



February 23, 2009

## Notice to Qualified Service Line Installers

In this Notice:

### 1) Natural Gas Service Lines – New Service Installation Requirements

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On October 15, 2008, the Public Utilities Commission of Ohio (PUCO) issued an order relating to Dominion East Ohio's Rate Case that includes a decision authorizing Dominion East Ohio to take ownership of all newly installed service lines, beginning October 16, 2008.

When customers make application for new residential gas service and are approved, they will receive a packet of information, including:

- *Welcome letter*
- *New Gas Service Line Installation Agreement* form
- *Service Installation Record* form
- *House Line Installation Record* form.

The customer must select one of the following two installation options set forth in the New Gas Service Line Installation Agreement form:

- 1) They may have Dominion East Ohio install their gas service line at no cost to them. If the customer chooses this option, they must sign and return the New Gas Service Line Installation Agreement form. Upon receipt of the New Gas Service Line Installation Agreement form, Dominion East Ohio will contact them within 10 days to arrange for installation. Connection will be completed and the meter will be set within 20 business days of receipt of the House Line Installation Record form.
- 2) They may have an independent Operator Qualified contractor of their choice install the gas service line. If they choose this option, they will be reimbursed based on Dominion's calculation of the reasonable costs of installation, which include a fixed labor and material amount, plus a per-foot allowance based on the service line length. By choosing this option, the customer agrees prior to installation that they accept the calculated amount found on the Agreement as full and final reimbursement.

Upon the completion of the new gas service line installation by the OQ contractor, the three forms listed below must be completed and returned **together** to Dominion in order to schedule the tie-in:

- a) New Gas Service Line Installation Agreement
- b) Service Installation Record (SIR)
- c) House Line Installation Record (HIR)

Upon successful tie-in, Dominion will measure the length of the installed service line and use that measurement to calculate the actual reimbursement amount. Reimbursement may take-up to 60 days after tie-in to the Dominion East Ohio main line.

### **Independent Operator Qualified contractors are now only authorized to install new construction residential service lines under the following conditions:**

- 1) The service line must measure less than two inches in diameter.
- 2) If the service line length will measure over 200 feet, Dominion must be contacted for approval prior to installation at 1-888-619-0786 between 7 a.m. and 7 p.m. Monday through Friday, or via e-mail at [Ohioconstructionsupport@dom.com](mailto:Ohioconstructionsupport@dom.com).

**NOTE: Dominion East Ohio will install all other new construction service lines, including commercial, industrial, and residential conversions.**