

## 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; fax 519-741-2789

#### Business Development &

**Conservation Strategist:** Michele Kamphuis – 519-741-2600x4214, Michele.kamphuis@kitchener.ca

**Utilities Engineer:** Parmi Takk, 519-741-2600x4245, parmi.takk@kitchener.ca

**Utilities Engineer:** Sylvie Eastman, 519-741-2600x4178, sylvie.eastman@kitchener.ca

**Utilities Engineer:** Les Jones, 519-741-2600x4826, les.jones@kitchener.ca (large meters)

### CHARGES

New gas service installations will be subject to an economic evaluation, and the aid to construction fee will range from \$500 - \$2,500 + HST per service. The majority of built up services will be approximately \$500 + HST. A quote will be provided to the customer prior to the gas service installation. Charges include: **aid to construction fee, one-time meter set charge**, daily gas fixed charge (on Utility Bill), and gas consumption (on Utility Bill).

### 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 100 cm to any building openings (ie. doors and windows that open), dryer vents, fresh air intakes, heat pumps, and air conditioners; also not closer than 300 cm from mechanical air intakes.
- The meter is the main emergency shutoff and must be easily accessible and visible; not behind a building, locked gate, bushes, or other obstruction.
- Gas meters installed in driveways require impact barrier(s) installed by Kitchener Utilities. Your homeowner's insurance may request impact barrier(s) in additional circumstances. In either case, an extra charge will apply for impact barriers to be installed.
- To avoid damage from excavation, in new construction areas, the riser must be within 200 cm of the side of the building closest to the gas main (usually front), and preferably closer to the gas main than the Hydro meter (if both meters are on the same side of the building).

## STEPS FOR GETTING NATURAL GAS SERVICE TO YOUR HOME

### STEP 1. GAS SERVICE APPLICATION

We highly recommend that you have a licensed heating contractor fill out the gas service application on your behalf. This form is available at the Kitchener Operations Facility or online. The application form must include precise measurements for where to install the gas service. This will ensure prompt service installation and avoid possible charges to rectify mistakes after construction. The homeowner must pay a service relocation fee (minimum \$500.00) if inaccurate information on the gas service application necessitates an adjustment of the riser location. Please provide contact information - day and evening.

Your contractor may drop off, complete the application online or send the application to: **Kitchener Operations Facility (KOF)**. We will endeavour to install your gas service within approximately 6-8 weeks of receiving a complete/correct application form, or within 6 months for work on Regional roads (as required by the Region of Waterloo to obtain Municipal Consent). 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; or volume of gas service requests.

### 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, we request that you mark the desired meter location on the building, using a flag or stake in the ground, paint, or marker or sticker on the building.

## 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, a contractor will arrange to meet with you and will enter your basement to identify the location of the sewer lateral(s). Please ensure that you have provided phone numbers where you can be reached day or evening. **This step does not apply to new construction where the gas service will be installed by 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 home to locate and mark their underground facilities in a specific colour: Hydro - Red; Telephone and Cable - Orange; Gas - Yellow; Water - Blue; Sewer - Green.

## 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 Union Gas provides natural gas locates south of the Grand River and in Wilmot Township; Kitchener Utilities, Kitchener-Wilmot Hydro and Union Gas are members of Ontario One Call. For Rogers Cable, call 1-800-738-7893.

## STEP 6. GAS SERVICE INSTALLATION

- Before the service installation begins, ensure there is a clear path.
- In some cases a trench is dug (approximately 1' wide) from the gas main (at the street) to the meter location at the house.
- In favourable site conditions, the gas line may be installed using air pressure to bore through the ground between holes. Three or more holes (about 6' x 1') are excavated at: the gas main, an intermediate location, the meter location, and any obstructions.
- 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 house; therefore, if the natural gas is not used within 3 months of the service installation, charges may apply to the owner or contractor and the gas line may be disconnected.

## STEP 7. GAS METER REQUEST/APPLICATION

**Existing Homes** – Your heating contractor is responsible for installing inside piping, and should call **Dispatch** at least 5 business days in advance to arrange for gas meter. Final inspection of the gas equipment is also required.

**New Construction** – Building contractors may complete request online, fax, or drop off an application at **Kitchener Operations Facility (KOF)**. This is a separate form from the gas service application, and is also available at the Kitchener Operations Facility or online. The application form must include precise information on the gas appliances to be installed and the date required. This will ensure prompt meter installation and avoid possible charges for repeat visits. We will endeavour to install your gas meter within 5 business days of receiving a complete/correct application form, depending on workload.

## STEP 8. GAS METER INSTALLATION AND APPLIANCE INSPECTION

Kitchener Utilities will come to your home 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 homeowner/builder must pay an additional service fee at an hourly service call rate if the site is not ready for meter installation and appliance inspection, or if inaccurate information on the meter request application necessitates a repeat visit.

## STEP 9. REPAIRS TO THE PROPERTY

Kitchener Utilities will repair any of the grass that may be damaged from putting in the gas line. Please remove perennials, shrubs or other plantings you wish to preserve prior to the construction. Property repairs for all gas lines installed throughout the year will occur from May to September. The owner will be responsible for watering after the service installation and repair have been completed.

Kitchener Utilities will repair the public sidewalk that may be damaged from putting in the gas line. The repair of concrete or asphalt on private property is the responsibility of the owner.