Section

***Service Type Descriptions (select the one that best describes your service site)***

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

### ***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.”

### ***Today’s Date and the Service Site Ready Date***

Today’s date will be the date you fill out the new service line application. 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**.

**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.

## **Applicant Information Section**

Complete this section in all respects. Be sure to include your full mailing address and contact information with a valid email address. An **email address is required** for us to be able to communicate with you during the application process. Include any co-applicants and Emergency Contact information.

## **Customer Contribution**

### ***Standard Contribution***

If charging you the standard contribution makes it economically feasible for AUI to install the service, you will be required to pay a fee as outlined below:

**Town \$0                      Rural Subdivision \$544 + GST\*                      Rural Other \$5,878 + GST\***

\*Effective January 1, 2021, as per the Alberta Utilities Commission (AUC) Decision 25867-D01-2020, rates are based on Rate 1/11 service and are subject to change with AUC approval.

### ***Non-Standard Contribution***

If charging you only the standard contribution does not make it economically feasible for us to install your service, you will be required to pay a higher, non-standard contribution. We will notify you of the amount of the non-standard contribution and request payment before proceeding with the installation of the service.

## **Terms and Conditions – Online Applications**

For online applications please review the Terms and Conditions. To proceed, the **I AGREE to the Terms and Conditions** check box must be selected. Once you select **Save** you will be taken to the second page.

## Service Location Description Section

Provide all applicable details of your service location. For online forms this will be identified on a separate page as a Premise, please complete all the details for the specific service location or if multiple meters, for each Premise identified.

## 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.

### 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.

**Online applicants** can upload any attachments including drawings. Select the Upload Files button and submit with your application.

### Making Your Submission

If you have manually completed the application form, email, fax, or mail it to Apex Utilities Inc., Attention: New Service Line Applications:

**Email:**  
[auserviceapplications@apexutilities.ca](mailto:auserviceapplications@apexutilities.ca)  
**Fax (toll-free):**  
1-888-980-4982

**Mail:**  
Apex Utilities Inc.  
5509 45 Street  
Leduc, AB T9E 6T6

If you have provided a valid email address, a confirmation email will be provided upon successful completion of the new service line application.

### **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:

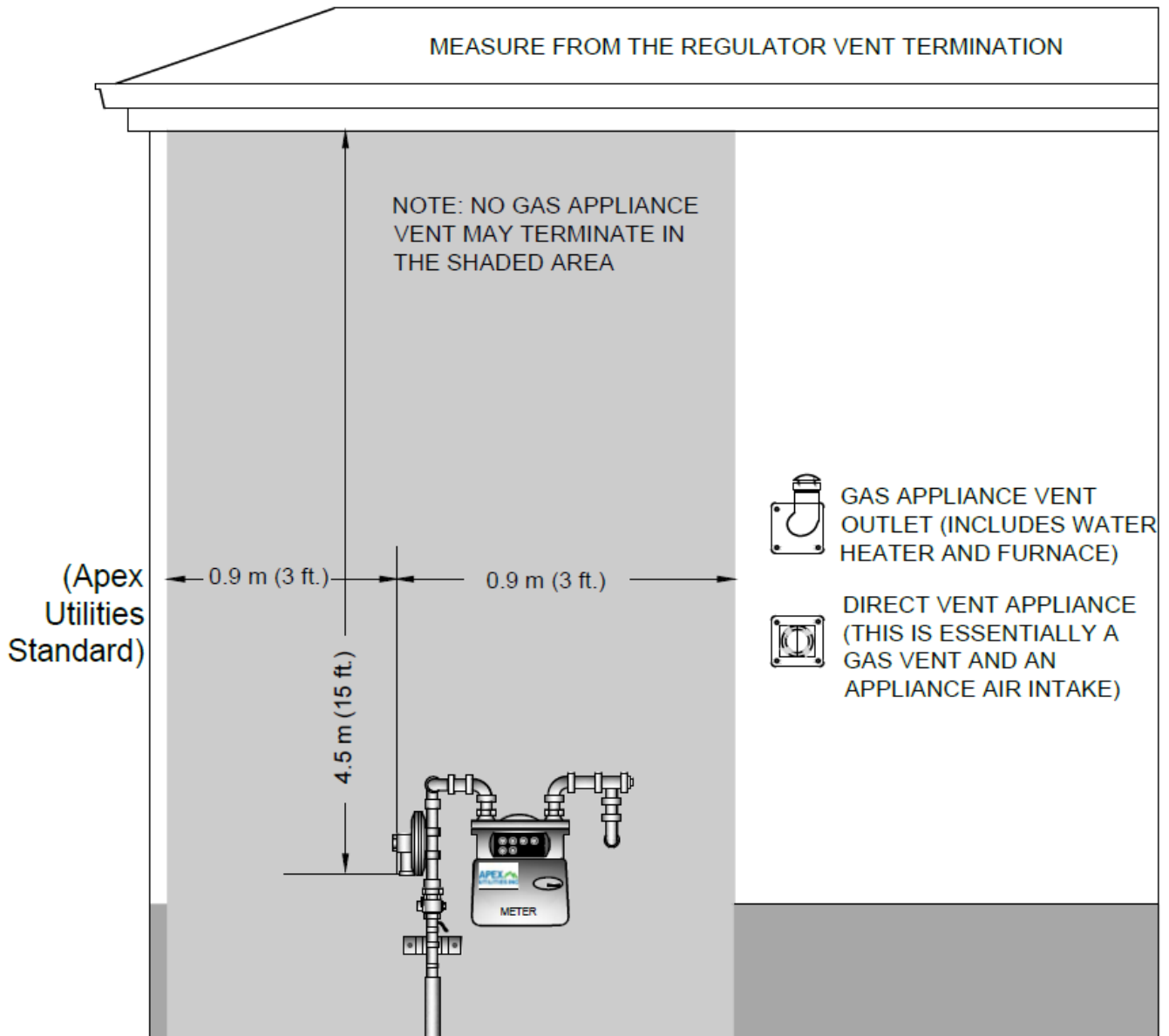
- The basement or foundation must be back-filled;
- The location of the water cc (valve) or other below-ground water sources must be physically marked on the property;
- The property must be leveled to within 15 cm or 6 inches of final grade;
- The route from the gas main to the meter location must be 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) metre from the front corner of the building when measured to the riser or 0.9 metres 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 10 for contact information).

