



Natural Gas Service Line Installation Procedures

Whether you are thinking about having natural gas brought to your home, or have already made the decision, we want to make the process easy for you. Our goal is to have natural gas installed to your home quickly, efficiently, and safely -- with minimum disruption to your home and property.

We prepared this guide to explain the process so you will know what is involved before any digging takes place. Norwich Public Utilities' staff will be available to you throughout the entire process to answer your questions and alleviate your concerns.



Signed Agreement - The first step towards having gas service installed at your home is to sign an agreement with Norwich Public Utilities. This Agreement states that you want gas service and will have all gas appliances connected to the service within six months of the date of the Agreement. Once this is signed, we begin the process of locating and installing the gas service to your home.



Locating the Gas Service Line - We will work with you to determine the best placement for the gas line.

While we prefer a direct route from the street to the house, it is not always possible. That is why we involve you in the process. The gas line cannot cross a septic system, and it is important to identify other underground obstacles. We can cross underground electric, water services and sprinkler systems. We recommend that you flag underground obstacles that you are aware of. Call Before You Dig (see below) will help identify underground utilities.



Locating the Gas Meter - The ideal location for a natural gas meter is outside, within ten (10) feet of the front corner of your home. There must be a three-foot clearance from the gas meter to any door, window, vent, electric meter, and any source of ignition. Greater clearances may be required. It is also necessary to protect the meter from vehicles.



Call Before You Dig - Once the agreement to install a new gas service is signed and the location of the service line and meter has been determined, NPU will contact Call Before You Dig to identify and mark all underground utilities. After the Call Before You Dig visit, the location of underground utilities will be identified by spray paint or stakes in the front of your property. You do not need to be home for Call Before You Dig to complete their work.



Installation & Restoration - A Norwich Public Utilities representative will contact you in with the tentative date of your service installation. Please note that the exact installation date is subject to change based on weather conditions or unforeseen circumstances. The actual installation includes digging a trench (usually 18" wide) and installing the new service line from the street to your home's foundation. This will result in some disruption to your lawn and landscaping. Once the service line is installed, we will refill the trench, rake it smooth, and plant grass.

You are responsible for hiring a plumber, and obtaining all necessary permits to install gas piping in your house and connecting all gas appliances.

Still have questions? Call Katie at 860-823-4514 or e-mail
communitymatters@npumail.com

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