

## SERVICE INFORMATION

*Volunteer Energy Natural Gas, herein **VENG** is a subsidiary business of Volunteer Energy Cooperative, a Tennessee Cooperative with offices located at 18359 Hwy. 58 North, Decatur, Tennessee 37322. VENG contracts its gas supply and operations support from Etowah Utilities, herein Contractor, a company with offices located at 1317 Tennessee Avenue, Etowah, TN, 37331.*

**1. TAPS**

1. A. Come by our Customer Service Center in the Volunteer Energy Cooperative office, located at 2178 Parksville Road, Benton, TN. Give the clerk your name, billing and mailing address, telephone number, and pictorial ID.
1. B. A Job Number will be generated to install the gas tap at your residence after the tap fees are received.
1. C. **VENG** will collect charges per Attachment A at the time you apply for the new gas service for:
  - 1) Tap Fee
  - 2) Meter Set
  - 3) Excess Flow Valve:

Our natural gas system is required to comply with all Pipeline Safety Regulations as set forth in 49 CFR 1.53, Part 192.

When a service line serving a residential customer is installed or replaced, VENG is required to install an EXCESS FLOW VALVE meeting the performance standards set forth in Section 192.381. An EXCESS FLOW VALVE is intended to stop the flow of gas should the flow exceed a set rate such as when the service line is broken by construction or other accidents. Customer bears installation, maintenance, and ANY FUTURE replacement or removal of the VALVE costs. Any maintenance and replacement cost would be billed at the time future work is done.
  - 4) Service Line Installation – This cost is determined by distance to supply, number of customers, etc. Minimum charge is \$1.00 / foot.
1. D. The tap line and meter will be located at VENG's discretion. The location will be such that the meter and connections are accessible in order that the meter may be read or changed. The customer may not encumber the meter set with plants, shrubs, fences or in any way that will inhibit VENG's ability to read and maintain the meter set. VENG avoids installing a service line under paved or concrete driveways. The easiest route for service line installation will be chosen. Meters shall not be placed beneath decks, porches, etc. nor shall any structure be built over an existing meter.

**SERVICE INFORMATION****1. TAPS, continued**

1. E. It is the responsibility of the customer to inform VENG of the presence and location of any and all known buried utilities located on the customer's property. VENG will not be held liable for damages incurred to said utilities, which are not correctly located.
1. F. If you wish to proceed and have natural gas installed, VENG will add you to the queue of installation upon customer fees being paid. A service line will then be installed from the main to the meter set. From that point of connection at the meter you are then responsible for having the piping and appliances installed into your home or business. After your piping is complete and appliances have been installed you must contact VENG to arrange an inspection and to have the lock removed from the meter. In no circumstance will a contractor or homeowner be allowed to operate, unlock, or tamper with a meter. In no circumstance will a homeowner or contractor use any gas in any way except through an inspected and accepted piping/appliance system.
1. G. Customers who wish to have their tap or meter set moved or modified due to remodeling or some other customer convenience will be charged a minimum of a tap or meter set moved and/or modified (per Attachment A) or materials and labor, whichever is greater. The customer in no case will be permitted to move or modify the tap or meter set.
1. H. The lines and meter set are the wholly owned property of VENG. The customer can in no way encumber VENG's access to the lines or meter set.

**2. BILLING**

2. A. Natural gas usage is billed per MCF — that is 1000 cubic feet.
2. B. There is a monthly availability charge for residential and commercial (see Attachment A), which begins to accrue immediately after the tap is made and a meter installed.
2. C. A statement of account per customer will be rendered monthly and shall be paid by the due date as shown on the bill. Failure to receive the bill will not release the customer from payment obligation. Bills paid on or before the due date of payment shall be payable at the net rate; thereafter, the gross rate [net amount plus five (5%) percent] shall apply. Should the due date for payment of the bill at the net rate fall on a Saturday, Sunday or holiday, the business date next following the final date will be held as a day of grace for payment of bill.

