

New Service

To apply for a new natural gas service line, follow the steps below. Make sure to include any details or supporting documents that will help your application be processed more efficiently.

New Service requests can be divided into the following categories:

Urban Detached or Semi-Detached Dwelling

A dwelling is considered to be in an *Urban* area if it is located within the legal boundaries of a town or city that has an urban franchise agreement with ATCO. The service would be classified as a service being used for *Residential* purposes.

Multi-Family Rowhouses or Townhouses

Multi-family rowhouses or townhouses refer to dwellings where there are multiple attached units with each unit having ground floor access. The service would be classified as a service being used for *Residential* purposes.

Apartments or Apartment-Style Condominiums

Buildings with five or more dwellings are considered apartments or apartment-style condominiums. The service for these buildings would also be classified as being used for *Residential* purposes. Apartments are typically located within urban areas.

Rural Dwelling

A home built outside of an urban franchise area is considered rural and can include subdivisions or farmland. Services for these dwellings, including outbuildings required for personal use like a garage or shop, would be classified as being used for *Residential* purposes.

Rural Non-Dwelling

Service required for non-dwellings in a rural area can include grain dryers or irrigation. Elevated pressure may be required for these types of services.

Urban or Rural Commercial

Services that are not for personal use or dwellings would be considered *Commercial* or *Industrial*. These may include commercial farms, welding shops, schools, stores, strip malls, restaurants, and others.

Follow these steps to request a new service:

Step 1 – Gather Information and Documentation

In order to submit your application in **Quick Connect**, you will need to have the following information handy:

- **Type of Installation** – Service lines can be installed as *4-Party* (natural gas service in the same trench as other utilities) or *Traditional* (natural gas service in a dedicated trench). If you require a banked meter only on an existing service, select *Banked Meter*.
- **Construction Heat** – If natural gas heaters or generators will be utilized during construction, select *Yes* and if not, select *No*. If you will require a single meter for the entire building (multiple units) during construction, please indicate this in the *Additional Information*, as well as specifying whether elevated pressure is required.
- **Site Address** – Civic/municipal address as provided by municipality; short legal (lot, block, plan) and subdivision name, and city or town name. For rural locations, include the long legal (quarter or legal subdivision, section, township, range, meridian). If applying for multiple meters, input the primary address for the request, and upload a list of the addresses for all units required. You can also attach a municipal addressing plan if available.
- **Site Contact Information** – You will need to specify a name, phone number and email for an on-site contact. This should be someone who can answer questions related to the request. All notifications regarding the status of the request (for example when a *Site Inspection* request is created or was unsuccessful, or when status of the request has moved to *Work In Progress*, or *Work Completed*) will go to the email specified for the *Site Contact Email*.
- **Customer Site Reference** – This may be a purchase order number, a job number or other reference that is pertinent to be noted on the invoice.
- **Number of Meters Required** – Indicate how many meters for the lot where the service line is required. To ensure the meters are placed in the correct locations, upload a copy of your site plan, with all meter locations (including relevant addresses) clearly marked.
- **Additional Notes** – Include any special requirements, including non-standard natural gas appliances being used for construction, additional addresses required if more than one meter was indicated, access requirements, and any other information that will help process the request more efficiently.
- **Estimated Site Ready Date** – This is the date you believe your site will be ready for the installation to occur.

- **Utilization Pressure** – This is the pressure required downstream of the meter. Standard pressure is 0.25PSI. Pressures other than this standard are not guaranteed, and availability depends on the distribution system and demands.
- **Total Connected BTU Load** – This is the sum of the BTU requirements of all natural gas appliances that will be connected. A typical value for an average urban detached or semi-detached dwelling is 175,000 BTU. If applying for multiple meters, you can specify the *Total Connected BTU Load* for the primary unit and provide the values for the additional meters in the *Additional Information* section or upload an attachment to indicate what the requirements are for each meter.
- **Appliance Information** – Specify the number of each type of natural gas appliance that will be connected (for residential services only). If you are requesting a service for an apartment, commercial, or industrial site, please upload a list of all natural gas appliances by quantity, utilization pressure and *Total Connected BTU Load* for each address required.
- **Supporting Documentation** – This can include plot plans or site plans indicating the desired natural gas meter location and other underground facilities, and any other documents that will facilitate service line installation.

Step 2 – Request New Service

Log in to **Quick Connect** and click on *New Request* to get started. Navigate through each page in the form and enter the required fields. Once you are finished, you can click *Finish* and start another request, or you can click on the *Request Number* to go directly to the details of the request that was just submitted.

