

Glossary of terms that we will use throughout the process

Active Account: Customer begins to be billed for DEO's service and any gas use. Accounts typically become active when the meter is set.

Adding Equipment/Load: Active billing account/meter with DEO, but appliances or equipment are being added. A new meter and larger service line may be needed, and the customer may be responsible for the associated costs.

Btu/Hr: Unit used to measure energy output per hour on individual appliances. You may be able to find this information on the appliance, in the appliance user manual, or check with your qualified contractor. This is required information to process your request and to ensure the safety and reliability of your service.

Conversion: Converting to natural gas from another fuel source at an existing location.

House Line: Pipeline from the meter to gas burning appliances. – The Customer owns and is responsible for installing and maintaining the house line. House lines must be installed and stubbed out before DEO is able to install the meter.

House Line Installation Record (HIR): Form required to verify that the house lines meet DEO's requirements for meter installation.

Main Line: A distribution pipeline that delivers natural gas throughout DEO's service territory. A main line typically runs parallel to the road.

Main Line Extension: An extension is needed if no main line with sufficient capacity is available at the location to provide service. This may require payment from the customer depending on various factors.

Main Line Relocation: Request to move a main line. Please email all main line relocation requests to: Relocation@dominionenergy.com.

Meter: Equipment that registers the amount of gas that is used at the premises.

Meter Set: Service order for a DEO crew that completes the initiation of new service by installing an appropriate and properly sized meter to serve a specific location.

Meter Spot: Service order for a DEO Contact Tech (field technician) to meet with customers on site prior to the installation of the meter and service line. This helps DEO to determine where the meter and service line should be installed and provide any other needed details.

Obstructions: Anything above or below ground that would prevent or interfere with the installation of a gas service line. For example: hard soil/rock, spoil (dirt) piles, structures, buildings, building materials, ponds, trees, wells, underground facilities (e.g., sanitary and storm sewers, water lines, electric lines, septic systems, irrigation, invisible fences, geothermal systems), scaffolding, vehicles, fences, etc.

Psi (Pressure): Pounds per square inch (the pressure applied to an area of one square inch). You may be able to find this information on the appliance, in the appliance user manual, or check with your qualified contractor. This is required information to process your request and to ensure the safety and reliability of your service.

Re-tie: The premises had DEO's service at one time, but the service line has been disconnected from the gas main line by DEO.

Service/Meter Relocation: The service line and/or meter is being relocated from one spot to another (e.g., inside to outside, moving due to construction, etc.). If the relocation is requested by Customer, or required due to changes at the premises, Customer is responsible for costs.

Service Line Agreement (SLA): Form that contains key information regarding new service lines and DEO's requirements to install a service line.

Service Line: A pipeline that runs from the main line to the meter to deliver natural gas to a premises. Dominion Energy is responsible for ordinary maintenance of the service line and for the costs of new service-line installations.

Service Location: Full street address and city that needs natural gas service.

Split Load: A premises has existing gas service but is being converted from a single-family home into a multi-family home, or single commercial building into a multiple unit building.

Welcome Packet: Important forms mailed or emailed to parties requesting service for new construction or conversion buildings. The packet includes a Service Line Agreement (SLA) and a Houseline Installation Record (HIR) form.