

Natural Gas Line Application Process and New Customer Account Rules and Regulations

1. Inquiring Customer calls the City of Cohasset office to fill out the **REQUEST FOR ESTIMATE FORM** either by mail, email, fax, or in-person.
2. Bernie Hillman (Senior Public Works/Utility) will be notified by the City of Cohasset office to contact the Inquiring Customer to schedule the estimate for a service line. Bernie will discuss where the new line will be located. He will provide a verbal quote on estimated footage and cost to Inquiring Customer and bring written estimate to office. **ESTIMATES ARE NOT CONSIDERED ACTUAL COST AND ARE SUBJECT TO CHANGE.**
3. If the Inquiring Customer agrees to the estimate, he or she calls the City of Cohasset office to sign the **ESTIMATE FORM** and fill out the **NEW UTILITY LINE ACCOUNT APPLICATION FORM** either by mail, email, fax, or in-person.
4. By signing the application, the Inquiring Customer becomes the New Customer and is agreeing to having an **OPERATIONAL** natural gas service line **AND FLOWING** gas service within one (1) year of line installation. If gas service is not **OPERATIONAL AND FLOWING** natural gas within one year, the New Customer will be invoiced for the **\$800** rescinded promotional credit.
5. With the completed and signed **ESTIMATE FORM AND NEW UTILITY LINE ACCOUNT APPLICATION FORM**, the City of Cohasset office will coordinate the new service line and meter installation.
6. Once the service line has been installed and the meter has been set, the New Customer will receive a monthly utility bill for the meter charge of \$15.25 plus sales tax that is due on the 15th of the following month. **THIS CHARGE WILL BEGIN EVEN IF THE NEW CUSTOMER IS OPERATIONAL BUT NOT CONSUMING NATURAL GAS.**
7. New Customer will need to contact one of the contractors on the City of Cohasset's **APPROVED NATURAL GAS CONTRACTORS LIST** to complete the required in-house piping.
8. The Approved Contractor will install the in-house piping and contact the City of Cohasset office to submit the **GAS PIPING AND PRESSURE TEST REQUIREMENTS AFFIDAVIT** and schedule the necessary testing required for the natural gas to be turned on.

9. New Customer will receive an invoice the last day of the month, due the 15th of the following month. Shut-off notices will be mailed the 16th of the month and actual shut-offs will be carried out on the 25th of the month. A pink door hanger will be hung on the door of the service address on the 16th of the month and a copy of the door hanger will be placed in the mail as a Penalty Bill. Once a door hanger has been hung, the New Customer cannot make a payment plan. The payment plan has to be approved before the door hanger has been hung.

NOTE: ACCORDING TO THE CITY OF COHASSET'S AMMENDED ORDINANCE 11.18, THE PROPERTY OWNER MUST COMPLETE A UTILITY TERMINATION FORM IF SELLING THE PROPERTY. PROPERTY OWNERSHIP WILL BE VERIFIED WITH ITASCA COUNTY. ANY CHANGES TO PROPERTY OWNERSHIP MUST BE COMMUNICATED TO THE CITY OF COHASSET OFFICE FOR VERIFICATION. THE PROPERTY OWNER, NOT TAXPAYER, ON RECORD AT THE TIME OF APPLICATION WILL BE PLACED ON FILE AS A CO-SIGNER. THE HOMEOWNER/CO-SIGNER IS RESPONBILBE FOR ALL SERVICE ADDRESS CHARGES EVEN IF NOT RESIDING AT THE PROPERTY. IF THERE IS A RENTER AT THE SERVICE ADDRESS, THE PROPERTY OWNER MUST COMPLETE A CO-SIGNER FORM AND THE RENTER MUST COMPLETE A UTILITY CUSTOMER CHANGE FORM. THERE WILL BE NO EXCEPTIONS.

10. New Customer receives the following pamphlets:
- a. Pipeline Safety
 - b. Scratch and Sniff Card
 - c. Direct Pay
 - d. Payment Service Network
 - e. Ask about Budget Billing

BY SIGNING HERE, THE CUSTOMER HAS BEEN INFORMED OF THE ABOVE AND AGREES TO THE TERMS AND CONDITIONS

Inquiring Customer Signature

Date

Inquiring Customer Signature

Date

- ❖ The City of Cohasset Ordinances can be found on the City of Cohasset Website under Ordinances.