



## NEW CUSTOMER INFORMATION SHEET

Welcome to Kentucky Frontier Gas (KFG). We are happy to serve you. Information regarding our Natural Gas Service and the policies and regulations of KFG and the Kentucky Public Service Commission (PSC) and more can be found on our website. [FrontierGas.com](http://FrontierGas.com). Please complete the forms included with this packet and return them to our office at 2963 KY Route 321 or through the Postal Service to: Kentucky Frontier Gas, PO Box 408, Prestonsburg, KY 41653 or by Email to [sales@frontiergas.com](mailto:sales@frontiergas.com). This information is for our use only, and is not released to others without your permission.

### Cost break down for New Service Lines:

**250 Meter Residential** (*if your connected appliances are rated up to 300,000 BTU per hour*)  
 \$1000.00 \*Includes meter set, up to 100 ft. Excavation and Pipe, Security Deposit & Connection fee

**425 Meter Large Residential / Small Commercial** (*loads up to 750,000 BTU per hour*)  
 \$1250.00 \*Includes meter set, up to 100 ft. Excavation and Pipe, Security Deposit & Connection fee  
 Please contact KFG for any larger types of meters for pricing.

\*Security Deposit is refundable upon request, after 1 year of uninterrupted service.

\*A \$200.00 account credit on the cost of a new service is given after 1 year of continuous service, with an additional \$200.00 credit if a natural gas hot water heater is utilized on this service at this location.

Additional Service Line length (over the first 100 ft) is typically charged at \$2.00 per foot (including excavation and pipe).

1. Service Line application needs to be completed and returned to the KFG Business Office.
2. A KFG Technician will examine property for correct positioning of Service Line and Meter and provide a Cost Estimate.
3. Payment for *New Service Line* must be received **BEFORE** work can begin.

KFG office hours are 8 am through 2 pm Monday through Friday, except major holidays. Our shop and office are located at 2963 KY Route 321 in Prestonsburg. KFG Technicians can be reached **at any time** at (866) 942-9427 for gas leak reports and other emergency services.

Our billing period generally runs through the 12<sup>th</sup> or the 27<sup>th</sup> of each month, based on your billing cycle (weekends and holidays may cause a slight variation). **Bills that are mailed by the first of the month are due by the 15<sup>th</sup>, bills that are mailed by the 15<sup>th</sup> of the month are due by the 30<sup>th</sup>.** Payments can be made by Mail to PO Box 408; in person or at the drop box at our office 2963 KY Route 321; by phone with Debit/Credit Card to 886-2314; or Online at *FrontierGas.com*. Budget Billing is available after one year of service, to calculate seasonal changes in payments. Budget Billing runs from the May billing period through the next April billing period.

Accounts past due are subject to disconnection from service and will receive a termination notice ten days prior to disconnection. If service is shut off, a \$96.00 reconnection fee will be charged and an additional Security Deposit will be required (2/12 of annual bill). A \$30.00 fee will be charged for all Non-sufficient Funds checks.

Please feel free to call our office or visit our Website-[FrontierGas.com](http://FrontierGas.com)- if you have any other questions. Thank you for your cooperation, and welcome to Kentucky Frontier Gas!



**NOTIFICATION of SERVICE LINE RESPONSIBILITY  
CUSTOMER-OWNED BURIED PIPE**

**PLEASE READ:** The US DOT requires operators of gas distribution systems to notify all customers about the maintenance of **customer-owned buried piping**. This notification should be sent one time to each customer. *[Department of Transportation regulations at 49 CFR Part 192.16]*

Kentucky Frontier Gas is not responsible maintaining **anything** downstream of the gas meter. If you have buried gas lines downstream of your gas meter, you should have them periodically checked for leaks or corrosion. Any problems you find should be promptly repaired.

The gas utility cannot do this work. We will refer you to local plumbing or heating contractors who can assist in location, inspection and repairing your buried piping and other gas facilities.

**Customer Acknowledgement**

I understand Kentucky Frontier Gas **is not responsible** for any buried service lines or gas piping downstream of the meter on my property.

Customer Name: \_\_\_\_\_ (print)

Service Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### GAS SERVICE LINE ESTIMATION APPLICATION



Thank you for your interest in natural gas service. To ensure an accurate estimate is given to you, KFG needs some basic information. Once KFG receives the below information you will be provided with an estimate in a timely manner.

Residential use  Commercial use   
 Existing Service Line  New Service   
 Connected Load \_\_\_\_\_000 Input BTU/Hr

Cook Stove  Water Heater  Dryer   
 Furnace  Gas Log  Pool  Other

Service Size 1"  2"  Length \_\_\_\_\_ft  
 Main Size \_\_\_\_\_" Length \_\_\_\_\_ft

**\*\*ESTIMATE EXPIRES IN 30 DAYS –Date**

New Service Line	\$ <u>800.00</u>
Security Deposit	\$ <u>150.00</u>
Connection Fee	\$ <u>50.00</u>
Additional Footage	\$ _____
Other _____	\$ _____
<b>Estimated* Total Customer Cost</b>	<b>\$ _____</b>

**\*\*\*Final Pricing given upon construction completion.**

Upon request, a \$200.00 credit will be given to customer after 1 year of uninterrupted service.

Upon request, the security deposit may be refunded after 1 year of uninterrupted service.

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**SERVICE LOCATION / PHYSICAL ADDRESS:**

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Emergency Contact Phone

**PLEASE READ:** Customer will be responsible for making the location of extended utility lines, sprinkler systems and other underground obstacles not covered under 811 service; and for restoring grass, landscaping & underground obstacles disturbed by installation of facilities on customer’s property. The ownership of the main, service line and meter shall vest in KFG, who shall assume operation and maintenance thereof. Customer shall assume all responsibility for gas piping, appliances and gas utilization equipment downstream of KFG’s meter. Such customer-owned piping and equipment shall conform to the latest revision of National Fuel Gas Code.

It is mutually agreed that KFG will make available and Customer will accept, gas service as soon as practical. KFG will install all utility facilities under the terms of the Gas Service Rules & Regulations currently on file with Kentucky Public Service Commission. Customer agrees to initiate gas service within 45 days of KFG’s installation of a gas riser installed at Customer’s request, whether or not gas is utilized by Customer. Customer agrees to pay in full the above cost to KFG prior to construction. Discontinuance of gas service or non-gas use does not cease the customer’s obligation to pay the cost of the service extension or customer service charge of \$50.00.

**\*\*By signing below, I agree to abide by the above terms; that an estimate will be provided to me upon KFG receipt of this information; I understand that installation will not occur until the estimated cost is paid in full. I agree to promptly pay my monthly billing for gas service from KFG.**

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Tax ID# or Social Security Number

**I have received Notification of Service Line Responsibility (\*\*See Pg. 2):** Initial \_\_\_\_\_ Date \_\_\_\_\_