

Applying for Natural Gas Services in Quick Connect

There are four types of requests that can be submitted in Quick Connect: **New Service, Alteration, Removal, and Secondary Service**. If your request does not fit in one of these categories, please reach out to us at quickconnect@atco.com and we will let you know how to submit your request.

If you have not already done so, make sure to create an account so you can use Quick Connect and submit your request online. By signing up to use Quick Connect, you will have access to view your request details and status, invoices and statements and make payments.

New Service

Use this request type when you are looking to have natural gas service lines and/or meters installed at your property. Typically, this type of request would fall into one of the following conditions:

- **New service line and meter, no existing service:** need a new underground natural gas service line and meter(s) to a building. There are no existing operating natural gas services on the property.
- **New service line, existing service:** need a new underground natural gas service line to a building. There is an existing operating natural gas service(s) on the property.
- **Add meter to existing service:** need an additional natural gas meter added to an existing operating natural gas service line.
- **New service for future building, no existing service:** need a new underground natural gas service line partially installed to feed a future building which is not yet ready for the meter. There are no existing operating natural gas services on the property.
- **New service for future building, existing service:** need a new underground natural gas service line partially installed to feed a future building which is not yet ready for the meter. There is an existing operating natural gas service(s) on the property.
- **Extend service line:** need an operating natural gas service line to be extended to a building; this service was not connected to a building previously.
- **New service line, existing service but capped:** need a new underground natural gas service line and meter(s) to a building. There was previously an operating natural gas service line that was capped at property and there is a marker post on the property.

Note: if you will be utilizing natural gas heaters or generators for the construction phase, please indicate this when submitting your request.

Learn more about what you need to apply for a New Service [here](#).

Alteration

Use this request type when you have an existing operating natural gas service line that will need to be modified to accommodate changing conditions or requirements at your property.

This type of request would typically be described by one of these statements:

- The natural gas meter(s) needs to be **moved within 16"** of the existing location to a new location.
- The natural gas meter(s) needs to be **moved more than 16"** of the existing location to a new location or building.
- Natural gas appliances have been added or upgraded such that the existing operating service line and/or meter is no longer sufficient to provide adequate supply of natural gas for appliances to run optimally.
- The existing operating natural gas service line needs to be moved to accommodate redevelopment, renovations, or the addition of a building to the property.
- A building was erected over an underground operating natural gas service line which has resulted in unsafe conditions.

Learn more about what you need to apply for an Alteration [here](#).

Removal

Use this request type when you have an existing operating natural gas service line that will need to be abandoned for other site work to occur or because it is no longer required.

This type of request would typically be described by one of these statements:

- **Renovations:** there are renovations for the building connected to the operating natural gas service that will require a short-term interruption of service (two days or longer).
- **Demolition:** the existing building with an operating natural gas service line is being demolished but no rebuilding will occur on the property.
- **Demolition and rebuilding:** the existing building with an operating natural gas service line is being demolished and rebuilding will occur on the property.
- **Demolition and redevelopment/rezoning:** the existing building with an operating natural gas service line is being demolished and the lot will be redeveloped and rezoned for a different purpose.

- **No longer required:** an operating natural gas service line is no longer required for the property.

Learn more about what you need to apply for a Removal [here](#).

Secondary Service

Use this request type when you would like to request natural gas piping after your natural gas meter to connect to another building or outdoor appliance. There are two options for purchasing Secondary Services:

- **Prefabricated package: request a prefabricated package** by specifying the length and diameter required that can be picked up once built. This option does not include the installation of the secondary service.
- **ATCO's help:** Request a new secondary service line to be installed by ATCO or have ATCO work on an existing secondary service line.

Learn more about what you need to apply for a Secondary Service [here](#).