

Lancaster Ohio Office

Hours of Operation: 7:30am to 4:30 pm

Phone: (740) 862-3300

Emergency Number: (800)-451-9465

Strasburg Ohio Office

Hours of Operation: 7:00am to 3:30pm

Phone: (330) 878-5589

Emergency Number: (800) 451-9465

## INFORMATION GUIDE FOR HOUSELINE PLUMBING

This information guide has been prepared by Northeast Ohio Natural Gas Corp. 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 information guide, please feel free to call us toll-free at the above applicable office locations.

The requirements in this information guide 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 during normal business hours to have one installed.

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 visible and inspected by NEO before service will be turned on.
- All houseline piping must be black steel, schedule 40 or better, or CSST tubing installed by a qualified individual.
- All CSST tubing must be bonded in accordance with the most current edition of National Fuel Gas Code. **Gas service will not be turned on if the CSST tubing is not properly bonded.**
- 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 or capped.
- All flexible appliance connectors must be of an approved type. (No copper tubing or rubber hoses)

#### **Northeast Ohio Natural Gas Corp. will NOT allow:**

- Any plastic, copper, brass or aluminum pipe or tubing in houseline installations.
- CSST Tubing outside the building wall.
- Galvanized pipe or fittings.
- Malleable or ductile iron bushings.
- All thread nipples.
- Street 90's.
- Street Ell's.
- Quick disconnect fittings inside any structure.

Prior to our arrival we suggest that you (or your plumber) test the completed pipeline system with 3lbs. of air pressure up to the appliance valves for 10 minutes to check your houseline system for leaks. This will avoid additional time, and possible charges, when Northeast Ohio performs their test. Never use an open flame to check for leaks.

All gas appliances must be vented in accordance with the most current edition of the National 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 gas appliance into a common flue with a coal or wood burning stove and will not allow high pressure gas lights.

These requirements are not all-inclusive. Please refer to the most current edition of The National 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 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 turn on based on schedule availability. Please note the Strasburg location only does turn-on's Tuesdays and Thursdays. For any notice less than three (3) working days, we cannot guarantee meeting your request.

You must have at least one properly installed appliance (furnace or hot water tank, 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 properly installed.

Should you need to reschedule your appointment with us, please do so as soon as possible to avoid a "no-show service charge."

**STEP 3 – Northeast Ohio Will Turn On Your 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. 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 at the above applicable office locations.