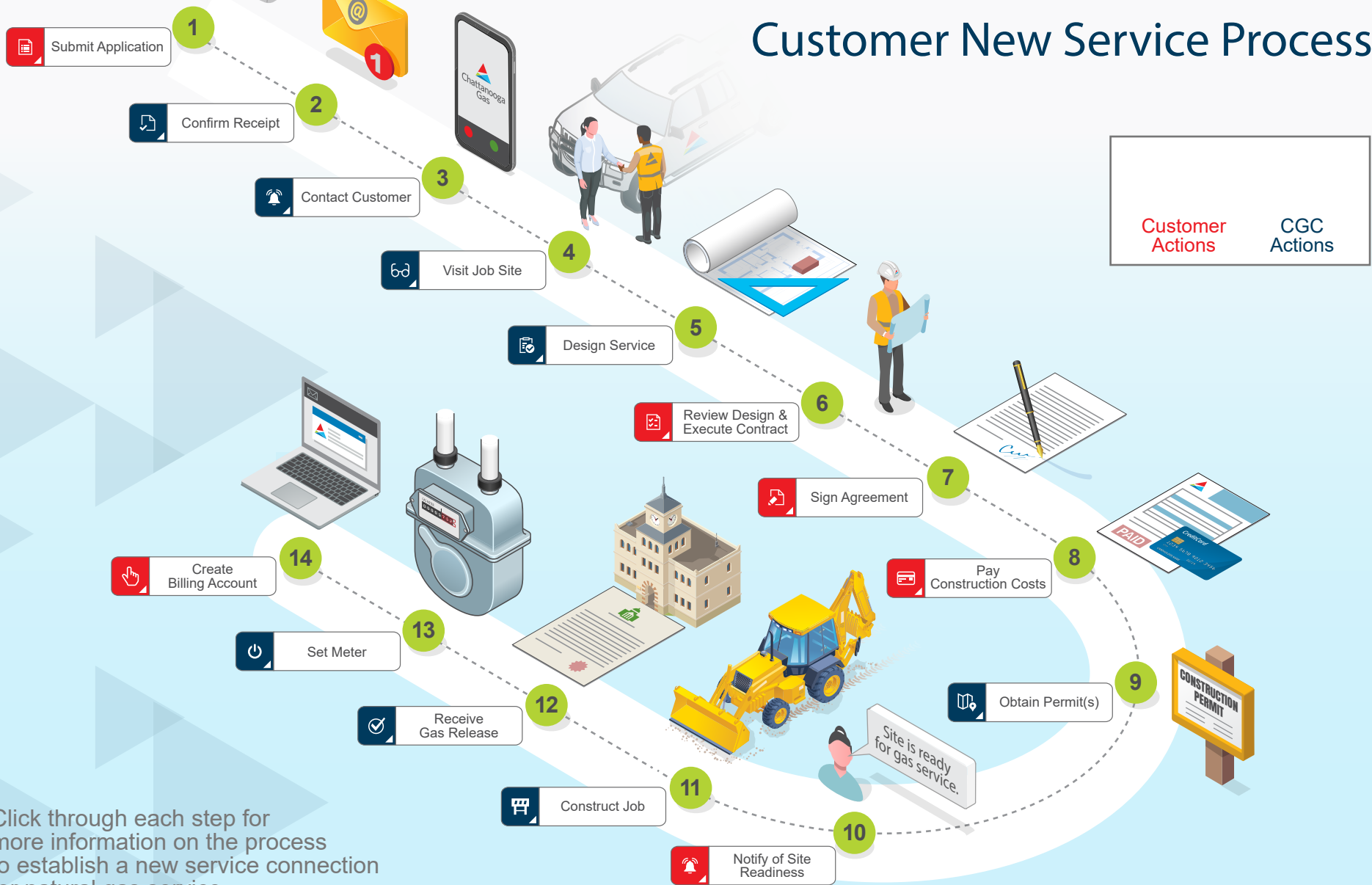




Chattanooga Gas

Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.