**3. REGULATORY AUTHORITY**

3. A. VENG shall utilize the standards as developed by the Tennessee Regulatory Authority, The United States Department of Transportation, the International Fuel Gas Code and the Southern Building Code Congress's 1999 Standard Gas Code. Information contained in this document is derived from these sources. Questions concerning regulatory/code concerns not covered in this document should be referred to the referenced governing authorities.

## SERVICE INFORMATION

**4. CUSTOMER SUPPLIED PIPING**

- 4. A.1 All consumers piping must be installed by a Bonded Gas Fitter. Customer may contact the Volunteer Energy Cooperative office, located at 2178 Parksville Road, Benton, TN for a Gas Plumber List.
- 4. A.2 All piping must be schedule 40 or heavier black iron pipe. Trac Pipe brand (flexible gas piping) may also be used by a qualified plumber with proof of such qualification.
- 4. A.3 Homeowner may install his/her own piping with proof of homeowner's insurance. Any person other than homeowner must be a qualified pipefitter with proof of insurance.
- 4. A.4 A gas rated cutoff valve with a handle must be installed on the customer side of the meter, readily accessible on the outside of house or building.
- 4. B. After your piping is installed contact VENG and an inspector will be sent to inspect your fuel line, appliance venting/installation, and turn on your gas service in accordance with Section 7. Your Bonded Gas Fitter must at this time present written proof that the installation has been pressure tested, in accordance with VENG guidelines, prior to installing the appliances.
- 4. C.1 The customer owns and is responsible for the gas distribution system in his/her home or business. As part of the consideration for this installation, the natural gas customer does hereby release VENG from any and all claims for damages from whatsoever cause incidental to the installation or operation of the customers piping, appliances or use of natural gas.
- 4. C.2 Inspections furnished by VENG are for the good use of VENG only.

**SERVICE INFORMATION****5. PIPE INSTALLATION**

5. A. The Installer shall be a Bonded Gas Fitter and be qualified to adequately size the customers piping in accordance with the International Fuel Gas Code, 2006 herein IFGC. Piping shall be of such size and so installed as to provide a supply of gas sufficient to meet maximum demand without undo loss of pressure between the point of delivery and gas appliances/equipment. Actual appliance demand should be used to size the supply system.
5. B. Buried pipe is to be protected from corrosion. Annual inspection by an installer is required. Schedule 40 black iron must be welded when buried. Minimum soil cover shall be 12". Buried lines must be inspected by VENG prior to covering. Plastic pipe (MDPE 2406-ASTM 2513) may be used as a yard line only by a licensed contractor with certification in natural gas plastic pipe heat fusing. Tracing wire must be buried with plastic lines. All buried piping must be pressure tested at 120 psi for a minimum of 24 hours and a chart recording maintained. No gas piping shall be placed underground closer than 12" from water, drainage, electrical or sewer lines. The laying or installing of gas piping in the same ditch as water, sewer, electricity or drainage is prohibited. All buried piping will be left exposed for inspection prior to covering. VENG is not responsible for any maintenance of the customers buried piping.
5. C. Drip legs shall be provided at all vertical drops adjacent to appliances and at such points to act as storage for condensate and shall be readily accessible for draining. The diameter of piping constituting the drip shall be the same as the line it serves

**6. TEST OF PIPING FOR TIGHTNESS**

6. A.1 Before a customer's gas piping system is placed into service, it shall be carefully tested to assure that it is gas tight. If repairs or additions are made following the pressure test, the affected piping shall again be tested. Where any part of the system is to be enclosed, the test should precede the work of closing in. To test for tightness the piping shall be tested with air or inert gas. The pressure test is the responsibility of the installer. The installer must present written proof to owner and VENG that the test was performed successfully.
6. A.2 If the gas plumber has a "dragnet tester" the test is permissible to be used in place of Section 4.B.2 but VENG Contractor must see the test being administered.
6. A.3 If the piping to be tested is all outside of the building, i.e., a package unit, any of the previous tests can be used or a liquid leak detector on the fittings may be used while a VENG Representative is present.
6. A.4 The test medium for applying the air test can be air, nitrogen, or carbon dioxide. **OXYGEN SHALL NEVER BE USED!**
6. A.5 All work and equipment must meet the minimum requirements as set forth in the latest edition of the "Standard Gas Code".

