



What you should know about obtaining a new residential natural gas service

Connecting you to safe
and reliable natural gas

Application procedure

In urban areas, apply a minimum of four to six weeks before service is required to avoid delays. In rural areas, allow up to three months to avoid delays. Contact your nearest ATCO Gas office for information as soon as possible.

What information do I need?

- A plot plan including the full civic address and legal description (lot, block and plan)
- The total development floor area of your house (in square metres), plus any planned additions
- Your total planned gas load (BTU) for furnace, hot water heater, dryer, fireplace, range, in-floor heating, garage heater, boilers, etc.
- Prepayment (contact your local ATCO Gas office for the required amount)*
- Your estimated site ready date (see site requirements)
- A site contact person and phone number
- A site plan showing the proposed gas meter location and preferred gas service alignment

Extra information needed for rural applications:

- A copy of the legal plan or real property report
- A site plan indicating lot lines, quarter lines of property, north arrow, roadways, buildings, driveway, septic field, wells, secondary utilities and any future plans
- A current copy of the Certificate of Title

Enrolment requirement

After applying for a service line from ATCO Gas, wait five working days before contacting an energy provider to enrol your new service location. Once your energy provider has contacted us, and all conditions have been met, we will proceed with meter installation.

ATCO Gas is unable to provide advice or recommend an energy provider; however, our company offices do have customer choice reference information available.

Site requirements

Completion of the following will ensure prompt installation for your natural gas service

- The street address must be clearly marked and visible from the road
- The site must be within 150 mm (6 in.) of final grade, and the foundation walls should be backfilled
- All privately owned utilities within the property boundaries must be located and clearly marked (ATCO Gas will arrange to locate utility-owned facilities)
- Location of gas riser must be clearly marked on the building (see outside meter set space requirements)
- The service line route must be clear of spoil, building materials and other debris to permit the gas installation
- All other underground utilities should be installed
- For joint trench construction areas, please contact ATCO Gas

***Prepayment is due at the time of application; however, additional charges may be incurred post construction.**

The permanent meter set will be installed as outlined in this brochure:

- after the service line installation is complete, and the house line is approved by the local authority
- after ATCO Gas has received the enrolment from your chosen energy provider

For installations in smaller urban centres and rural locations, contact the nearest ATCO Gas office to request your meter installation and to discuss local authority requirements.

Service line installation

A site inspection will generally be completed prior to the gas service installation. Any problem with the site inspection will delay the scheduling of gas service installation.

There may be additional costs associated with the gas service installation such as winter construction, utility crossing as a result of alignment conflicts, trenchless installations, elevated pressures, asphalt removal, construction heat, work not normal to

typical construction sites, etc. Please contact your local ATCO Gas office for additional charges that may apply.

To reduce customer costs and facilitate future locating and maintenance, the service line route will generally be installed:

- as short as possible
- at right angles to the building
- in a straight line from the building to the gas main (where possible)
- with a sleeve as requested or required

Natural gas service and meter installations for residential construction heat are available in some areas and require advanced notice. Contact your local ATCO Gas office for details.

Initial lighting of natural gas appliances

The customer is responsible for arranging a qualified contractor to light natural gas appliances for the first time. ATCO Gas does not provide this service.



Contact us

For more information, call your local ATCO Gas office during regular business hours. For the office in your area, consult your local telephone directory.

General inquiries

Edmonton
780-424-5222

Calgary
403-245-7888
403-245-7551
(service applications)

Other Areas
310-5678

Before you dig, call
Alberta One-Call:
1-800-242-3447

atcogas.com

