

INSTALLATION OF NATURAL GAS

While we install the natural gas pipeline to your home, you will require a qualified heating contractor to convert your property to gas. You can use any qualified natural gas heating contractor of your choice, but please keep in mind that the lowest price does not always mean the best value.

Follow the 6 steps below for getting your property converted to natural gas. If you have questions at any time while reviewing the steps below, contact us and we are pleased to help.

For more information,
call 1-877-836-7427
or visit heritagegas.com

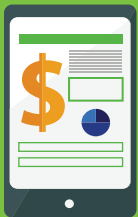
Park Place 1, 200-238 Brownlow Ave.
Dartmouth, Nova Scotia B3B 1Y2



STEP 1: DETERMINE ROUTING & METER LOCATION

A Heritage Gas representative will visit the desired location to determine the approximate routing of the natural gas service line that will run the gas main in front of your property as well as your gas meter location.

Your Account Manager will send you paperwork within a few days following the site visit. This paperwork indicates the following: service routing, meter location, applicable costs (if any) on the Customer Authorization Form (CAF) and the Distribution Service Agreement (DSA).



STEP 2: GET CONTRACTOR QUOTES

Heritage Gas will install the service line from the gas main to your home and gas meter. A heating contractor performs all other work that needs to be completed inside the home and connected to the gas meter.

You are responsible for choosing a heating contractor, however, your Account Manager can arrange one or more authorized dealers to contact you and provide a quote. Once a contractor is selected, let your Account Manager know, as this will allow Heritage Gas to communicate throughout the process.



STEP 3: SUBMIT SIGNED PAPERWORK

Before any work can begin, Heritage Gas requires you to sign the Customer Authorization Form (CAF) and Distribution Service Agreement (DSA) provided to you in Step 1: Determine Routing & Meter Location by your assigned Account Manager. The DSA is your contract to agree to pay for the gas as set out in the terms and conditions of Heritage Gas' Natural Gas Distribution Service Rules

By signing these forms, you are committing to use natural within 12 months from the date your service line is installed. If your service line has not been activated within 12 months of the date the service is installed, you will be required to pay for the cost of the service line as indicated by the Service Line Non-Activation Charge identified on the CAF.

Within 90 days after your service line is installed, you must begin paying the Fixed Monthly Customer Charge (FMCC) whether you have activated your service or not.

Your Account Manager will review the paperwork and billing details with you, and answer any questions that you may have prior to signing. Please return the signed paperwork to your Account Manager to begin the process.



STEP 4: GET PERMITTING

Heritage Gas will apply and pay for any related streets and services permits required to install your service line from the gas main to the outside of your home.

We cannot begin to schedule or install your service line until the permit is received. A permit is typically returned within one week. Delays may occur for more complex applications. Once the permit is received a construction package showing your service routing and meter location is sent to our construction team.



STEP 5: GET SERVICE LINE INSTALLED

Your service line will be installed as safely and efficiently as possible. There are three phases:

PHASE 1: LINE LOCATES

Our construction team will send a request to all utilities in your area that may have underground infrastructure in the path of your proposed service line and ask to indicate where it is specifically located. This procedure minimizes the risk of other utility infrastructure being damaged during your service line excavation and installation.

You may notice markings on your property, or in the sidewalk/street. This is typical procedure carried out by all utilities. This process typically takes three weeks to receive responses from other utilities.

PHASE 2: SCHEDULING

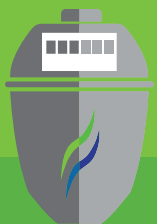
Once line locates are received, your service line will be scheduled within a three-week period. Your property will be reviewed prior to installation. We will provide you with at least 24 hours' notice that we are coming to install your service line.

The path of your service line from the street to your home must be clear of obstructions or installation may need to be rescheduled. If your driveway access is impacted, you will be asked in advance to make the arrangements. Delays may occur due to weather and other unforeseen circumstances.

PHASE 3: INSTALLATION

On the day of your service line installation, there will be a construction team and machinery on your property. Every effort will be made to cause minimal disruption and use the best options for your installation.

The duration of installation will be determined by digging conditions and the length of your service line. You do not need to be home for the installation. Your property will be restored to original condition within 3 weeks.



STEP 6: ACTIVATE YOUR GAS METER

We will notify you and your heating contractor when the service line is ready to be activated. If you have not told us which contractor you chose, please advise them as soon as possible.

Your contractor will contact Heritage Gas to book an activation appointment; which requires a minimum of 48 hours notice for scheduling. A Heritage Gas Operations Technician will meet your contractor to install a meter on your home and turn on the gas supply.

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