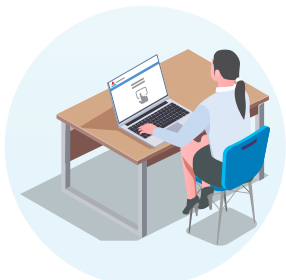
Chattanooga Gas

Customer New Service Process

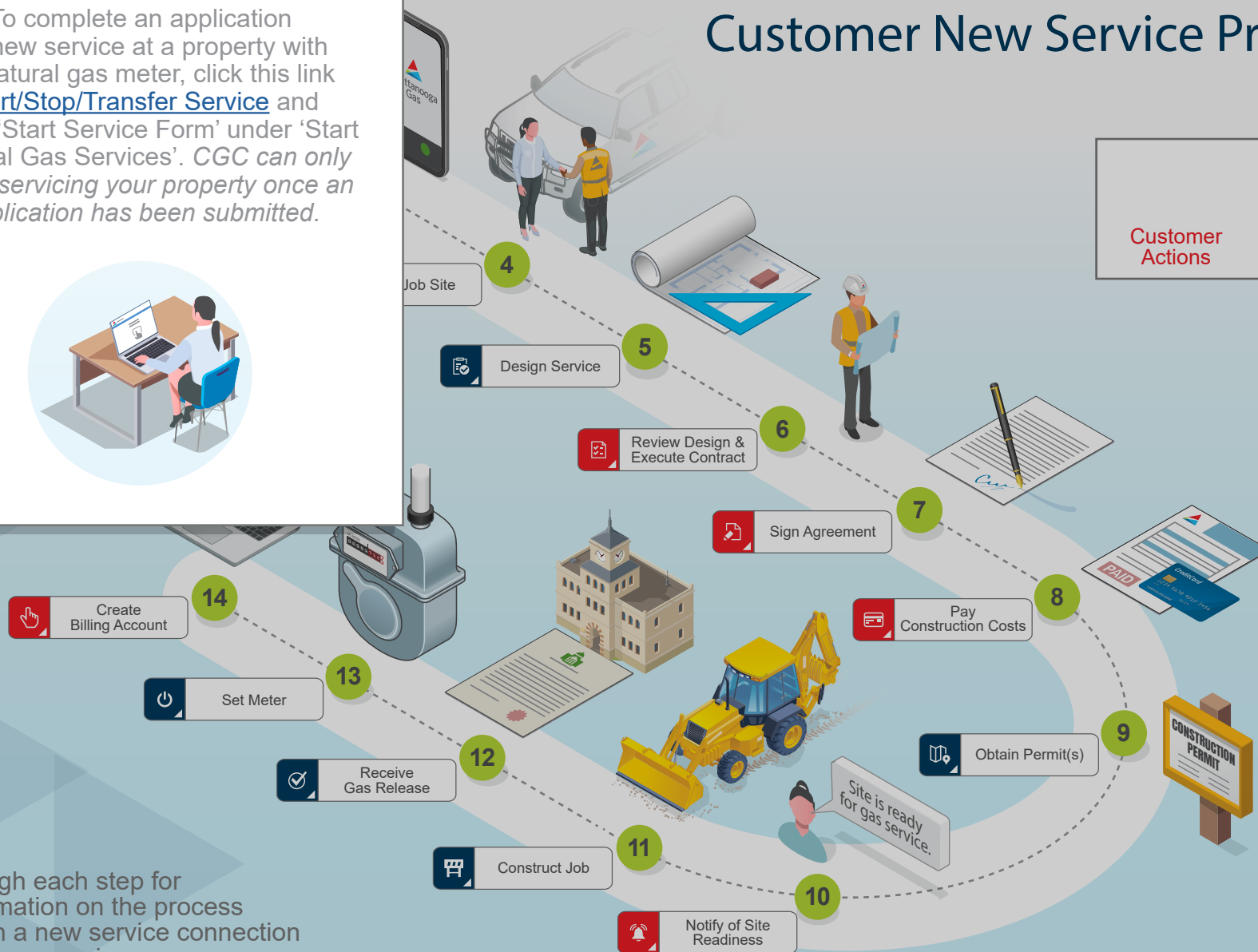
1

Submit Application

To complete an application for new service at a property with no natural gas meter, click this link [Start/Stop/Transfer Service](#) and select 'Start Service Form' under 'Start Natural Gas Services'. *CGC can only begin servicing your property once an application has been submitted.*



Customer Actions	CGC Actions
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Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process

2

Confirm Receipt

CGC will send a confirmation email to the email address provided on the application.



Customer Actions	CGC Actions
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Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process

3

Contact Customer

When necessary, a representative from CGC will contact the customer within 2 business days to schedule an appointment for a site visit.