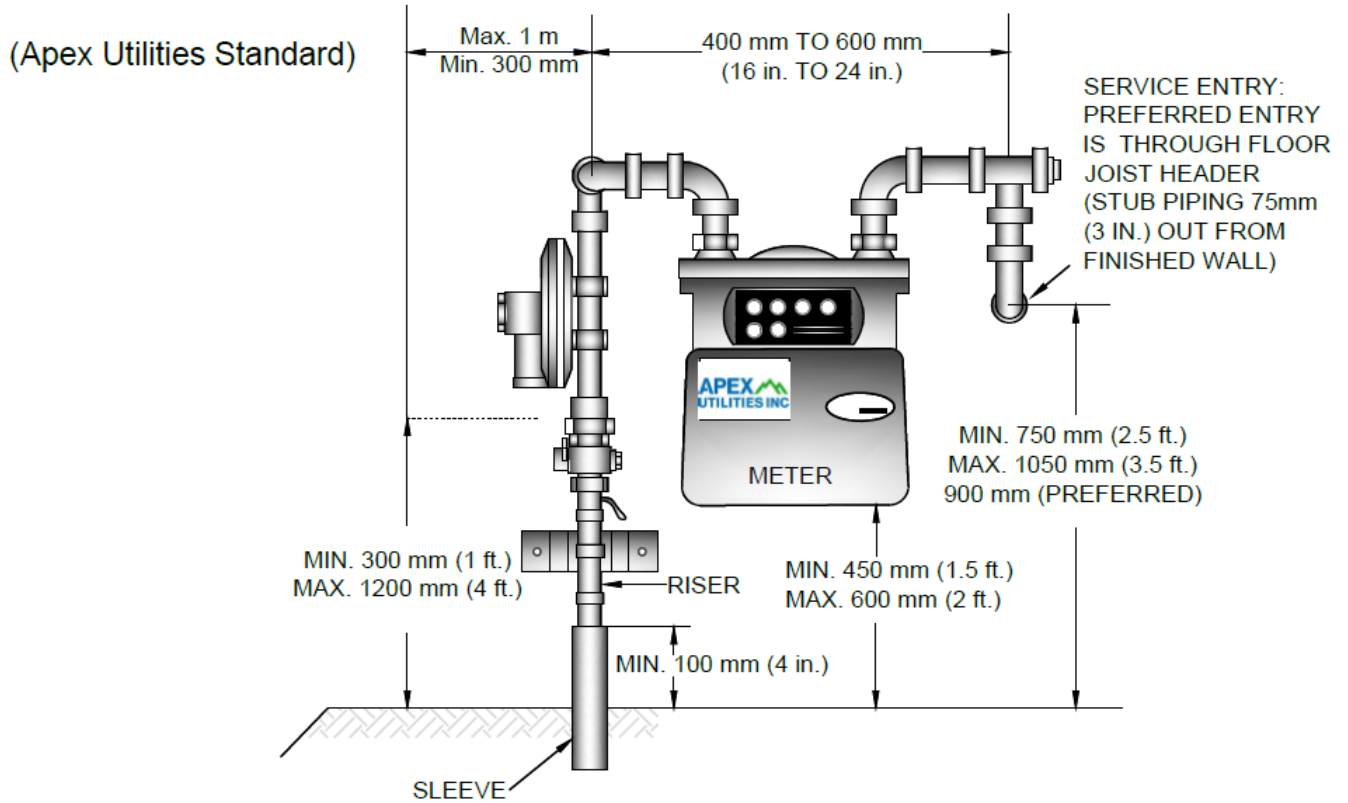


## METER CLEARANCE & LOCATION SPECIFICATION (2 OF 3)





**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**

A notification email from AUI will be provided after construction of your new service line is complete. This email notification will provide important details about the service site, including the address and the premise number we've assigned. The service address should be validated by you and the premise number quoted when submitting the documentation requesting a natural gas meter.

#### **Information You Will Need**

If your home or other building is ready for natural gas, you or your gas fitter must make a request for the gas meter by providing your Gas Permit, a completed AUI Service Completion Notification Form, and a completed Account Set up for New Meter Installation Form via email to [permits@apexutilities.ca](mailto:permits@apexutilities.ca).

*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 Notification Form](#) or visit AUI's website at [www.apexutilities.ca/request-meter](http://www.apexutilities.ca/request-meter).
- *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.

Include a completed [Account Set Up for New Meter Installation Form](#), or visit our website at [www.apexutilities.ca/request-meter](http://www.apexutilities.ca/request-meter).

- Only complete this if you plan on using Apex Utilities Inc. for your monthly billing. Do not complete this form if you have signed up with a Retailer.

**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.



**Before printing this document, please consider the environment!**

**- Important Contacts -****Apex Utilities New Service Line 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@apexutilities.ca](mailto:aui-serviceapplications@apexutilities.ca)

**Apex Utilities Customer Care**

Toll-free: 1-866-222-2067

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

Email: [customercare@apexutilities.ca](mailto:customercare@apexutilities.ca)