



Residential New Business

How To Request New Service Installation

Requests begin by contacting the New Business Team in one of three methods:

- Telephone – 1-800-440-6111
- Facsimile – 1-614-481-1698 or 1-614-481-1696
- Web site – www.columbiagas.va.com
- Once request is received by the New Business Team, you will be notified by fax or phone within 2 business days that your order(s) has been processed and the 30-day commit period starts.

If a natural gas main exists...

- Contact the New Business Team once the foundation is completed, backfilled and within 6" of final grade.
- We commit to 30-day installation schedule upon review and receipt of any required permits.
- Our contractor will make appropriate Miss Utility requests and meet your schedule.

If a new natural gas main installation is required...

- Contact new business team
- Project review and approval for main extension and installation – allow 6 month review, approval and installation period.
- Service line installation orders are updated to 30-day commitment period once new main installation has been gassed.

Important note: We commit to install our facilities within your 30-day commitment period. We need your commitment to have the residential lot free from construction materials, which would hinder installation. If we cannot install our service line because of scaffolding, Miss Utility marks removed or find an empty lot the order is voided. A new 30-day commitment period will begin once obstructions are removed and a new service line installation request is submitted. We prefer no delays!

Service
Territory



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Line Extension Agreement (LEA)/Rights of Ways (ROW) – The return or lack of return of the Line Extension Agreement (LEA)/Rights of Way (ROW) agreements from the Developers could impact the timing of Columbia’s main line installation and ultimately affects our service installations to your homes.

Delivery Pressure – The developer and Columbia Gas, in the early stages of the project, agree upon the delivery pressure to homes. The standard delivery pressure is 7” WC. There are occurrences where the developer request and is granted 2# delivery pressure. It is critical that you check with the developer to make sure your plumbers install the appropriate size house lines relative to the agreed upon delivery pressure. Check with the developer of the project for the delivery pressure prior to constructing your homes. Once the developer and Columbia Gas agree to the delivery pressure, the pressure for all homes within this project will be standard.

If the project is approved for 7” WC and the house is plumbed for 2#’s, you may not have adequate pressure to run the equipment that is installed. If the project is approved for 2#’s and the house is plumbed for 7” WC, the equipment could experience extreme damage and damage to property and/or life.

Site Readiness – When the service line is scheduled for installation, the path from the Columbia Gas main to the proposed location of the meter must be clear of all debris.

Final Grade – The Columbia Gas service line can only be installed when the area where the service is going to be installed is within 6” of final grade. This includes from main line to where the meter is going to be located. The foundation wall must be backfilled. There could be an additional cost once the service is installed and the gas-carrying riser needs to be raised due to backfilling.

Septic Plats – Your Columbia Gas New Business Representative must receive the Septic Plat prior to when service line request is processed where applicable.

Miss Utility – Columbia Gas or Columbia’s contractor must call Miss Utility prior to installing the service line to your home(s). Locate marks must be present and visible when contractor arrives to install service. If locate marks are not present or have been removed, service cannot be installed and locates will be recalled delaying your installation a minimum of approximately 3 days.

Meter Location – It is recommended that you, the builder, mark the location for the gas meter. There are times when the service is installed prior to the plumbers’ house line being visible or installed. If there is no marking and the house line is not visible, the contractor will select the location for the meter. If the meter has to be relocated because the location was not marked, the builder will pay for the relocating of the meter.

Multi-Family Projects – To expedite your project, please provide us with correct information on manifold requirements and which house line will be piped to each manifold. You must label all house lines so we can verify which address goes with each

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meter. This is imperative for proper service line information in the event of an emergency as well as proper billing of each account.

Pool Heater/Generator – If your plans for the home include a pool heater or generator, it is imperative that you inform the Columbia Gas New Business Team Representative so we can include this information in our service line design. If this information is not included and a pool heater or generator is installed, there could be an additional charge once the service line is installed.

New 563 Process – *This topic will be updated once management approves the recommendation of the team.*