Submit A

Customer Actions	CGC Actions
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Click through each step for more information on the process to establish a new service connection for natural gas service.



Customer New Service Process

4

Visit Job Site

When necessary, a CGC representative will meet the customer on site to go through natural gas requirements, system design, construction plans and answer questions.



Submit Application

Customer Actions	CGC Actions
------------------	-------------



Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process

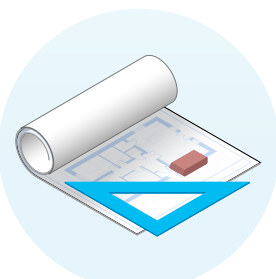
Customer Actions	CGC Actions
------------------	-------------

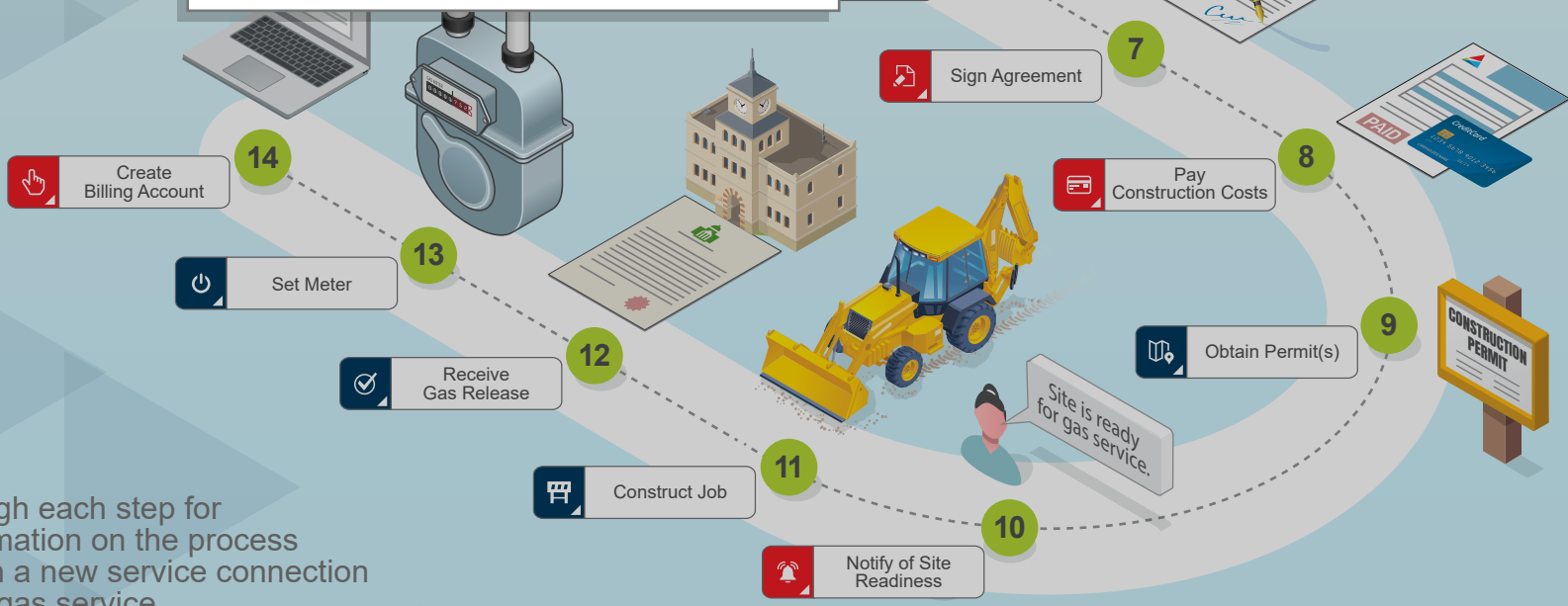
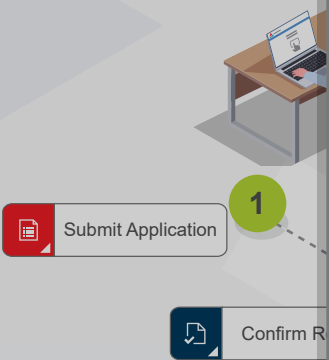
✕

5

Design Service

A CGC representative will create a design layout using the information gathered from the site visit and/or the application. This process can take from 15 to 45 days.



