



CUSTOMER SERVICE LINE INSTALLATION POLICY

As a natural gas customer, it is your responsibility to ensure that the contractor installing your service line is qualified and approved by Northeast Ohio Natural Gas Corp. 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, riser, and meter-set installations. 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's listed below.

- 1) Northeast Ohio – Who is better to coordinate and install your gas service line then 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, or mulching of the ditch-line. Driveway, sidewalk or unusual construction obstacles may increase this cost. For an actual quote, please contact us for a site visit.
- 2) Contact a qualified contractor/plumber about installing your service line and the specific needs for your internal house piping. Your contractor must have current DOT(Department of Transportation) Operator Qualifications to install your service line and supply their qualification information to Northeast.

In accordance with State and Federal law, Northeast Ohio Natural Gas Corp is making changes that affect the installation of service lines in the Northeast Ohio Natural Gas Corp service areas. These changes are being made to ensure the integrity of our operating systems. Northeast Ohio Natural Gas Corp will require all service line installers (i.e. contractors/plumbers) to be in compliance with DOT Operator Qualifications and DOT Drug and Alcohol Testing regulations. Northeast Ohio Natural Gas Corp has approved 3rd party qualifiers for contractor/plumber evaluations. The SERVICE LINE INSTALLATION and MECHANICAL JOINING qualifications can be provided by the following approved 3rd party qualifiers:

Utility Technologies International Corp (UTI)

614-879-7316

www.uti-corp.com

Professional Utility Resources (PUR)

216-870-2707

www.pur-co.com

Applied Compliance Training (ACT)

800-715-2517

www.actraining.biz

Please keep in mind that these qualifications are for NEW INSTALLATIONS ONLY. Any repair or replacements are made by Northeast Ohio Natural Gas Corp ONLY.

Our GAS SERVICE INSTALLATION RECORD is attached and needs to be completed by your qualified contractor and faxed to Northeast Ohio Natural Gas, after service line installation is complete. We will not schedule the gas service line tie-in without this documentation. This record can be copied and is also available on our website: www.neogas.com

Prior to any service line installations, please contact Northeast Ohio at 1-800-848-5589 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 only qualified personnel can make tie-in connections on our gas mains or service lines. Don't forget to contact OUPS at least 48 hrs prior to any excavation at 1-800-362-2764.

Northeast Ohio Natural Gas Corp can sell the necessary approved materials for your service line. Our approved service line materials include, but are not limited to:

- Plastic Pipe – 1" CTS PE2406 .099W ASTM D2513 (Driscopex, Performance, Charter Plastics, Flying W, Endot Industries, Oil Creek, or Central Plastics Pipe. Currently \$.39 per ft.
 - Tracer Wire – 12 gauge solid copper wire with THHN or THWN coating. Currently \$.10 per ft.
 - Riser and Bracket – Perfection Servisert #71200 1" CTS .099W X 1" N.P.T. with 9" offset Perfection Bracket. Currently \$23.40 (riser) and \$18.00 (bracket)
 - Couplings – Service lines shall be installed as one continual length of pipe where possible. If a service line installation requires a coupling (typically service lines over 500' will require a coupling), a Perfection #50099 Permasert Coupling (1" CTS .099W X 1" .099W) shall be used. Currently \$14.20 each.
- (PLEASE NOTE THAT ALL PRICES AND SERVICES ARE SUBJECT TO CHANGE WITHOUT NOTICE)

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 a question about installing your natural gas service, please call us at **1-800-237-2099**. Thank you again for your time and consideration.

Warmest Regards,
Northeast Ohio Natural Gas Corp.

Lancaster Office
1-800-237-2099

Strasburg Office
1-800-848-5589