## SERVICE INFORMATION

**6. TEST OF PIPING FOR TIGHTNESS, continued**

6. B. An air test is required to ensure the piping is gas tight during normal operation. The following procedure will be followed:
1. Disconnect from meter any piping on the customer side of the meter.
  2. Any piping under or inside a building must have an air test of at least 20# for 24 hours. The gauge should be on the outside of the house or building to readily inspect it at any time. A representative of the Contractor must witness the test when it is put on. Final verification is the next working day; homeowner will be informed of the status of the test.

**7. TURNING ON GAS**

7. A. The contractor may turn on gas to the home after CONTRACTOR (VENG) has reviewed testing certification and has turned on gas at the meter set. Before turning on gas, close all openings from which gas can escape. Immediately after turning the system on, a thorough check must be made at all joints to check for leaks using a leak detection solution.
7. B. After the pipe has been checked for leakage, it shall be purged of all air until gas is present. Never purge a system into the combustion chamber of an appliance.
7. C. Purge appliance and light pilot, as applicable.

**8. APPLIANCE INSTALLATION**

8. A. Appliances will be installed according to their \*listing, \*\*labeling, and manufacturers instruction. The appliances shall be installed in order to meet the listed installation instructions for venting combusted gases. Needs of the appliance for combustion air shall be met according to manufacturer instructions and the IFGC. A union shall be provided downstream from the appliance shutoff valve to permit appliance removal.

**\*Listed Appliance** — Equipment or materials included in a list published by a nationally recognized testing laboratory, inspection agency or other organization concerned with product evaluation that maintains periodic inspection of production of listed equipment or materials, and whose listing states either that the equipment or material meets nationally recognized standards or has been tested and found suitable for use in a specific manner. The means for identifying the listed equipment may vary for each testing laboratory, inspection agency, or other organization concerned with product evaluation, some of which do not recognize equipment as listed unless it is also labeled.

**\*\*Labeled Appliance** — Devices, equipment or materials to which have been affixed a label, seal, symbol, or other identifying mark of a nationally recognized testing laboratory, inspection agency or other organization concerned with product evaluation that maintains periodic inspection of the production of the above labeled items and by whose label the manufacturer attest to compliance with applicable nationally recognized standards.

## SERVICE INFORMATION

**8. APPLIANCE INSTALLATION, continued**

8. B. Appliances shall be installed in an area with sufficient combustion air for safe operation. Standards for vented and unvented combustion air volume shall be derived from the IFGC.
8. C. Gas appliances may be connected by one of the following methods:
- 1) VENG strongly recommends only black iron schedule 40 be used for all appliance piping, and connections.
  - 2) Semi-rigid stainless steel flexible tubing which bears the American Gas Association approval may be used for appliances which will require movement for service such as kitchen stoves, clothes dryers, and fire place logs or where it is impractical to complete installation with rigid pipe. In no case will flexible connections be used outside the home. Length of tubing may not be greater than 6 feet. The entire length must be exposed. Tubing shall be installed as to protect from physical damage. Appliance must be attached to wall with chain or cable shorter than length of tubing to protect it from being pulled from its fittings at the wall. A valve must be installed between house piping and flex tubing.
  - 3) Listed gas appliance connectors used in accordance with the terms of their listing as described in this section that are completely in the same room as the appliance.
  - 4) Listed quick disconnect devices in conjunction with listed gas appliance connectors.
8. D. Each appliance shall have an accessible gas shutoff valve or listed gas convenience outlet, if located farther than 6 feet from the appliance, it must be installed upstream from the union, connector, and in the same room as the appliance.
8. E. Each appliance served will have a drip leg of not less than 3 inches long.

## SERVICE INFORMATION

**9. VENTING**

- 9. A. All listed sealed combustion system appliance, gas vents; factory built chimneys and gas vent connectors should be installed according to the terms of their listing and the manufacturer's instruction.
- 9. B. Vents shall not terminate less than 5 feet in vertical height above the highest connected appliance draft hood outlet or flue collar.
- 9. C. Vents shall extend at least 2 feet above the highest point where they pass through the roof of a building. In no case will vents open under an eave of the structure.
- 9. D. Exhaust ducts for clothes dryers must be metallic but shall not be put together with metal screws or other fastening means which extend into the duct and which will catch lint.
- 9. E. An installation using a common vent for more than one appliance shall conform to the IFGC.

