

1018 - New Gas Install Service Order Process

Effective 07/22/2020

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1. SCOPE

1. This procedure establishes guidelines internal to DESC for the processes of installing new gas service to new residential, existing residential, and commercial customers. For organizational purposes, it is divided into the following sections:

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2. DEFINITIONS

1. Branch Service - A service line to a new customer that branches off of an existing service line that serves an adjacent customer (or detached building on the same property) due to space limitations or to save costs.

2. Custom Home - For purposes of this procedure, a custom home is a home built by a "non-tract builder" on a single lot detached from a subdivision, or built within a subdivision that consists of predominantly custom-built homes (e.g., Wood Creek Farms, Mount Vintage, etc.).
3. Existing Residential Home - For purposes of this procedure, an existing residential home is an established home that currently does not use natural gas, but is a potential gas customer. Typically, these homes were either built before the gas main was installed in an area, or they were constructed with electric or propane appliances even though a gas main may have been available.
4. Farm Tap - a service line that is ran from a transmission line (i.e., services ran from a main whose MAOP exceeds 20% SMYS or any of the other transmission line criteria defined in [49 CFR Part 192.3](#)).
5. High Pressure Service - a service line that is ran from a distribution main (i.e., non-transmission) with a MAOP of > 60 psig.
6. New Service - installing an entire service from tapping tee to riser, to include a new tapping tee and riser.
7. Replacement Service - retiring an existing service and installing a new service. A service may be considered a replacement if the connection is made near the main and extends to the riser.
8. Retiring - retiring an entire service at or near the main.
9. Service line - a distribution line that transports gas from a common source of supply to an individual customer, to two adjacent or adjoining residential or small commercial customers, or to multiple residential or small commercial customers served through a meter header or manifold. A service line ends at the outlet of the customer meter or at the connection to a customer's piping, whichever is further downstream, or at the connection to customer piping if there is no meter (although DESC policy is that customer will own everything downstream of the meter).
10. Split Service - A service line that is run to two new adjacent customers at the same time due to space limitations or to save cost.
11. Standard Service - Based on a financial review by the DESC General Manager and their leadership teams, DESC is committed to running residential and commercial services at no charge provided that gas is available (i.e., a gas main is in front of or directly adjacent to the customer, and does not include crossing highways with four or more lanes, railroads, or water crossings) and the service line length is 300 ft or less (i.e. measurement is taken from the customer property line). Therefore, these criteria shall define a "standard service" for purposes of this document except in situations where it is obvious that the anticipated revenue is not sufficient to support the required expenditure.

3. PROCEDURES FOR SERVICES TO NEW RESIDENTIAL CONSTRUCTION

1. The process outlined below for installing services to new residential construction is dependent upon adequate education of the "tract" builders by the DESC Sales department.
2. The builder should notify DESC's Builder Group at least 10 business days prior to the desired installation date of the service line.
3. Available methods of notification from the customer to the DESC Builder Group are listed below, in order of preference:
 1. The customer may complete the attached "[DESC Electric & Gas Service Request Form](#)" and email it to sce&gbuildergroup@scana.com
 2. The customer may obtain all of the information requested on the attached "DESC Service Request Form" and then call the DESC Builder Line directly at 1-877-937-7234.
 3. The customer may complete the attached "DESC Electric & Gas Service Request Form" and fax it to 803-933-8136

4. *Note: The old DESC service order form is no longer valid, and should not be used under any circumstance.
4. Customer Service Representatives (CSRs) who receive the order should ensure that the customer has provided the following information when requesting service:
 1. Name and phone number of person placing the order.
 2. Company of person placing the order.
 3. Billing address of the person or company calling in the order.
 4. Subdivision name (if applicable).
 5. On-site contact person and their associated phone number.
 6. Street address of location where service is to be ran.
 7. Lot # of the house to which service is being requested.
 8. Nearest cross street.
 9. Zip code.
 10. County.
 11. Type of service being requested (i.e., gas only or electric & gas).
 1. If the customer's premise is within a DESC Gas & Electric (combo) service area and only one type of service is requested, the CSR should ask the customer if both gas and electric service will be required.
 12. Location where fuel line will be stubbed out (typically either left side or right side if facing front of house from street).
 1. It is also acceptable for the fuel line/meter to be located in front of the house.
 2. Residential fuel lines/meters located in the rear are acceptable in some instances provided that such installations are approved by the local Sales Manager, Engineering Manager, and Division/District Manager.
 13. Types and quantities of all appliances.
 14. Desired delivery pressure (7" w.c. or 2 psig), if known.
 1. Normal delivery pressures available to residential customers downstream of the meter are 7" water column (1/4 psig) and 2 psig.
 2. 5 psig may be delivered to the customer in some instances, but only if approval is obtained in advance from the Division Manager and System Engineering to ensure that any applicable International Fuel Gas Code requirements involving vent limiters and overpressure protection devices are addressed.
 15. Desired installation date (should only be listed if the service order is a rush or if it is placed more than 10 business days in advance of when