Step 3 – Provide Additional Details/Documents

If you have a plot plan or other documents for your request, you can upload them by going to the request details, clicking on the *Related* tab and clicking the *Upload Files* button or drag and drop files to the *Attachments* section.

Common documents required by request type:

- Urban Detached or Semi-Detached Dwelling
 - Plot plan showing the gas meter location and building footprint with measurements to the property lines
- Multi-Family Rowhouses or Townhouses
 - Site plan showing all buildings and indicating all unit addresses and gas meter locations, underground facilities, retaining walls etc.
 - Address plan

- List of unit addresses with required utilization pressure and *Total BTU Connected Load*
- Lot titles and registered instruments if meters will be banked on an end unit where each unit of a townhouse/rowhouse is on its own fee simple lot
- Apartments or Apartment-Style Condominiums & Urban or Rural Commercial
 - Detailed site plan showing all buildings, underground facilities, and meter locations. The preferred service line routing should be indicated as well.
 - List of natural gas appliances per meter required. This should include the correct address, appliance name, quantity, utilization pressure and total BTU load for each.
 - Mechanical drawings or other related site plans that will help plan the service alignment.
 - Certificate of Title
 - Development permit
- Rural Dwelling/Non-Dwelling
 - Site plan, plot plan, real property report. This does not need to be an officially surveyed drawing but should show building footprints, with measurements to property lines, the preferred meter and service location, as well as any other site details that may affect service line installation including trees, water bodies, retaining walls, roadways etc.
 - Appliance details – if you are requesting service for a grain dryer, or will be installing special appliances, include the appliance documentation as well.

One of our representatives will be reviewing the request and may contact you for additional details or documents where necessary as they work to determine the right service and meter to fit your needs and to prepare the estimated cost. If needed, a preliminary site visit may be conducted to confirm the best service line alignment and other on-site details.

Step 4 – Sign Contract/Prepay

After reviewing and processing your request, one of our representatives will send a contract for your signature. The contract will summarize the details of the request and indicate the estimated cost (before tax). **Please note that the cost provided is an estimate only, and the actual charges incurred at the time of installation will apply.** This means you may receive another invoice for additional costs after the work is completed. There will be a separate contract for each service line that is required. You may see multiple requests added to reflect this and will need to electronically approve each contract for your request to proceed.

You will receive an email notification when your contract is ready to review and sign. You will also be able to review and sign the contract directly in **Quick Connect** by navigating to the *Contract* tab and clicking on the *Sign* button next to the outstanding contract.

After you have signed the document electronically, one of our representatives will generate an invoice for the prepayment in the amount indicated on the contract, plus tax. The invoice will be sent via your preferred method, but will be available in **Quick Connect** by going to the *Invoices & Payments* tab. You can make a payment by clicking the *Make Payment* button or by following the instructions on the Invoice. **This prepayment invoice must be paid for the request to proceed.**

Step 5 – Prepare for Site Inspection

After you have signed the contract, and paid the invoice for the prepayment, one of our representatives will schedule the site inspection based on the *Estimated Site Ready Date* you provided. Please note that we cannot guarantee the date requested.

Ensure your site is ready for inspection by reviewing the *Site Readiness* requirements included in the contract provided to you. You will receive a notification when the site inspection has been requested, as well as when it has been completed. If your site inspection was unsuccessful, you will be able to request a new inspection online in **Quick Connect**. Please make sure to address any of the noted items prior to the next inspection.

If your service will be installed utilizing a 4-Party trench, you will need to contact us to let us know when the trench is ready.

Step 6 – Installation of Service Line Starts

Once a successful site inspection has been completed, your request will be added to the queue for installation. Make sure to keep the site ready for installation to prevent any delays.

Step 7 – Get Ready for the Meter

While waiting for the site inspection and service line installation to occur, you can prepare for your meter to be installed.

Make sure to enroll your site ID(s) with your preferred energy provider. Your site ID can be found by viewing the request details, then clicking the *Related* tab, and viewing the *Site ID Listing*.

If you are not utilizing your service for construction heat, you will need to ensure that a permit for the interior gas piping has been obtained from your municipality and submitted to ATCO before the meter can be installed.

Step 8 – Pay Additional Invoices



After the work has completed, if there were any additional charges, you will receive another invoice via your preferred method. The invoice will also be available to view in **Quick Connect**.