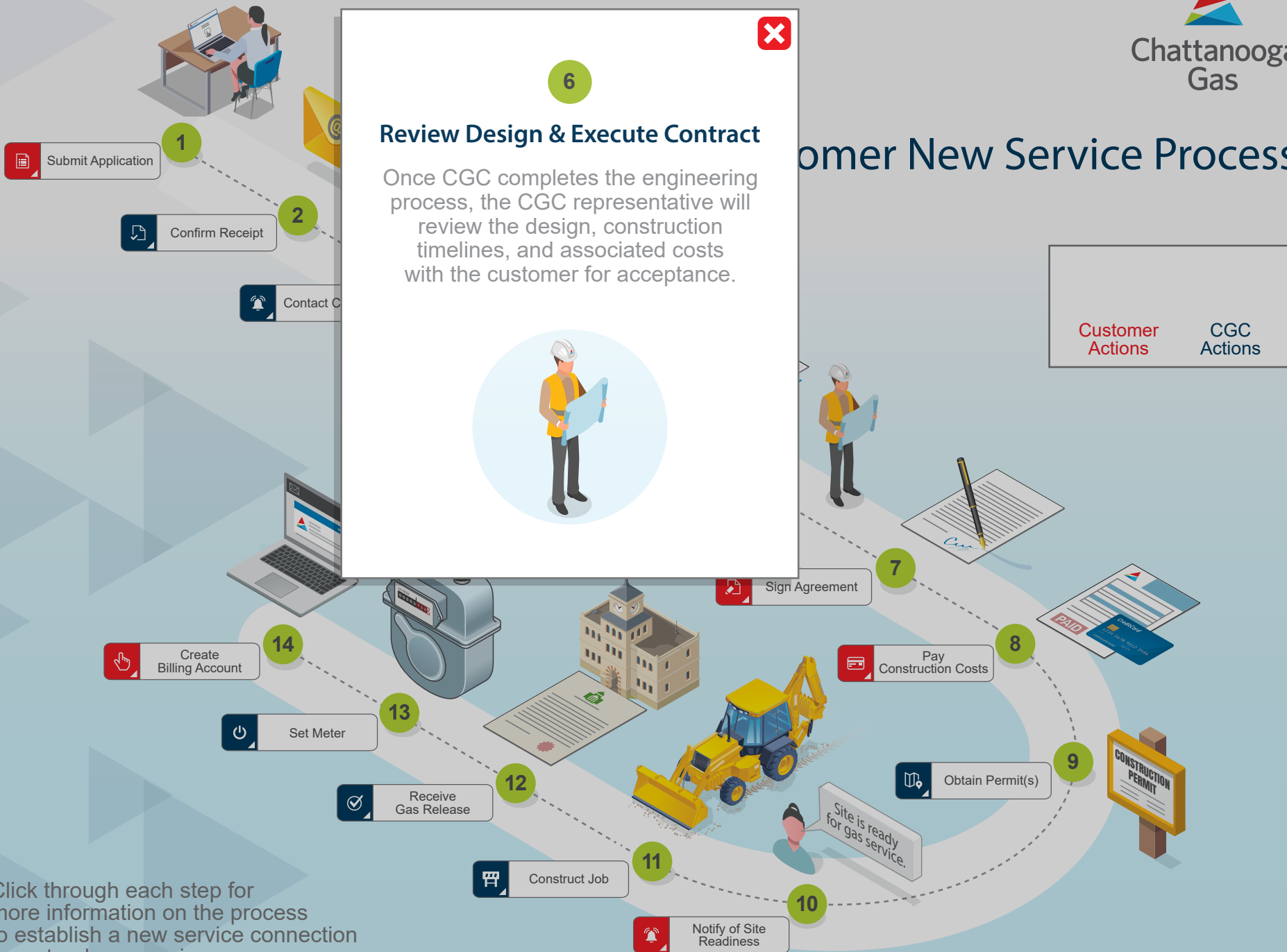


Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process

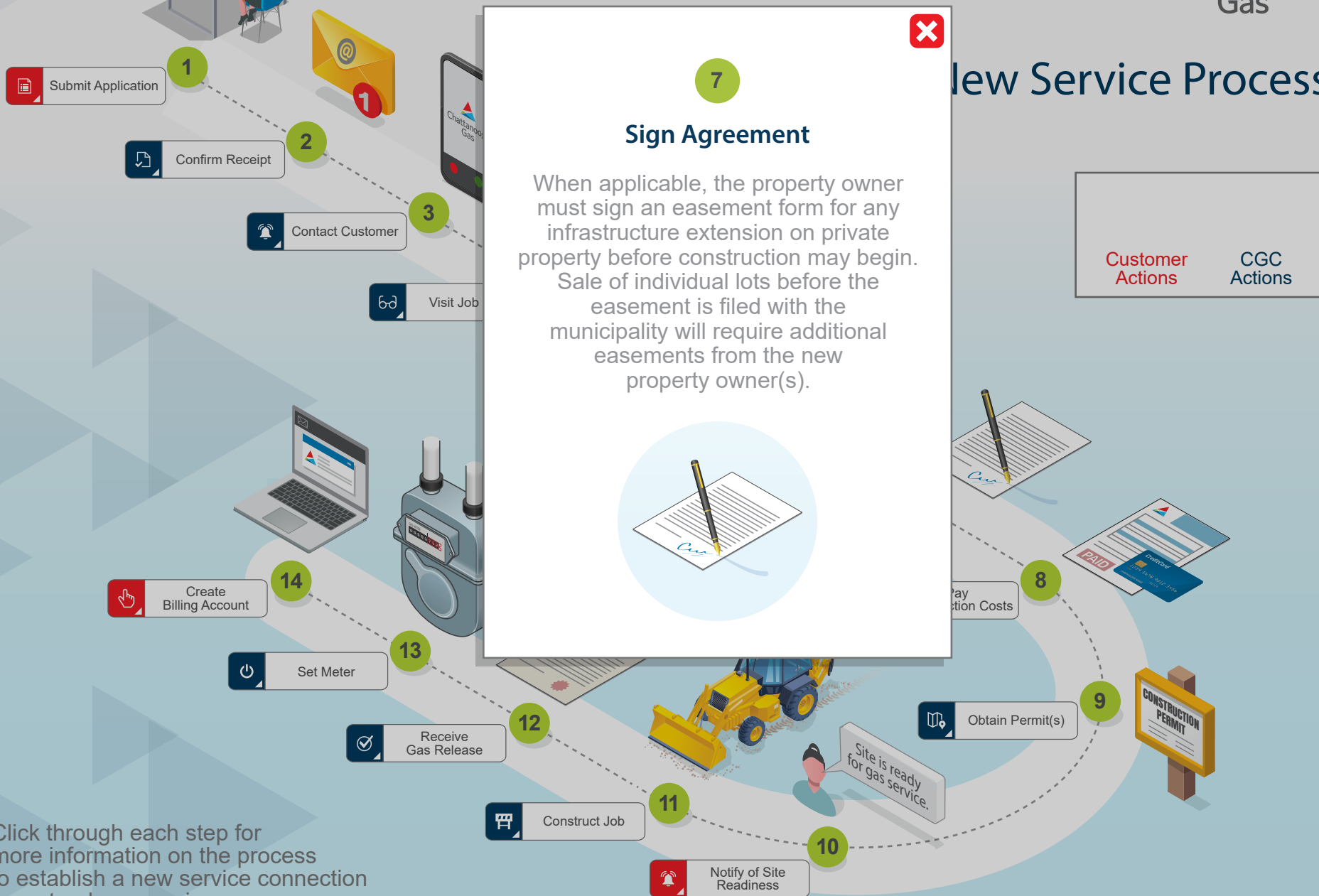


Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

New Service Process