**10. UNVENTED ROOM HEATERS**

- 10. A. An unvented room heater is allowed. Installations must be in accordance with IFGC.
- 10. B. VENG requires a carbon monoxide detector be installed in each room where an unvented appliance is installed.

## SERVICE INFORMATION

## ATTACHMENT A

## Fees, Rates, Charges Schedule

<b>Meter Set</b>	<b>\$30.00</b>
<b>Excess Flow Valve Installation (Residential) Required</b>	<b>\$80.00</b>
<b>Excess Flow Valve Installation (Commercial)</b>	<b>\$150.00</b>
<b>Tap Fee (Deposit)</b>	<b>\$100.00</b>
<b>Line Installation: Service / Supply</b>	<b>\$1.00 / \$2.50 per foot of line</b>
<b>Tap or Meter Set Moved and/or Modified</b>	<b>\$250.00</b>
<b>Monthly Availability Charge (Residential)</b>	<b>\$8.00</b>
<b>Monthly Commodity Charge (Residential)</b>	<b>As determined by VENG purchase</b>
<b>Monthly Availability Charge (Commercial)</b>	<b>\$20.00</b>
<b>Monthly Commodity Charge (Commercial)</b>	<b>As determined by VENG purchase</b>
<b>Pressure Test Additional Inspection Charge</b>	<b>\$30.00</b>





SERVICE INFORMATION

**ATTACHMENT B  
APPLICATION FOR GAS SERVICE LINE**

DATE: \_\_\_\_\_

JOB NUMBER: \_\_\_\_\_

ACCOUNT#: \_\_\_\_\_

I, the undersigned, hereby request **Volunteer Energy Natural Gas**, to extend gas service to \_\_\_\_\_ located at \_\_\_\_\_.

Easement rights for the installation and subsequent necessary inspections of the service tline are hereby granted to **Volunteer Energy Natural Gas**. It is further understood that no claim shall be placed against **Volunteer Energy Natural Gas** as a result of the installation of the gas service line.

I understand that I shall pay the gas line installation tap fee and meter set charge detailed on Attachment A, at the time of applying for service.

PROPERTY OWNER \_\_\_\_\_

SIGNATURE \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

PHONE / EMAIL \_\_\_\_\_

OWNER or RENTER \_\_\_\_\_

**GAS HEATING/APPLIANCES**

TO BE USED:

- HEAT UNIT
- LOGS: VENTED
- UNVENTED
- SPACE HTR/S (\_\_\_)
- WATER HTR
- RANGE
- DRYER
- POOL/SPA HTR
- GRILL/FIRE PIT
- OUTDOOR LIGHTING
- DO NOT KNOW

<b>SERVICE:</b> RESIDENTIAL _____	COMMERCIAL _____	CHECK ONE
METER # _____	SERVICE CHARGE PAID	___ YES ___ NO
METER READING _____	LINE INSTALLATION PAID	___ YES ___ NO
EXCESS FLOW VALVE FORM GIVEN TO CUSTOMER TO SIGN		___ YES ___ NO
EFV INSTALLED		___ YES ___ N/A
NEW CONSTRUCTION		___ YES ___ NO
IF YES, IS ALL GRADE WORK AROUND STRUCTURE COMPLETE		___ YES ___ NO
DATE GAS TURNED ON _____		

**SERVICE INFORMATION****ATTACHMENT C  
FEDERAL SAFETY REGULATION — EXCESS FLOW VALVE****APPLICATION FOR GAS SERVICE LINE**

The Federal Department of Transportation is now enforcing a new safety regulation pertaining to “EXCESS FLOW VALVES.” Accordingly, we are required to notify customers on new or replaced gas service lines an excess flow valve that meets minimum Federal performance requirements is now required for residential gas service.

