



Alliant Energy - Gas Service Manual

Chapter 1 – General Information

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Supersedes: 2015

A. PURPOSE

1. The purpose of this Gas Service Manual (GSM) is to provide information to those looking to obtain gas service from Alliant Energy (the Company).
 2. This manual covers typical gas service installations. Customers should contact the Company by calling 1-800-ALLIANT (1-800-255-4268) to determine the availability of gas service and the applicability of additional requirements for installations that may not be typical.
 3. Service rates and other tariff information can be found at:
<https://www.alliantenergy.com/CustomerService/AlliantEnergyService/RatesandTariffs>
 4. Gas Service Manuals are available by calling 1-800-ALLIANT (1-800-255-4268). To view the most current manual online, go to:
<https://www.alliantenergy.com/PartneringwithAlliantEnergy/Contractors>
 5. This manual will be revised periodically to accommodate industry improvements or to make other necessary changes. Updates will typically occur every third year.
 6. For additional information, visit <https://www.alliantenergy.com/>
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B. CODES AND GUIDELINES

1. All installations shall comply with the applicable requirements found in this manual and in the industry standards and codes listed below:
 - a) NFPA 54, National Fuel Gas Code
 - b) NFPA 501, Standard of Manufactured Housing
 - c) NFPA 501A, Standard for Fire Safety Criteria for Manufactured Home Installations, Sites and Communities
 - d) ICC IBC, International Building Code
 - e) Title 49 Code of Federal Regulations, Part 192, Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards
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- f) Regulations of the governing state's utilities commission/board
 - g) Alliant Energy – Interstate Power and Light (IPL) and Wisconsin Power and Light (WPL) tariffs; these documents can be found at:
<https://www.alliantenergy.com/Customerservice/AlliantEnergyService/RatesandTariffs>
2. State and local governing authorities may impose additional requirements.
 3. Service will not be extended to buildings or structures for gas usage that is determined to be a non-essential use of natural gas or does not meet energy conservation standards per federal, state, or local codes and ordinances.

C. DISCONNECTION OR REFUSAL OF SERVICE

1. The Company assumes no responsibility for the installation, maintenance or operation of the customer gas piping and equipment beyond the meter outlet.
2. The Company may refuse service to or disconnect service from any installation that does not comply with this manual.
3. The Company may refuse service to or disconnect service from any installation that, in the opinion of the Company, is determined to be dangerous to life or property.
4. The Company may refuse service if underground piping through a foundation wall is not encased in a protective sleeve (NFPA 54, Section 7.1.5). See GSM Chapter 5, Part H.
5. The Company may refuse service if above ground piping passing through an outside wall is not coated or wrapped with an inert material approved for such applications (NFPA 54, Section 7.2.1). See GSM Chapter 5, Part H.
6. The Company may refuse service if gas piping is installed underground beneath buildings without proper encasement (NFPA 54, Section 7.1.6).
7. The Company may refuse service if any customer piping downstream of a closed shut-off valve is not capped, plugged or connected to an appliance (NFPA 54, Section 7.7.2).



D. CONTINUITY OF SERVICE

1. The Company's goal is to provide continuous gas service and maintain its facilities with a minimum of inconvenience to customers.
2. The Company does not guarantee to supply continuous service to its customers or maintain constant delivery pressure at all times.
3. If an interruption of service is unavoidable, the Company will make every effort to restore service promptly.

E. DELIVERY PRESSURES

1. Delivery pressure is the pressure provided to the customer.
2. Delivery pressures are measured at the outlet of the Company's last point of service, which is typically the outlet of the meter.
3. The Company will provide one delivery pressure per customer. Customers requiring multiple pressures due to equipment or other constraints are responsible for providing pressure regulation and overpressure protection within the customer piping system.
4. It is the customer's responsibility to provide the Company with accurate delivery pressure information. Customers should consult with a plumber or heating contractor and carefully consider their gas piping system to determine the delivery pressure required to adequately serve their equipment and appliances. This is especially important for customers converting from other fuels.
5. Failure to provide the Company with an accurate delivery pressure request may result in additional changes that may require outages to modify or replace Company equipment.
6. Standard Delivery Pressure:
 - a) The Company's standard delivery pressure for natural gas service is a nominal 7 inches water column (7" w.c.). This pressure is available for total connected gas loads up to 5,000 standard cubic feet per hour (Scfh). Customers with a total connected gas load greater than 5,000 Scfh will be served at a higher delivery pressure.
 - b) Nominal 7" w.c. delivery pressures may fluctuate between 5" w.c. and 9" w.c.



7. Customers requiring a delivery pressure exceeding 7" w.c. should contact the Company to determine what other delivery pressures are available at their location. Where available, the customer may be provided with one of the delivery pressures listed below. Delivery pressures other than those listed below must be approved by the Company.
 - a) 2 psig (1.8 psig minimum at point of delivery)
 - b) 5 psig (4.5 psig minimum at point of delivery)
 - c) 10 psig (8 psig minimum at point of delivery)
 - d) 15 psig (12 psig minimum at point of delivery)
 - e) 60 psig (25 psig minimum at point of delivery)
8. Refer to GSM Chapter 5 for pressure testing requirements based on delivery pressure.
9. Refer to GSM Chapter 5 for additional customer piping system requirements for delivery pressures greater than 5 psig.

