

**Lancaster Ohio Office**

Office Number: 1-740-862-3300

Emergency Number: 1-800-451-9465

**Strasburg Ohio Office**

Office Number: 1-330-878-5589

Emergency Number: 1-800-451-9465

## **INFORMATION GUIDE FOR HOUSELINE PLUMBING**

This brochure has been prepared by Northeast Ohio to assist you in initiating your natural gas service once your service line (the gas line from the street to your house) has been installed. By spending a few minutes reviewing this information you can be assured of getting your gas service turned on without any problems. If you need help with your service line installation or you have additional questions after reading this brochure, please feel free to call us toll-free at the above applicable office locations

The requirements in this brochure are written for normal (low pressure) residential gas service only. Dual feed, high pressure, commercial or industrial customers should call us for information on additional requirements.

Gas meter installation requires the service line and meter setting to be installed in accordance with Northeast Ohio Natural Gas Corp procedures and 49 CFR DOT 192, then getting your gas service turned on is as simple as **1-2-3**:

### **STEP 1 – Complete Your Plumbing**

You are responsible for the completion of the plumbing from the meterset to each gas appliance in your house. This is called the HOUSELINE. If there is not a meterset installed at your house, please call us toll-free at the above applicable office locations to get one installed.

We suggest that you have a qualified plumber who is familiar with Northeast Ohio requirements install your houseline. However, regardless of who does your plumbing, the following requirements must be met:

Houseline plumbing must be above ground only (if you need to go underground for any reason, please contact us for additional requirements.)

**You (or your plumber) must be aware of the following:**

- All houseline piping must be black steel, schedule 40 or better, or CSST installed by a qualified individual
- All fittings must be black malleable iron or better
- A shut-off valve must be installed within six feet of each appliance
- Drip legs are required in front of furnaces and water heaters
- All unused outlets, including valves, must be securely plugged
- All flexible appliance connectors must be of an approved type — no copper tubing or rubber hoses

**Northeast Ohio will NOT allow:**

- Any plastic, copper, brass or aluminum pipe or tubing in houseline installations
- Galvanized pipe or fittings
- Malleable or ductile iron bushings
- All thread nipples
- Quick disconnect fittings

We suggest that you (or your plumber) pretest piping with 3 lbs. of air pressure up to the appliance valve for 10 minutes to check your houseline for leaks. This will avoid additional time, and possible charges, when Northeast Ohio performs their tests. Never use an open flame to check for leaks.

All gas appliances must be vented in accordance with the National/International Fuel Gas Code. Unvented wall or space heaters are not approved unless they are certified and properly installed. Northeast Ohio will not allow the venting of any gas appliance into a common flue with a coal or woodburning stove and will not allow high pressure gas lights.

These requirements are not all-inclusive. Please refer to the National/International Fuel Gas Code for additional requirements or feel free to call us with your questions.

## **STEP 2 — *Call Northeast Ohio To Schedule A Turn On***

Please call us toll-free at the above applicable office locations at least three (3) working days before you need your gas service turned on. Northeast Ohio will schedule your gas service turn on for either a Tuesday or Thursday. For any notice less than three (3) working days, we cannot guarantee meeting your request.

You must have at least one appliance ready to light up (including electric and venting if required) when Northeast Ohio arrives to turn on your gas service. We cannot turn on your gas if one appliance is not ready. However, don't convert appliances too far in advance. You may not be able to use them until Northeast Ohio arrives for your scheduled turn on.

If you should need to reschedule your turn on time, please do so as soon as possible to avoid a no-show service call.

## **STEP 3 — *Northeast Ohio Will Turn On Your Gas Service***

**Remember, your tap fee must be paid in full or be current on the payment plan prior to the initiation of gas service. The customer owned service line must also be paid in full prior to the initiation of gas service.**

Northeast Ohio will arrive at your scheduled time and first inspect your houseline piping. If the piping is satisfactory, we will then perform our pressure and leak tests. If the tests are satisfactory, we will install a meter and light up the

appliances which are approved for light up. We will not light up non-approved appliances or appliances that our service personnel are not trained to light.

Please make sure that you have followed these requirements. Northeast Ohio provides ample time for a service turn on at no cost, but if any of these requirements are not met, you may be responsible for a service charge. If you have any questions regarding your houseline installation or any other questions concerning your gas service, please call us toll-free at the above applicable office locations