

*Thank you for applying for*

**Natural Gas Service**

*From*



This package provides step-by-step instructions on how to apply to Nicor for natural gas service, as well as information to assist you in understanding other responsibilities of the applicant and the process that takes place after Nicor receives your application.

## **Welcome to Nicor**

*Thank you for applying with Nicor for natural gas service. This package outlines Nicor's natural gas service application and installation process.*

### **Nicor Gas Utility Service Rules**

**Nicor Gas is required to install gas service pipe under the Rates, Riders, and Terms and Conditions of the company on file from time to time with the Illinois Commerce Commission, including Rider 4-Gas Service Pipe.**

#### **Please Note:**

*Multiple Meters:* If the service you intend to apply for requires a multiple meter set (more than one meter) you will need to be in contact with the appropriate area representative. Please contact us by phone at 1-800-730-6114 option 3 or you may look up your new construction representative at [Nicorgas.aglr.com](http://Nicorgas.aglr.com).

*Commercial Services:* If the service you intend to apply for is for a commercial, industrial, multi-family, crop dryer, etc. you will need to be in contact with the appropriate area representative. Please contact us by phone at 1-800-730-6114 option 3 or you may look up your new construction representative at [Nicorgas.aglr.com](http://Nicorgas.aglr.com).

#### **Step 1: Completing the Application Form**

To help ensure prompt processing of your application, it is imperative that you thoroughly complete all portions of the Single Meter Service Request Form, that is used by new construction customers in need of natural gas service. Below are explanations of the various sections of the form.

**If you require any assistance or have any questions related to the application form or the installation process, phone our natural gas service application staff (Builder 1<sup>st</sup>) at 1-800-730-6114 option 3!**

#### **General Applicant Information Section**

Provide all applicable details of your service location. If your property is located within a recorded subdivision include the lot and block number (if applicable) and the subdivision name. If your property is not located within a recorded subdivision, the address where service is requested and city/town name will be sufficient.

It is important that this section be filled out completely. Be sure to include your full mailing address and contact information. Nicor will also use this information to set up your account.

If you do not have a Builder involved in your project, please include your email address and fax number. This allows Nicor to advise you of receipt of your request.

## **Proposed Meter Location**

When filling out this section, you'll need to determine the meter location from the standpoint of facing the building from the street. If the service location is a corner lot, face the building from the street from which the service location is addressed.

### **Vehicular Traffic**

Meters installed within three (3) feet of vehicular activity must be protected. If your proposed meter location is within three (3) feet of vehicular traffic answer "Yes". If the proposed meter location is not within three (3) feet of vehicular traffic answer "No".

### **Winter Construction Costs**

Winter costs apply when winter conditions are present at the time of installing a natural gas service. You must indicate whether or not you will accept winter charges at the time of submitting your request. One of the two options must be selected. If you will not accept winter costs, installation may not occur during winter construction season (November 15<sup>th</sup> – March 15<sup>th</sup>).

### **Natural Gas Requirements**

Identify all natural gas appliances (i.e., furnace, water heater, boiler, fireplace, range, garage heater, etc.) installed or planned for the future and include the BTU (*British thermal unit*) load of each appliance. This will help NICOR determine the appropriate service and meter for your specific application. (Complete the Appliance List included within the Single Meter Service Request Form).

## **Step 2: Additional Information that may need to be provided**

### **Site Plan or Real Property Report**

A Nicor representative may contact you upon receipt of your completed application if a site plan or Plat of Survey is required in order to finish processing your request. If a site plan or Plat of Survey is not available, you will be asked to furnish a layout of the property which constitutes the service location with the building to be served identified.

Clearly mark on the site plan, Plat of Survey or sketch you provide, your proposed location for the gas meter.

### **Property Served by Septic System**

If your service location is served by a septic system, you may be contacted by a Nicor Gas representative in order to furnish a septic plan/layout to ensure there will be no conflict with the service installation.

### **Making Your Submission**

Your completed application form should be submitted electronically at [Nicor.com/Residential/New Construction Information](http://Nicor.com/Residential/NewConstructionInformation) or by fax.

