



95 East Main Street  
Orwell, Ohio 44076  
800/832/6164  
Fax n 440/437-1001

## **New Residential Natural Gas Service**

Thank you for your interest in **Orwell Natural Gas Company** –A regulated public natural gas utility. We look forward to becoming your utility partner for dependable and efficient natural gas service for your home or business.

**Toll Free Customer Service Support: (800) 832-6164 M-F; 8am to 5pm**

***“We will connect you to the benefits of natural gas and assist with your conversion ”***

### ***Natural Gas is...***

- The most popular heating fuel in the U.S., heating over 60 Million homes.
- Clean burning, and warm efficient heat.
- Always available, even if the electric-power is out.
- An American found-resource not dependant on foreign supply.

### ***Natural Gas Service in Four-Easy-Steps:***

1. Complete a customer application and mail it to the address on the application. You can also fax a completed application to **(440)437-1001**. You can download an application at our web-site **[www.orwellgas.com](http://www.orwellgas.com)** or call us and we will send one.
2. Contact a certified contractor/plumber about installing your service line and the specific needs for your interior piping and appliance(s). We recommend quotes from a minimum of three contractors to ensure a competitive price.
3. Once your underground service line is complete, your contractor will arrange for a service line inspection. Orwell Natural Gas will inspect your service line and connect your service line pipe to our main pipeline located along the street.
4. Once your service line is tapped (you will no longer see the pipe by the road) contact us to schedule the gas meter. Make sure to confirm with your heating contractor that your appliance(s) are ready for gas service. Regulations require that you have at least one gas appliance before we can install your meter to start service. We suggest a free-of-charge inspection of the interior piping when we install the meter.

### ***Natural Gas Service Line:***

The customer is responsible for the natural gas service line that connects your home or business to our distribution pipeline along the street. We offer a free-installation guide to assist in selecting a contractor and a converting your home or business to natural gas.

Call us if you would like to learn more about natural gas or have a question about converting to natural gas service. You can also discover more about the benefits of natural gas by visiting us at our website **[www.orwellgas.com](http://www.orwellgas.com)**