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### CUSTOMER SERVICE LINE INSTALLATION POLICY

As a natural gas customer, it is your responsibility to oversee the installation of your customer service line. The customer service line is the gas piping that connects your home to our distribution pipeline tap at the gas main. This customer service line typically lies in your front yard and is on your private property. We are enclosing two drawings that illustrate the proper service line, riser, and meter-set installations for your reference. This information will be very helpful to you and your contractor during the installation of your natural gas service line, riser, and inside house lines. Northeast Ohio will work with you to guide you through the process of installing your customer service line. You have 2 options to consider for the installation of your service line that we are listing below.

- 1) Northeast Ohio – Who better to coordinate and install your gas service line than the experts at Northeast Ohio? Northeast's normal residential installation will cost \$500 for the first 50' of 1" CTS and \$2.50 per foot after the first 50'. This installation includes all piping, materials, rough backfill, and labor for installation up to and including the meter bar and riser which mounts to the outside of your home. This does not include any interior piping, tamping, seeding, mulching, or removal of construction debris from the ditch-line (rocks, roots, etc.). Driveway, sidewalk, or unusual construction obstacles may increase this cost. As an example, an 100 foot estimated Northeast Ohio service line installation would cost:  $\$500+(100-50)\times 2.50=\$625.00$ . For an actual quote, please contact us for a site visit.
- 2) Contact a contractor/plumber about installing your service line and the specific needs for your internal house piping. We recommend you call at least three plumbers (certified to do service line installations) to get competitive quotes. Don't forget to have your contractor/plumber contact the Ohio Utilities Protection Service (OUPS) at the new "811" toll free number. Dialing 811 will connect you to an OUPS Representative who will then contact the local member utilities on your behalf to mark the underground facilities in the excavation area.

Prior to any service line installations, please contact Northeast Ohio at 1-800-237-2099 for an appointment to meet with you or your contractor. We will work with you to determine the most cost effective service line route based upon meter and main line location. This policy is intended to guide you through the typical service line installation for normal residential loads with service line less than 1,000 feet in length. For service line lengths greater than 1,000 feet or for loads greater than typical residential needs, contact Northeast Ohio for additional information. Please note that Federal Guidelines only allow certified personnel to work on, install, or make tie in connections on our gas mains or service lines. Northeast can provide you a list of certified contractors at your request. However, due to various certification intervals and requirements, contractor certifications may temporarily lapse or expire throughout the year. Therefore, it is important for the homeowner to verify certification not only for the plumbing company but for the plumbing personnel on site performing the work. As a suggestion, ask your plumber or excavator performing any service line work to provide a written statement on their estimate that verifies the work will be completed by certified personnel meeting Department of Transportation and Northeast Ohio Natural Gas Corp Operator Qualification Guidelines. Northeast Ohio Natural Gas Corp currently accepts UTI, PUR or ACT certifications for contractors. These certifications do not permit contractors to perform repair or replacement work on service lines.

Once the service line is installed, the contractors must complete and fax the "Gas Service Installation Record". This record is needed for approval of your service line, and to schedule a test and tie in to our gas main.

Note: The service line is owned by the customer, but will be maintained by NEO Gas. NEO will perform the required leak inspections and monitor the service line for corrosion up to the inlet of the gas meter. All buried piping after the meter is the responsibility of the customer and should be periodically inspected for corrosion and leakage. Buried lines that are not properly maintained may be subject to the potential hazards of corrosion and leakage.

We at Northeast would like to thank you for considering natural gas as one of your energy choices and we look forward to working with you in the future. If you would like to speak with us about the benefits of natural gas or have questions about the installation process, please call us at **1-800-237-2099**. Thank you again for your time and consideration.

Warmest Regards,  
Northeast Ohio Natural Gas

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