

COMMERCIAL/INDUSTRIAL/MULTI-RESIDENTIAL GAS LINE INFORMATION

Natural Gas is clean-burning and odourless. Methyl Mercaptan (rotten egg smell) is added for safety.

CONTACT INFORMATION

Kitchener Operations Facility (KOF)
131 Goodrich Dr, Kitchener ON, N2C 2E8
(near Fairway Rd & Wilson Ave)
Fax: 519-741-2638
www.kitchenerutilities.ca
Hours 8:30am – 4:00pm, Monday – Friday

Dispatch – 519-741-2529, option 3
Business Development & Conservation Strategist – Michele Kamphuis, 519-741-2600x4214,
Michele.kamphuis@kitchener.ca
Utilities Engineer – David Paetz, 519-741-2600x4235, david.paetz@kitchener.ca
Utilities Engineer – Sylvie Eastman, 519-741-2600x4178, sylvie.eastman@kitchener.ca

CHARGES

Applications for Commercial, Industrial and Condominium Projects will be subject to an economic evaluation, and an aid to construction fee will apply. Charges include: **aid to construction, one-time meter set charge**, daily gas fixed charge regardless if gas is used or not, and gas consumption. Special requests for higher delivery pressure may result in additional charges if minimum load requirements are not met.

GAS METER LOCATION RESTRICTIONS

The gas service may be a plastic pipe or a steel pipe. The meter set consists of a riser (gas line), meter, and regulator.

- The gas meter and associated pressure regulator must not be closer than 300 cm to any building openings ie. doors and windows that open, dryer vents, fresh air intakes, heat pumps, air conditioners (99 cm), and mechanical air intakes (180 cm).
- Gas meters installed in driveways require impact barrier(s) installed by Kitchener Utilities. Your insurance may request impact barrier(s) in additional circumstances. In either case, an extra charge will apply for impact barriers to be installed.
- In some instances a security enclosure may also be required at the owner's cost.
- Bracket(s) for meter to affix to building, depending on size of meter and configuration of piping

STEPS FOR GETTING NATURAL GAS SERVICE TO YOUR PROJECT

STEP 1. GAS SERVICE APPLICATION

Applications for Commercial, Industrial and Condominium Projects must be accompanied by complete load information and site servicing plans (electronic CAD maps required) including precise gas service/meter location. This will ensure prompt service installation and avoid possible charges to rectify mistakes after construction. The property owner must pay a service relocation fee (minimum \$600.00) if inaccurate information on the gas service application necessitates an adjustment of the riser location.

You or your contractor may drop off or send the application to: **Utilities Engineer at Kitchener Operations Facility (KOF)**. Alternatively, your contractor can submit an application online. We highly recommend that you get a qualified heating contractor to fill out the application on your behalf.

We will require at least one design meeting to ensure the proposed gas servicing meets your needs and does not conflict with other proposed utilities such as Hydro. The average lead time is 6-8 weeks from when the application is submitted, or could take up to 6 months for work on Regional roads. The gas installation schedule will depend on site conditions, volume of gas service requests, locates, frost conditions, and municipal permits.

STEP 2. FINALIZE GRADING

The ground surface must be within 15 cm (6") of final grade before gas service installation, to minimize potential construction damage.

STEP 3. MARK METER LOCATION

To minimize the potential for errors in the field, our inspector will have a final site meeting with the requestor and/or his designate to mark the riser location.

STEP 4. PRE-CONSTRUCTION INSPECTION

Boring or drilling to install gas lines may accidentally penetrate private sewer lines. Using rotating equipment or water jet equipment to clear a blockage in the sewer line could damage the gas pipeline, resulting in a natural gas leak into the sewer line and into the building. To avoid this risk, approximately one to three weeks before the gas line is installed, Kitchener Utilities' contractor will arrange to meet with you and will enter your basement to identify the location of the sewer lateral(s). **This step does not apply to new construction where the gas service will be installed by open trenching.**

STEP 5. SITE LOCATES

Kitchener Utilities and/or its designate will call the participating utilities when you are having a gas line installed. Approximately one to three weeks before the gas line is installed, the participating utilities will come to your site to locate and mark their underground facilities in a specific colour: Hydro - Red; Telephone and Cable - Orange; Gas - Yellow; Water - Blue; Sewer - Green.

The property owner or their designate is responsible for providing locates for private underground utilities and/or structures that may conflict with the gas service installation.

CALL BEFORE YOU DIG!

AN ACCIDENT WHICH DAMAGES ONE OF THE MANY BURIED FACILITIES CAN MEAN:

LOSS OF LIFE - PERSONAL INJURY - ENVIRONMENTAL DAMAGE - DISRUPTION OF ESSENTIAL SERVICES

UNDER ONTARIO LAW, you must call participating utilities regarding any other digging (e.g. fence, retaining wall, tree planting). **Ontario One Call** is a convenient service to notify Hydro, Water, Bell, Gas, or Sewer; call 1-800-400-2255 or visit on1call.com at least thirty days prior to digging/drilling/blasting. Kitchener customers note that Kitchener Utilities provides natural gas north of the Grand River and Enbridge provides natural gas locates south of the Grand River and in Wilmot Township.

STEP 6. GAS SERVICE INSTALLATION

- Before the installation begins, ensure there is a clear path.
- After the application has been completed and submitted, we will begin to install your gas service within 6-8 weeks. If the service installation exceeds 6-8 weeks, it may be due to the following reasons: locates from hydro, telephone, cable; construction conditions; frost conditions; municipal permits; volume of gas services.
- Depending on site conditions, the gas service may be installed by a combination of trenching (approximately 1' wide), or boring/drilling between holes (about 6' x 1'; excavated at the gas main, the meter location, any obstructions, and any direction changes).
- The gas line is installed and a pressure test is done to ensure that the gas line is intact.
- Once the contractor leaves there is live gas in the line going to the riser; therefore, if the natural gas is not used within 1 year of service installation, charges may apply to the owner or contractor and the gas line may be disconnected.

STEP 7. GAS METER APPLICATION

Your heating/mechanical contractor is responsible for installing piping downstream of the gas meter. Once this is complete, contact **Dispatch** at least 5 days in advance to arrange for the gas meter. We will endeavour to install your gas meter within 5 business days, depending on workload. Final inspection of the gas equipment is also required.

STEP 8. GAS METER INSTALLATION AND APPLIANCE INSPECTION

Kitchener Utilities will come to your site to install the meter and inspect the natural gas equipment. The site must be ready for the meter to be installed. Gas appliances must be accessible and operational with hydro service, thermostat, and pressure test tag. In all cases the property owner must pay an additional hourly service call fee if the site is not ready for the meter installation or inspection, or if inaccurate information on the meter request application necessitates a repeat visit.

STEP 9. REPAIRS TO THE PROPERTY

Kitchener Utilities will repair the public sidewalk and any grass damaged from putting in the gas line. Repairs of this type will occur from May to September (regardless of when your gas line is installed). The owner will be responsible for the repair of concrete or asphalt on private property, and watering the grass after the service installation and repair have been completed.