5. The following reminders should be routinely communicated to the residential builders by the DESC Gas Sales Department, and they should be reiterated by the CSRs using the laminated script attached at the end of this procedure when service orders are called-in directly to the DESC Builder Line.
 1. As a general rule, gas service lines to new residential construction should be installed no later than 5-10 business days after the order is placed unless permits are required. In the event that a permit is required, the service line should be installed within 2 business days of when the approved permit is received. Engineering/Construction should notify the appropriate account manager to inform the builder there may be a delay.
 1. Each Division/District should track this performance measure using the service log feature within the Unified Gas Projects database, and reasons for any late orders should be documented.
 2. When possible, occasional "rush" services should be installed as soon as possible in order to meet the customer's needs.
 2. Unless the desired riser location is known or flagged in advance, houses should be framed with the fuel line rigidly stubbed out by the time that the service line is to be installed. If desired separation from an ignition source or window cannot or is not achieved, the service shall be installed, and a slam shut regulator shall be used when setting the gas meter.
 3. The lot should be at rough grade (within +/- 6" of final grade) by the time that the service line is to be installed.
 4. The lot should be clear of large debris, major construction materials, and other obstructions that could hinder installation of service line.
 5. The landscaping (irrigation system, sod, etc.) can be scheduled, but if possible, should not be installed until after the service line has been installed.
6. The CSR's should type the following information in the remarks section of the service order:
 1. The appliance types (indicated by standard abbreviations provided on the DESC Electric & Gas Service Request Form), and the quantities of each.
 2. The desired delivery pressure (if known by the customer at the time the order is placed).
 3. The customer's desired installation date (only if specified for service orders that are called in too early or too late).
 4. The on-site contact person's name and phone number.
7. Since custom home builders may not be as familiar with the service order process, the following special requirements should be implemented for custom homes:
 1. DESC Account Managers should track building permits, and when a permit is issued for a custom home, the Account Manager should communicate with the custom home builder to explain how and when to initiate the service install and meter set orders.
 2. The DESC Account Manager or their designee/clerk should verify the following information for all custom homes (by whatever method available) before the service is to be installed.
 1. Correct address & lot number.
 2. Lot at rough grade.

3. Lot clear of major debris, construction material, and other obstructions along the service line route.
4. Site contact and phone number.
5. Appliance types and quantities.
6. Approximate length of service line, if 300 ft or more.
7. Desired delivery pressure.
8. Desired installation date, if the service order is designated as "rush" or if it is placed more than 10 business days in advance of when the service is needed.

8. Database Entry & IRR Approvals for Services to New Residential Construction:

1. Regarding services to new residential construction, only non-standard services more than 300 ft (or any other non-standard application such as four lane road, railroad crossing etc.) to new custom homes must be entered into the Salesforce database for IRR approval at the local level (Sales Manager, Engineering Manager, and Division Manager).

4. PROCEDURES FOR SERVICES TO EXISTING RESIDENTIAL HOMES (UNDER NORMAL CONDITIONS)

1. Upon receiving an inquiry for gas service, the Account Manager should first use GIS to determine whether or not gas is available (i.e., if an existing gas main is immediately adjacent to the property). If necessary, the Account Manager may need to consult with Engineering or have the main field located to make this determination.
2. If gas is not available, the Account Manager should initiate a main extension project in the Salesforce Database. In this situation the Account Manager may also survey other potential customers in the area. All surveys should be scanned and attached to the database so that they will be available for review when the IRR for the required main extension is routed. If the IRR for the main extension is approved, then the service orders for the existing residential homes should be issued to the contractor along with the construction folder for the main so that the services can be installed as the main is installed.
3. If gas is available, then the Account Manager should contact the potential customer to arrange a site visit in order to complete the following tasks:
 1. Review the attached "Checklist for Services to Existing Homes" and identify any special circumstances that engineering may need to be made aware of in advance. This checklist is for reference only and does not have to be filled out by the Account Manager for each service.
 2. Determine if the service will be "standard" or "non-standard," Based on the definition provided in Section B of this procedure.
 3. Determine the desired riser location and mark with yellow gas flag or stake.
 1. Standard policy is front or left/right side. Riser locations in the rear are acceptable in some instances provided that they are approved by the local Sales Manager, Engineering Manager, and Division/District Manager.
 4. Determine the customer's desired installation date.