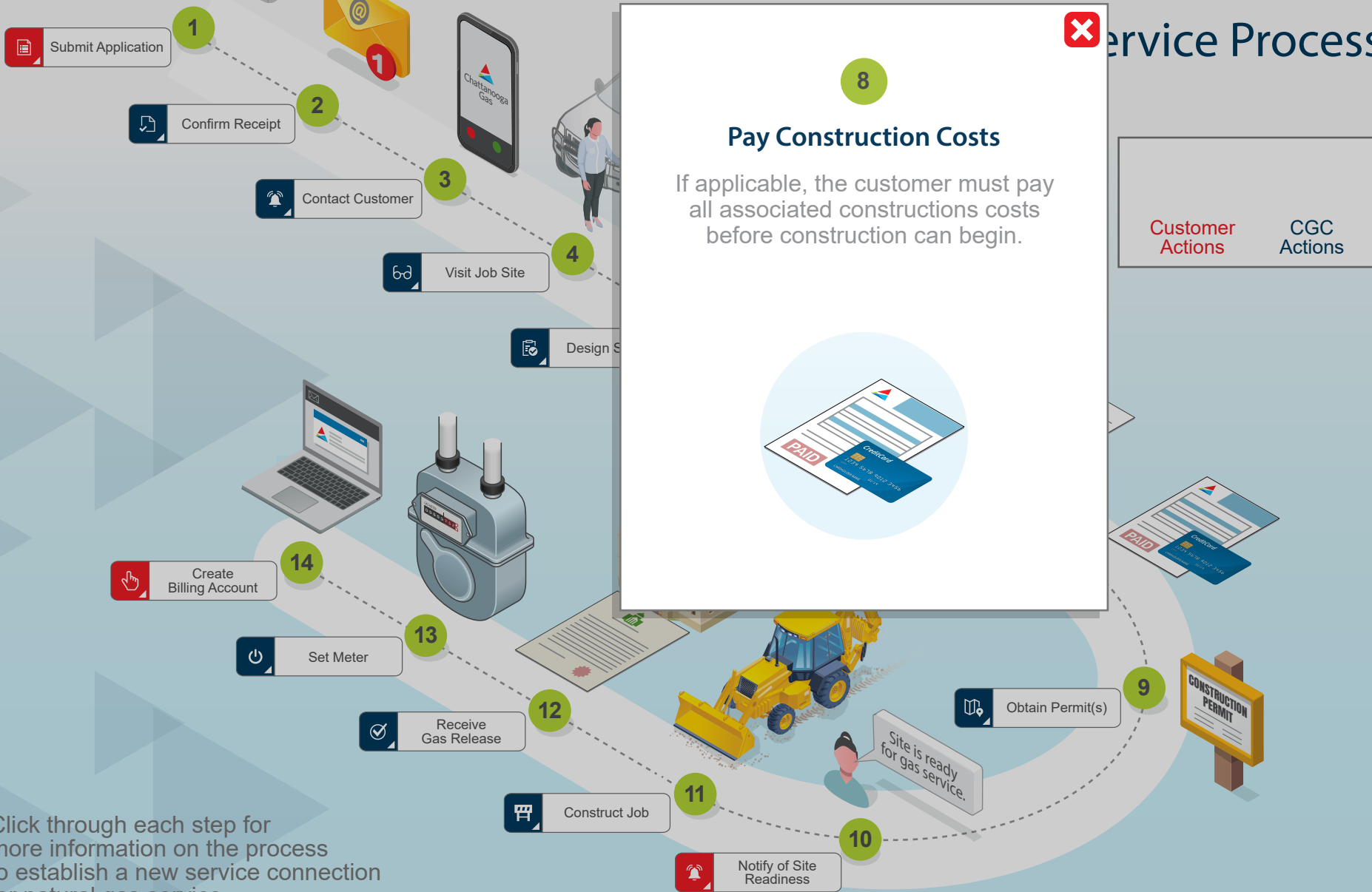


Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process

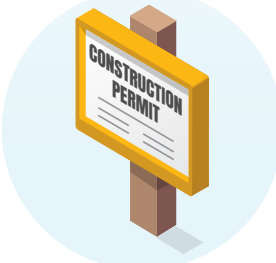


Customer Actions	CGC Actions

9

Obtain Permit(s)

When applicable, CGC will obtain all necessary permits for the construction of our natural gas infrastructure that will be needed to complete the job. This process can take up to 90 days depending on the permit type.