**FAX : 1-630-305-0466**

## **Step 3: Designing the Natural Gas Service**

Nicor will use the gas requirements information from your Service Request Form to design the natural gas service. Nicor will provide the proposed natural gas service design to third-parties for necessary approvals and permits. A Nicor representative will contact you if it is necessary to acquire additional information, acquire easements or discuss running line arrangements.

#### **Step 4: Preparing a Cost Estimate**

For residential customers, Nicor will install, at its expense, the service pipe between the Company's main and the Customer's property line and up to 60 feet of service pipe located on the Customer's premises. Any additional service pipe required on the Customer's premises will be installed by the Company at the Company's estimated average installed cost per foot or time and material (T&M) required.

Nicor Gas will submit a bill for any service pipe charges over 60 feet free allowance, such billing to be issued and paid separately from the natural gas bill.

#### **Step 5: Meeting All Other Conditions**

Before the service installation can begin, the following conditions must be met:

- The foundation must be back-filled
- The location of all private (non-utility owned) underground utilities must be clearly marked, including wells, cisterns, water lines, sprinkler systems, sewer lines, septic tank lines and laterals, drain lines, drainage tiles and any other customer underground facilities.
- The proposed gas meter location must be clearly marked on the outer wall of the building and must comply with meter location requirements
- The property must be leveled to within 15 cm or 4 inches of final grade along path of service
- The site is accessible by utility vehicles and equipment
- The route from the gas main to the meter location must be clear of all obstacles, dirt piles, and debris
- All Nicor required contracts and agreements have been signed and all required fees and deposits have been paid to Nicor Gas
- Any past due balances or debts have been paid
- Any other requirements Nicor Gas has identified in advance are complete
- All required gas main extensions have been completed prior to scheduling new gas service installation

#### **Step 6: Installing the Gas Service**

After all the necessary approvals are obtained, Nicor will schedule the natural gas service for installation. Prior to installation, you will need to submit a job-site readiness release form. **Upon receipt, a Nicor representative may visit the site to confirm with you site readiness and the running line for installing the service.**

**If you have questions regarding jobsite readiness, please contact your New Construction Representative who you may locate at [Nicorgas.aglr.com](http://Nicorgas.aglr.com) to resolve your questions prior to submitting a site readiness form.**

#### **Step 7: Installing Gas Piping and Appliances**

Nicor provides natural gas service pipe up to our meter outside your home or business. You are responsible for arranging for the installation of any gas piping beyond the outlet of our meter and any of the gas appliances you require. A qualified plumber or heating contractor can assist you with this work.

**For safety reasons note:**

**Government codes and regulations** govern the installation of gas piping and appliances. Consult with your local permitting agency to determine the codes and regulations in effect.

**Permits may be required** to install or alter any gas piping beyond the outlet of our meter. You or your qualified installer must acquire applicable permit(s) prior to beginning this work. Permits are available through the appropriate governmental agency. A final inspection of the work done by you or your qualified installer may be required by the permitting agency.

**Step 8: Requesting a Meter**

**Single Meter**

Nicor will install a gas meter for the building at the time of completion of the gas service installation. If your natural gas requirements have changed since you made your original application for service you will need to let Nicor know.

**Multiple Meters**

Nicor will install the primary meter for the building at the time of completion of the gas service installation. When additional meters are needed phone 1-800-427-6228 option 3 to schedule a Meter Set Only for the premises. Identify and label fuel lines according to unit numbers. See Guidelines for Requesting Additional Meters for more information.

**Making the Connection**

The final piping connection between the meter and gas piping to appliances is your responsibility.

**Step 9: Process Complete**

You are now ready to enjoy the comfort, convenience and reliability of natural gas. Thank you for choosing Nicor for your natural gas service needs.

Our goal is to make the process of applying for and receiving natural gas service as convenient as possible. We hope this information has been helpful. If you have questions about this or any other natural gas service issue, now or in the future, please contact us.

**- Important Contacts -**

**NICOR Customer Care  
1-800-730-6114 option 3**

**Emergency Contact  
1-888-NICOR-4-U**