F. OBTAINING GAS SERVICE

1. The customer shall make application to the Company for the proposed gas service and obtain approval for the meter location before starting installation of the customer gas piping. Any construction contributions must be paid to the Company or a payment plan established per the applicable gas tariff prior to the gas service pipe being installed:
<http://www.alliantenergy.com/CustomerService/AlliantEnergyService/RatesandTariffs>
2. The customer shall clear the proposed pipe route of vegetation, construction materials and other obstacles which prevent the installation of the gas service and advise the Company of known underground obstacles such as septic tanks, invisible fences, sprinkler systems, etc.
3. In order to provide permanent gas turn-on, the Company must receive a completed Gas Piping Statement identifying all gas appliances intended to be installed on the premises and stating that customer piping has been installed and tested according to applicable codes.

NOTE: The Company cannot accept a Gas Piping Statement completed prior to a significant portion of interior customer piping being installed. The Gas Piping Statement form can be found under the “Gas Service Information Manual” heading at:
<https://www.alliantenergy.com/PartneringwithAlliantEnergy/Contractors>



4. Temporary Gas Service for Construction Sites:
 - a) The customer shall make application to the Company for the proposed temporary service.
 - b) The Company shall determine if temporary service can be provided and provide approval of the service location.
 - c) Temporary service will not require a Gas Piping Statement.
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G. CUSTOMER SUPPLIED VOLUMETRIC FLOW RATE

1. The customer shall provide the volumetric flow rate of gas (in cubic feet per hour or BTU per hour), calculated using the manufacturers' input ratings of the appliances served. This flow rate shall be based on all appliances operating at full capacity simultaneously.
 2. Where the input rating for an appliance is not indicated, the gas supplier, appliance manufacturer, or a qualified agency should be contacted for the information. Appendix A in this manual can also be consulted for assistance in estimating the volumetric flow rate of gas to be supplied.
 3. Any meter set changes due to improper volumetric flow rate information provided to the Company will be completed at the customer's expense.
 4. Customer gas piping shall be of adequate size for any gas load that may be reasonably expected to develop (NFPA 54, Chapter 6).
 5. Any meter set changes required due to improper sizing of customer piping or changes in requested delivery pressure will be completed at the customer's expense.
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H. CONVERTING FROM ANOTHER FUEL

1. All customers converting from another fuel and wishing to use their existing piping system for natural gas must have their piping system inspected by a plumber or heating contractor.
 2. The Company must receive a Gas Piping Statement signed by the inspecting party stating that the customer's installation is in compliance with applicable gas codes and the Company's Gas Service Manual prior to the meter being installed, connected and pressurized.
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I. UNUSUAL OR LARGE VOLUME GAS REQUIREMENTS

1. Unusual or large volume gas installations may require extensive alterations to the Company's gas system.
2. Such projects should be discussed with the Company well in advance of the customer's start-up date in order to provide ample time for contract arrangements and construction of Company facilities.

J. CUSTOMERS INCREASING LOAD

1. The installation of additional or larger gas consuming appliances or equipment that will result in the customer using more natural gas on an average annual basis is considered an increase in customer load.
2. Increases in customer load may require an increase in delivery pressure or a change to the Company's facilities.
3. To enable the Company to change its facilities and to prevent equipment damage, the customer shall give the Company reasonable advanced notice of permanent or temporary load changes or changes in delivery pressure requirements.
4. Customers failing to notify the Company of load increases are subject to charges for damaged Company equipment.

K. RELOCATION OF COMPANY FACILITIES - NO CHANGE IN CUSTOMER LOAD

1. The Company shall perform relocation and replacement of main and/or service facilities upon the request of a customer or group of customers, or if the change is required because a customer has caused violation of a safety or construction code.
2. The customer shall be responsible for the total cost of any such relocation and/or replacement.



L. GAS SYSTEM EXTENSIONS

1. Responsibility for extensions
 - a) The Company constructs, owns and maintains all extensions of its gas distribution system and makes all service connections.
 - b) The Company installs, owns and maintains the gas service lateral to the meter set assembly on the customer's premises in accordance with the Company's applicable rates and extension rules.
 - c) The Company will install gas main or gas services only on routes suitable for gas piping and facilities.
 - d) Underground gas piping and facilities shall meet a minimum separation of 12 inches from other structures or facilities.
 2. Extension Rules
 - a) Rules governing extensions to the customer are published in the Company's gas tariff on file with the appropriate state regulatory authority.
 - b) Gas tariff can be found on the Company's web site:
<http://www.alliantenergy.com/CustomerService/AlliantEnergyService/RatesandTariffs>
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M. SERVICE CONNECTIONS

1. All service and metering connections, including meter installation, shall be made by the Company.
 2. Connection to or alteration of the Company's gas service or other equipment is prohibited.
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