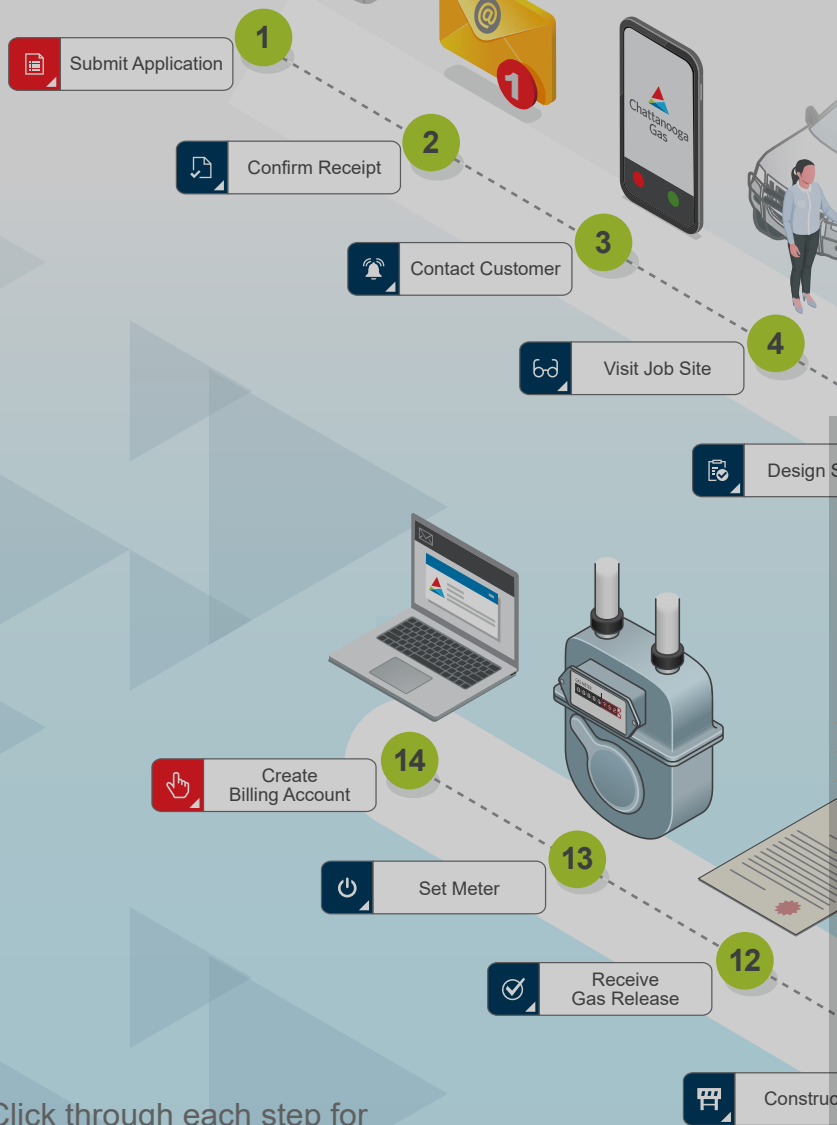


Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process




Customer Actions	CGC Actions
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10

Notify of Site Readiness

The customer must notify CGC when the development is ready for construction. Once released for construction, the customer will be notified of the anticipated construction start date. To minimize delays, it is very important that the path remains clear of any obstructions or obstacles.





Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process



13

Set Meter

Once all customer obligations are met, CGC will schedule directly with customer the meter set date which will be no later than the date agreed upon between CGC and the customer.



Click through each step for more information on the process to establish a new service connection for natural gas service.



Chattanooga Gas

Customer New Service Process



14

Create Billing Account

Once the meter is set, the customer must contact CGC at 866.643.4168 to establish a new billing account. Office hours are Monday-Friday from 8 AM to 6 PM.

Customer Actions	CGC Actions
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Click through each step for more information on the process to establish a new service connection for natural gas service.

Customer New Service Process Checklist

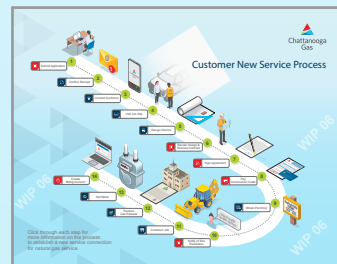
We both play important roles in making sure the new service installation is completed. Please use the checklist below as a reference to make sure all necessary requirements are completed.

Customer Obligations

- Step 1:** Submit Application ([Start/Stop/Transfer Service](#))
- Step 6:** Review Design & Execute Contract
- Step 7:** Sign Agreement (if applicable)
- Step 8:** Pay Construction Costs (if applicable)
- Step 10:** Notify of Site Readiness

CGC Obligations

- Step 2:** Confirm Receipt
- Step 3:** Contact Customer
- Step 4:** Visit Job Site
- Step 5:** Design Service
- Step 9:** Obtain Permit(s) (if applicable)
- Step 11:** Construct Job
- Step 12:** Receive Gas Release
- Step 13:** Set Meter
- Step 14:** Create Billing Account



Click here
to return
to Process