Our natural gas system is required to comply with all Pipeline Safety Regulations as set forth in 49 CFR 1.53, Part 192.

When a service line serving a residential customer is installed or replaced, VENG is required to install an EXCESS FLOW VALVE meeting the performance standards set forth in Section 192.381. An EXCESS FLOW VALVE is intended to stop the flow of gas should the flow exceed a set rate such as when the service line is broken by construction or other accidents. Customer bears installation, maintenance, and ANY FUTURE replacement or removal of the VALVE costs. Any maintenance and replacement cost would be billed at the time future work is done.

**WHAT IS AN EXCESS FLOW VALVE?**

An excess flow valve is a device designed to restrict gas flow in a customer’s natural gas service line by automatically dosing in the event that a service line is broken, completely cut, tom apart or otherwise separated, usually caused by some type of excavation or digging. Restricting gas flow after a gas service line is damaged may decrease the potential for property damage and/or injury.

**CUSTOMER RESPONSIBILITIES**

The customer will pay any and all future maintenance costs associated with the valve including:

- > Excavation costs for valve removal and/or replacements.
- > Pavement and/or landscaping replacement associated with any necessary excavation.
- > All associated material and labor costs.

**ADDITIONAL INFORMATION**

1. Installation of an excess flow valve is required.
2. An excess flow valve will not protect against the following events:
  - > Small appliance gas leaks
  - > Customer appliance gas leaks
  - > Gas meter set leaks
3. Volunteer Energy Natural Gas makes no express warranty for continued proper excess flow valve operation under normal use conditions and/or false valve closure under any gas system operating conditions.



SERVICE INFORMATION

**ATTACHMENT D**

**Required Pressure Testing Procedure for Volunteer Energy Natural Gas**

All pressure testing must be done by a Bonded Gas Fitter and in accordance with the CONTRACTOR (VENG) Inspection, Testing and Purging procedures (available at the VEC Benton Offices). PLEASE PRESENT THIS COMPLETED FORM TO CONTRACTOR (VENG) INSPECTOR WHEN THEY COME TO INSPECT YOUR PIPING AND TURN YOUR GAS ON. Before any system of consumer’s gas piping is finally put into service, it shall be carefully tested to assure that it is gas tight. If repairs or additions are made following the pressure test, the affected piping will again be tested. Where any part of the system is to be enclosed, the test should precede the work of closing in. To test for tightness the piping shall be tested with air or inert gas. The pressure test is the responsibility of the installer. The installer must be a Bonded Gas Fitter. The installer must present written proof to the owner and CONTRACTOR (VENG) that the test was performed successfully. When additional inspections are required, the bonded gas fitter will be assessed, a service charge detailed in Attachment A per each additional inspection.

The installer assumes full responsibility for any and all operation, correction or damages caused by operation or testing of the customer’s gas piping, before, during, and after any testing by VENG. As part of the consideration for this installation, the natural gas customer does hereby release VENG from any and all claims for damages from whatsoever cause’s incidental to the installation or operation of a customer’s piping, appliances or use of natural gas.

Method — Consumer gas piping shall withstand a pressure of at least 20 psi for at least 24 hours without showing a drop in pressure. A 50-psi gauge is required for this test so that even a minute loss of pressure can be detected.

The pressure test is for the good use of VENG only, and provides no guarantee of any kind.

I \_\_\_\_\_ a Bonded Gas Fitter, have installed the gas system at, \_\_\_\_\_ in accordance with the installation procedures of the VENG, the IFGC, and the appliance manufacturer instructions and listings. I also attest that I have performed the above pressure test correctly and have found no leaks.

Date: \_\_\_\_\_ Company Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Print

Signature

The customer owns and is responsible for the gas distribution system in his home. As part of the consideration for this installation, the natural gas customer does hereby release Volunteer Energy Natural Gas from any and all claims for damages from whatsoever cause incidental to the installation, testing, or operation of the customers piping, appliances or use of natural gas. The above pressure testing is for the good use of VENG only, and provides no guarantee of any kind.

Customer: \_\_\_\_\_

Address: \_\_\_\_\_

Account No: \_\_\_\_\_

Customer Signature \_\_\_\_\_