



Medicine Hat

GETTING CONNECTED:

A Guide to Natural Gas Service

Utility Distribution Systems
Gas Distribution
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Natural Gas Services

FOR RESIDENTIAL AND COMMERCIAL PROPERTIES

GAS LOAD INFORMATION

In order to determine the appropriate meter, regulator and gas service line size, the following is required;

- total hourly load (BTU/H) and
- delivery pressure for all natural gas equipment and appliances

This information can be found by checking your appliances for manufacturer specifications or by contacting your gas fitter. It's important to note whether or not an instantaneous hot-water tank is installed. These appliances have different demand requirements than traditional models.

REQUIREMENTS

The installation of the meter, regulator, and gas line must conform to the following codes and standards:

- CSA-Z662
- CSA-B149.1

An adequate meter area must be provided by the customer to the utility for install metering and regulating equipment. All meter clearances must comply with Alberta Gas Code Regulations. It is the Utilities standard practice for the service riser on the meter set to be located a maximum of 1.5 meters past the corner of the building. In situations where accessibility or serviceability could be an issue, deviation from the utility standard maximum distance from the building to the meter may be necessary.

Meter area must be in a location that is free from falling ice or snow hazards. Snow must not be piled directly in front of or on the meter set.

The customer must indicate the desired meter location on the plan submitted as part of the application. The actual location of the gas meter will be determined by a utility representative prior to construction.

The civic address is required to process the application. Applications for multiple meters require individual addresses (i.e. unit 1, 2, etc.)

SERVICE AND METER DESIGN

The utility will use the gas information the customer provides in the application to design the natural gas service.

The default pressure for gas delivery is 1.7 kPa (4oz) and is used in all detached, semi detached and individually metered multi-family applications. Default delivery pressure is also available in commercial applications as well as 14 kPa (2psig), 35 kPa (5psig) and 70 Kpa (10psig) for situations where the gas fired customer appliances require an elevated delivery pressure.

The utility will route a service to have the most direct connection from a distribution main located in an existing right of way or lane to the customers individual parcel of land. A “parcel of land” refers to a lot & block shown on a subdivision plan. The utility will contact the applicant if it is necessary to acquire easements or discuss routing arrangements.

For multi drop service applications the customer will provide a sketch that shows the number of drops required and the related load per drop.

Metering and regulating equipment must be protected from potential physical damage. Where applicable, bollards will be provided as part of the design.

When a meter is located on a building where the exterior is stucco, vinyl or corrugated metal siding the utility requires backing support on the inside wall (i.e. plywood) to attach riser brackets on to keep single and multi-header meters secure.

Residential service configurations available are:

- A single detached house on one land parcel will be supplied with one service line and one meter set.
- Semi detached dwellings on multiple land parcels will be supplied with one service and meter set per land parcel.
- Multiple unit development in one building on one land parcel will be supplied with one service line and either one meter or individual meters on the same meter bar.
- Multiple unit development as a bareland condominium may be supplied as one service and one meter for the land parcel or one service and individual meters on one meter bar per building with main extensions protected by Utility right-of-way.

Commercial services will have a minimum of one service line and meter set and multiple services and meter set options are available.

SERVICE INSTALLATION

The Utility installs and maintains the service and meter set and the customer pays the Utility through the application process. The utility will prepare an estimate of the total cost of providing the natural gas service required. Customer acceptance of the estimate is required before the Utility will proceed with the work.

After customer acceptance services can be installed once the site readiness requirements are met and the customer contacts the Utility to set scheduling. The requirements are:

- The site must be within 150mm (6 inches) of final grade and the foundation walls backfilled prior to service installation. Final grade to be marked on the foundation.

- The route to install the service line must be clear of all obstacles such as debris, spoil piles, vehicles and building materials prior to construction to allow access for equipment and Utility personnel. If the site is not ready when crew arrives, work will be rescheduled & additional charges may apply.
- The location of the service riser portion of the meter location marked on the foundation by the customer/developer and all clearance requirements must be met from this location.

CUSTOMER PIPING AND APPLIANCES

The customer is responsible for arranging the installation of any gas piping beyond the outlet of the meter, as well as to any gas appliances. A gas permit is required to install or alter any gas piping beyond the outlet of the meter. The customer's qualified gas fitter must acquire a permit before commencing work. Permits are available through the ePermit portal on the city website.

METER ACTIVATION

The applicant must contact the Utility to advise they are ready for gas, have a completed permit and have an active utilities account for the location to have the gas meter installed and activated by the Utility. If a customer is new to the city or needs to transfer their existing account to a different address applications are available through the City web site under the Sign-Up or Cancel Utilities page.