

THANK YOU FOR YOUR INTEREST IN CONVERTING TO NATURAL GAS! WE LOOK FORWARD TO GETTING YOU CONNECTED.

Below is important information outlining the steps and timing in the conversion process so you'll know what to expect during the conversion and installation of your new natural gas equipment.

GETTING YOUR SERVICE INSTALLED

The Site Survey

- Your Gas Sales Representative will determine the path of the natural gas service line and location on your home. They will choose a path and location that meets established codes while having as little impact as possible on your home's appearance.
- The Gas Company will request a permit from your local municipality. Permitting can take up to four weeks. Once the permit is received, the Gas Company will schedule your installation.

Depending on the number of homes we are currently converting, your installation could be scheduled in a three to eight-week window. Construction schedules are also dependent on the time of year and weather events.

Installing the Service Line

- Prior to installation, the Gas Company contacts Call Before You Dig so utilities can mark all of their underground facilities in your area. You are required to mark underground facilities that you own such as an oil or propane tank along with underground piping to the building, septic and sewer lines, electric, irrigation lines, sprinkler heads, water, or even an electric dog fence. This is a good time to check with your contractor to schedule your gas equipment installation.
- The day of installation, construction crews will dig holes and trenches to lay the gas line. The excavation method is determined solely by the Gas Company based on the characteristics of your property and surroundings.
- Crews will install and connect the new natural gas line. They will pressure test the gas line to ensure the integrity of gas service.
- The excavation in the street is filled and compacted to leave a patch level with the existing street grade. The patch needs to settle for 90-180 days before final paving is performed.
- Crews backfill the trench in your yard, leaving it level and clean. You, the homeowner, are responsible for landscaping restoration and reseeding.

AFTER YOUR SERVICE IS INSTALLED

Installing Natural Gas Equipment

- Once your service line installation is complete, your contractor can complete the installation of your heating system and any additional natural gas appliances. You and your contractor are responsible for all equipment and connections from the meter location to the inside of your home. Your contractor should explain how to safely operate all equipment, appliances and connections.

Final Testing, Inspections and Meter Installation

- Your heating contractor will coordinate any inspections required by your town. Towns may differ on their inspection and testing requirements. An inspection may take several days to schedule. The town inspector must witness and approve an air test on the house gas line installed by your contractor. The inspector will leave an approval tag visible for the Gas Company Service Technician.
- Once you have an approval tag, contact your Gas Company Sales Representative to schedule meter installation. Please allow at least two to three working days advance notice from the time of your call to the date you would like the meter installed.

After your meter is installed, your natural gas conversion is complete and you are ready to start using your new natural gas appliances!

See a Conversion in Action

Watch our online videos for a tour through the gas conversion process.
www.cngcorp.com/installgas or www.soconngas.com/installgas



CONTACT US

Once the meter turn-on is scheduled, all calls including service or meter installation issues should be directed to Customer Service.

SCG 1-800-659-8299 | CNG 1-860-524-8361

You are welcome to visit us on the web
www.soconngas.com | www.cngcorp.com

If you ever think you smell gas call
SCG AT 1-800-513-8898 | CNG AT 1-866-924-5325



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Installing Natural Gas in Your Home:
Important Things to Know

CONNECTICUT NATURAL GAS CORPORATION

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