

Removal

To apply for the removal/abandonment of an existing natural gas service line, follow the steps below. Make sure to include any details or supporting documents that will help your application be processed more efficiently.

Classifications

When applying for the removal of an existing natural gas line, it helps us to understand what is required to know additional details about your service.

Urban vs Rural – A site is considered urban if it is located within the legal boundaries of a town or city which has entered into a franchise agreement with ATCO.

Type of Site – The purpose of the building or site can be defined as the following

- Residential – Dwelling including single family and multi-family homes.
- Commercial – Offices, stores, strip malls, schools, restaurants, etc.
- Industrial – Refinery, manufacturing.
- Irrigation
- Grain dryer

Reason for Disconnect – You will be able to select from a list of reasons why you need to abandon your service. Understanding the general reason will help us to plan the work.

Follow these steps to request a removal:

Step 1 – Gather Information and Documentation

In order to submit your application in **Quick Connect**, you will need to have the following information handy:

Note that it is your responsibility to request any permits or licenses for demolition. We suggest contacting your municipality to find out the requirements for your area.

You will need:

- **Date Building is Vacant** - There must be no current occupants if the service line is to be abandoned.
- **Date Water Shut Off** – If the service line is being abandoned in the winter, the water must be shut off to ensure the pipes do not burst and create hazardous conditions.

- **Site and Building Access Details** – Please provide access details, including whether the site is fenced off and if someone must be available to provide access to the site or building.
- **Potential Hazards** – If there are any conditions that may present a danger or lead to injury to persons on site, please indicate this so our employees can take the appropriate precautions. This includes if there are any animals on site.
- **Are you rebuilding/future needs** – If you are demolishing and rebuilding, please provide as much detail as possible about your future needs as it may impact the work required.
- **Site Address** – civic/municipal address as provided by municipality; short legal (lot, block, plan) and subdivision name, and city or town name. For rural locations, include the long legal (quarter or legal subdivision, section, township, range, meridian). If applying for multiple meters, input the primary address for the request, and upload a list of the addresses for all units required. You can also attach a municipal addressing plan if available.
- **Site Contact Information** – You will need to specify a name, phone number and email for an on-site contact. This should be someone who can answer questions related to the request. All notifications regarding the status of the request (for example when a *Site Inspection* request is created or was unsuccessful, or when status of the request has moved to *Work In Progress*, or *Work Completed*) will go to the email specified for the *Site Contact Email*.
- **Customer Site Reference** – This may be a purchase order number, a job number or other reference that is pertinent to be noted on the invoice.
- **Additional Notes** – Include any special requirements or conditions. Providing specific details about what is required, including mentioning the above categories, will help us to process your request accurately.
- **Estimated Site Ready Date** – This is the date you believe your site will be ready for the removal to occur.
- **Supporting Documentation** – This can include plot plans or site plans indicating the new natural gas meter location and other underground facilities, and any other documents that will facilitate service line removal.

Step 2 – Request Removal

Log in to **Quick Connect** and click on *New Request* to get started. Navigate through each page in the form and enter the required fields. Once you are finished, you can click *Finish* and start

another request, or you can click on the *Request Number* to go directly to the details of the request that was just submitted.

Step 3 – Provide Additional Details/Documents

If you have documents for your request, you can upload them by going to the request details, clicking on the *Related* tab and clicking the *Upload Files* button or drag and drop files to the *Attachments* section.

Documents related to any future needs for natural gas services can also be attached. Please note that you will need to submit a separate request for the new service if required.

One of our representatives will be reviewing the request and may contact you for additional details or documents where necessary as they work to determine the right service and meter to fit your needs and to prepare the estimated cost. If needed, a preliminary site visit may be conducted.

Step 4 – Sign Contract/Prepay

After reviewing and processing your request, one of our representatives will send a contract for your signature. The contract will summarize the details of the request and indicate the estimated cost (before tax). **Please note that the cost provided is an estimate only, and the actual charges incurred at the time of installation will apply.** This means you may receive another invoice for additional costs after the work is completed. There will be a separate contract for each service line that is required. You may see multiple requests added to reflect this and will need to electronically approve each contract for your request to proceed.

You will receive an email notification when your contract is ready to review and sign. You will also be able to review and sign the contract directly in **Quick Connect** by navigating to the *Contract* tab and clicking on the *Sign* button next to the outstanding contract.

After you have signed the document electronically, one of our representatives will generate an invoice for the prepayment in the amount indicated on the contract, plus tax. The invoice will be sent via your preferred method, but will be available in **Quick Connect** by going to the *Invoices & Payments* tab. You can make a payment by clicking the *Make Payment* button or by following the instructions on the Invoice. **This prepayment invoice must be paid for the request to proceed.**

Step 5 – Prepare for Service Line Removal

After you have signed the contract, and paid the invoice for the prepayment, one of our representatives will schedule the work. If a site inspection is required, this will occur based on

the *Estimated Site Ready Date* you provided. Please note that we cannot guarantee the date requested.

Ensure your site is ready for inspection, if it is required, by reviewing the *Site Readiness* requirements included in the contract provided to you. You will receive a notification when the site inspection has been requested, as well as when it has been completed. If your site inspection was unsuccessful, you will be able to request a new inspection online in **Quick Connect**. Please make sure to address any of the noted items prior to the next inspection.

Step 6 –Service Line Work Starts

After you have approved the contract, paid the prepayment invoice, and if required the site inspection was successful, your request will be added to the queue for work to be completed. Make sure to keep the site ready for work to occur to prevent any delays.

Step 7 – End Account

Make sure to contact your preferred energy provider to advise them that the service is being abandoned to close the related account.

Step 8 – Pay Additional Invoices

After the work has completed, if there were any additional charges, you will receive another invoice via your preferred method. The invoice will also be available to view in **Quick Connect**.