



PO Box 216
Greer, SC 29652
Phone: 864-848-5500
Fax: 864-968-2161
www.greercpw.com

INSTRUCTIONS FOR NEW GAS CUSTOMERS

Greer CPW welcomes you as our newest gas customer and we are grateful you have chosen Greer CPW to be your gas supplier.

CUSTOMER'S RESPONSIBILITY:

It is the responsibility of the gas customer to obtain a licensed contractor who will do all the required piping inside the home as well as obtain the appropriate permits by the appropriate County or City Building Codes Department. Upon creation of your service install case, you will be required to provide total BTU load, delivery pressure, and appliance information for your home.

Once case has been submitted and the all fees are paid, Greer CPW will release the work order to install the gas line and gas meter. A work order will be dispatched for white-lining and location of all utilities within the gas service line route.

Greer CPW can install the gas service line only after the SC811 locate date has been approved for excavation. Once the construction and installation has been completed, the customer's contractor may tie into the service coordinator and call the appropriate agency for inspection.

It is the customer's responsibility to let Greer CPW Gas Construction know the location of customer owned secondary underground lines such as: water lines, sprinkler lines, septic tanks, drain fields and drain lines. These underground lines are not covered under the SC811 locate information. Greer CPW is not responsible for damages that may occur to these lines if locations are not known prior to gas service installation.

Once the piping has been inspected by the City of Greer, Spartanburg County or Greenville County, they will send Greer CPW a notification to activate the gas service. Once the release has been received, Greer CPW will schedule a technician to unlock the cut-off valve located downstream of the gas meter. The customer's gas contractor is responsible for activating the gas service by turning the cut-off valve on and checking for proper operation of appliances and checking for possible gas leaks.

Greer CPW also conducts an inspection of the customer's piping system and appliance installations. The downstream cut-off valve will not be unlocked if the inspection fails due to needed changes or repairs. Once the changes or repairs are made, you will need to contact Greer CPW's Gas Department to reschedule another inspection.

It is the responsibility of the gas customer to ensure Greer CPW's gas meter is accessible for operation and maintenance activities performed by Greer CPW personnel. Examples: (1) Gas meters cannot be inside fenced areas that are locked. (2) Gas meters cannot be inside fenced areas that have aggressive pets.

GREER CPW'S RESPONSIBILITY:

Greer CPW will maintain the gas line up to and including the gas meter, and all associated material. Greer CPW will maintain a right of way around the gas meter for service and maintenance. Shrubbery/plants/trees cannot be installed in front of gas meters and mulch cannot cover any part of the gas meter and/or cut-off valve on the upstream side of gas meter.

If you have any questions concerning these instructions, please feel free to call Greer CPW's Gas Department at (864) 216-8465. Thank you for choosing Greer CPW for your natural gas needs.