4. Database Entry & IRR Approval for Services to Existing Residential Homes:

1. Database entry and IRR approval is not required for "standard services" in areas where gas is available.
2. Non-standard services more than 300 ft (or any other non-standard application such as four lane road, railroad crossing etc.) to existing homes where gas is available should be entered into the Salesforce database ("Services/Meters Only" project type) so that an IRR can be routed for approval at the Division/District level only (Sales Manager, Engineering Manager, and Division Manager).
3. If the customer agrees to install at least one (1) gas appliance within 30 days, then the load associated with that appliance as well as any planned future appliances can be included in the IRR calculation.
4. *Note: The above statement also applies for existing residential main extension IRRs when gas is not available. In such cases, only those customers who sign a service agreement to install at least 1 gas appliance within 30 days should be included in the IRR.
5. Customer surveys should be scanned and attached to the database in pdf format for all IRRs so that they will be available for review by approvers.
5. Once the Account Manager has all necessary approvals, they should instruct the customer to call DESC at 877-937-7234 to set up an account and determine if deposit is required. The CSR should then issue the install order and the set order.
6. Signed Residential Service Agreements:
 1. Signed service agreements are required before any services can be installed (and before the gas main can be installed where gas is not available).
 2. Service agreements should be written to require the customer to add at least 1 appliance within 30 days of when the service is installed, and any planned future appliances should also be indicated. If the customer fails to comply with the terms of the agreement, they may be charged \$750 (or the actual cost to serve, if greater than \$750) to reimburse DESC for the cost of installation.
 3. The Account Manager should review the service agreement with the customer, especially the section regarding the customer's responsibility to locate any sprinkler systems, landscape lighting, dog fences, drainage systems, septic tanks and drain fields, etc., if possible, so that the customer understands what DESC may or may not be willing to accept liability for.
 4. For non-standard services and standard services that require a main extension, the associated service agreements should be scanned and attached to the appropriate project in the Salesforce database.
7. Before issuing existing residential service install orders to engineering for installation, the Account Manager should review and/or provide the following information either by writing it in the remarks section of the order, or by having their designee electronically update the remarks section of the service order:
 1. Estimated service line length if above 300 ft.
 2. Appliance and load information.
 3. Desired delivery pressure.
 4. Desired installation date.
8. Gas service lines to existing residential homes should be installed no later than 5-10 business days of when the order is placed unless permits are required. In the event that a permit is required, the service line should be installed within 2 business days of when the approved permit is

1. The existing residential Account Manager should work with the prospective customer to ensure that the service order is called in at the appropriate time, and they should notify Engineering as soon as possible if any special circumstances apply.

5. PROCEDURES FOR SERVICES TO EXISTING RESIDENTIAL HOMES (UNDER EMERGENCY SERVICE CONDITIONS DUE TO FUEL CONVERSION)

1. If an all-electric or propane customer is located on an existing gas main and does not have hot water or heat, DESC guarantees the service line will be installed within 24 hours of receiving evidence of the inspection release (restrictions apply, refer to paragraph 4 of this section).
2. Engineering should be notified of any such emergency services as soon as possible so that the PUPS ticket can be called in and so that the service can promptly be placed on the construction schedule.
3. The customer must sign a residential service agreement prior to the service being installed.
4. Services to be installed under emergency service conditions are still subject to CIAC payments, if applicable. If the service is not a standard service, as defined in Section B of this procedure, it should be entered into the Salesforce database ("Services/Meters Only" project type) so that an IRR can be routed for approval at the Division/District level only (Sales Manager, Engineering Manager, and Division Manager).
 1. In the case of emergency service installations, collection of any resulting CIAC may be collected after the service is installed.
5. DESC will pay the customer's HVAC/plumbing contractor \$250 for failure to meet this guarantee if the customer has met all of the above conditions.

6. PROCEDURES FOR SERVICES TO COMMERCIAL ESTABLISHMENTS

1. Commercial customers or their representatives should notify DESC by calling the Small Commercial Group (866-692-7234) as soon as possible, but at least 30 business days prior to the desired installation date of the service line so that Engineering will have time to obtain any required permits and construct any custom meter sets that may be required.
2. The Small Commercial Group CSR should obtain the following information from the customer before initiating the service install and meter set orders:
 1. Account Name.
 2. Service Address.
 3. Contact person and phone number.
 4. Estimated load information (i.e., number and type of appliances).
3. Next, the CSR should contact the local Account Manager, Projects (i.e., commercial sales representative) to confirm estimated load information, which determines the required deposit, if any. After confirmation, the CSR should call the customer back to set up the account and initiate the service install and meter set orders.
4. CSR should type "COMM" in the remarks section of all commercial orders to ensure that those orders get to the appropriate Account Manager in a timely manner.
5. Database Entry & IRR Approval for Services to Commercial Establishments:

1. After or before receiving the Commercial service install order, the Account Manager, Projects (i.e., commercial sales representative) should enter the project in the Salesforce database either as a "Services & Meters Only" project type or as a "New Business - Minor" project type, but not both. The appropriate project type will depend on whether or not gas is available (i.e., whether or not a main extension is required).
2. Commercial projects that involve a service only with no main extension require IRR approval, but only at the Division/District level (Sales Manager, Engineering Manager, and Division Manager).
6. The Account Manager, Projects (i.e., Commercial Sales Representative) or their designee should contact the customer as well as the plumber or contractor responsible for installing the fuel lines and/or the appliances to obtain the following information and input it into the Salesforce database:
 1. Desired installation date of service line and meter.
 2. List of all appliances/equipment with the load for each.
 3. Maximum anticipated load (if different from the total connected load).
 4. Desired delivery pressure (7" w.c., 2 psig, or 5 psig).
 5. Desired riser/meter location (to be verified by Engineering).
7. Additional Considerations for Services to Commercial Establishments:
 1. When issued to the contractor for installation, commercial service install orders for new construction should be accompanied by a design drawing that is prepared by engineering. This will ensure that commercial service lines are designed by engineering.
 2. If available, service line construction drawings should be drawn in AutoCAD using site plans obtained by the customer that show important features and considerations such as property pins, building footprints, parking lots, drive through lanes, sidewalks, grease traps, other utilities, etc. Construction drawings should also be saved to the WFM database.

7. ENGINEERING RESPONSIBILITIES (or Operations if designated for some small local offices)

Engineering responsibilities regarding new services are listed below:

1. Coordinate and manage contractor service crews as necessary to ensure that services are installed no later than 5-10 business days or to meet customer needs. Once a project has been approved in Salesforce / WFM, communicate with Commercial Contractor exact desired installation date before asphalt paving etc.
2. Manage the service log within the Unified Projects Database, and regularly update the associated service information.
3. Track time required to install all services from the date that the order is placed, and provide explanation for any late services using the "exceptions" field in the new gas install service log of the UGP Database.
4. Provide cost estimates for commercial services and non-standard services to new and existing residential homes for IRR purposes within 5 business days of receiving the request. Confirm with Commercial Contractor exact desired installation location in order to provide accurate costs.

5. Obtain any necessary permits for services (measurements for pavement cuts, road bores, etc.).
6. Determine gas source and main type (steel or plastic) and add it to the gas install order (i.e., when multiple mains are available, especially when different materials, operating pressures, and MAOP's are involved). If there is a need, make note of the pressure on the Service order.
7. Note any special considerations (such as service line type, size, EFV requirements, and service test pressure for services with an MAOP > 60 psig, and other required information) on the service order before issuing it to the contractor for installation.
8. Make any necessary determinations based on the guidelines set forth in [D&I Procedure 1020](#) (Services) and [D&I Procedure 1025](#) (Excess Flow Valves), including but not limited to the following:
 1. Service line type (steel or plastic) and required size.
 2. Whether an EFV is required, and the EFV model.
 3. Whether split or branch services may be used. If a branch service is to be used, coordinate with existing customer when work will be done because of interruption to their service (especially commercial customers).
 4. Whether a 1st cut regulator is required for high pressure services, and if so where it can be located.
9. Enter main MAOP in load sheet section of WFM database for commercial services.
10. Develop bore paths when directional drilling is necessary for services.
11. Provide construction drawings for all new commercial services (and for non-standard services to existing homes when deemed necessary).
12. Inspect contract crew during service installations, when possible to ensure that all applicable policies and procedures are followed.
13. Review service cards after services are installed and issue to CSRs for posting within 3 business days of when the svc was installed.
14. Review Daily Inspector's Reports for service line installations and approve within 3 business days of receipt.
15. Review and approve contractor invoices.
16. Upon approval of Commercial IRRs send a WFM task to the Operations/Masurement Supervisor, or designee, so they will have all of the customer contact information, premise address, project load and delivery information for proper sizing of the meter when the meter is set, if needed. (This takes the place of the Load Sheet.)

FORMS AND REFERENCES [PDF files]

- [DI 1018 - Checklist for Services to Existing Residential](#)
- [DI 1018 - Script for Customer Calls](#)
- [DI 1018 - Service Order Request Form](#)
- [DI 1018 - Summary Guidelines for Gas Service Line](#)
- [DI 1018 - Service Order Page 2 Template](#)

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