

Thank you for applying for  
Natural Gas Service  
from



This package provides step-by-step instructions on how to apply to Apex Utilities (Apex) for natural gas service. This package also provides information to help you understand other responsibilities of the applicant and understand the events that occur after Apex receives an application.

To provide you with natural gas service, we will require information about you. The privacy of your information is important to us. Should you have any questions or concerns related to the privacy of your personal information, our Customer Privacy Assurance Statement is available on our website at [www.apexutilities.ca](http://www.apexutilities.ca).

*Welcome to Apex Utilities!*

*Thank you for applying with Apex Utilities Inc. (Apex) for natural gas service. This package outlines Apex's new service line application and installation process.*

## **Apex Utilities Inc. Natural Gas Utility Service Rules**

The Apex Utilities Inc. Natural Gas Utility Service Rules (the "Rules") are the rules governing how we (Apex) serve our customers. The Rules also govern how our customers take service from us. The Rules are a part of every service agreement and are subject to the authority of the Alberta Utilities Commission who regulates Apex. The Rules are legally binding on Apex and our customers and cannot be changed without the Alberta Utilities Commission's approval. If you wish to have a copy of the Rules, you may download a copy from our website ([www.apexutilities.ca](http://www.apexutilities.ca)) or feel free to ask us for a copy and we will gladly provide one to you.

## **New Natural Gas Service Line Applications**

Please visit the [Apply for a New Natural Gas Service Line](#) page on our website and select 'Complete the New Service Line Application' button.

If you do not currently have an account, please register using the following steps:

The screenshot shows a blue background with the title "Complete Your Application Online" in white. Below the title is a list of three steps in white rounded rectangles:

- 01** Review the [New Service Line Application Instructions](#). This guide walks you through the entire process, including how to prepare and what to expect.
- 02** Create an online profile or log in, if you are already a member.
- 03** Complete the application.

At the bottom of the page, there is a white button with the text "Complete the New Service Line Application »". A green arrow points from the right side of the page towards this button, and a green rectangular box highlights the button.

**Step 1:** Select 'Not a member' to create your new account profile:

A login form with two input fields: 'Username' and 'Password'. Below the fields is a blue 'Log in' button. At the bottom, there are two links: 'Forgot your password?' and 'Not a member?'. A green arrow points from the 'Log in' button to the 'Not a member?' link, which is highlighted with a green box.

*\*Note: If you have already created an account, log in using your username and password\**

**Step 2:** Register for an account by providing your Name, Email, and creating a password, and select 'Sign Up' to complete your registration.

A registration form titled 'Register for an Account to begin your Application and check the status of existing Applications'. It contains five input fields: 'First Name', 'Last Name', 'Email', 'Create Password', and 'Confirm Password'. Below these fields is a blue 'Sign Up' button, which is highlighted with a green box. At the bottom, there is a link that says 'Already have an account?'.

**Step 3:** Once successfully registered, you are ready to submit your application for a Natural Gas Service Line:

A screenshot of the Apex Utilities Inc. application portal. The header area is dark blue with the Apex Utilities Inc. logo and the text 'Application for a Natural Gas Service Line'. Below the header is a dark blue navigation bar with the text 'Apex Utilities Inc.' and a 'New Application' button with a plus icon, which is highlighted with a green box and pointed to by a green arrow. Below the navigation bar is a table with columns: 'Action', 'Application Number', 'Service Location', 'Premise (Address)', and 'Status'. Each column has a dropdown arrow.

## Step 1: Completing the Application Form

To help ensure prompt processing of your application, it is imperative you thoroughly complete all portions of the **New Service Line Application**.



If you require any assistance or have any questions related to the application form or the installation process, please phone our natural gas service application representative at **780-980-4980** or toll-free at **1-866-986-5215**.

### Service Information Section

**Service Type Descriptions (select the one that best describes your service site)**

- Residential
- Commercial
- Grain Dryer
- Irrigation Pump

**Service Location Descriptions (select the one that best describes your service location)**

- **Town:** A service site located in an incorporated municipality, including a village, town, or city.
- **Rural Subdivision:** A service site not defined as “Town” located in a rural subdivision setting as designated by Apex.
- **Rural Other:** A service site which is not defined as “Town” or “Rural Subdivision.”

**Today’s Date and the Service Site Ready Date**

Today’s date will be the date you fill out the new service line application. The service site ready date is the date you propose your service site will be ready to be connected for natural gas service, after you have met all necessary conditions, including those outlined in **Step 5: Meeting All Other Conditions**.

**Multiple Meters:** If the service you apply for requires a multiple meter set (more than one meter), please ensure you indicate on the application form how many meters are required.

### Applicant Information Section

Complete this section in all respects. Be sure to include your full mailing address and contact information with a valid email address. An **email address is required** for us to be able to communicate with you during the application process. Include any co-applicants and Emergency Contact information.

## Customer Contribution

### *Standard Contribution*

If charging you the standard contribution makes it economically feasible for Apex to install the service, you will be required to pay a fee as outlined below:

**Town \$0**                      **Rural Subdivision \$609 + GST\***                      **Rural Other \$6,588 + GST\***

\*Effective January 1, 2026, as per the Alberta Utilities Commission (AUC) Decision 30302-D01-2025, rates are based on Rate 1/11 service and are subject to change with AUC approval.

### *Non-Standard Contribution*

If charging you only the standard contribution does not make it economically feasible for us to install your service, you will be required to pay a higher, non-standard contribution. We will notify you of the amount of the non-standard contribution and request payment before proceeding with the installation of the service.

## Terms and Conditions

Please review the Terms and Conditions. To proceed, the ***I AGREE to the Terms and Conditions*** check box must be selected. Once you select **Save** you will be taken to the second page.

## Service Location Description Section

Provide all applicable details of your service location. This will be identified on a separate page as a Premise, please complete all the details for the specific service location or if multiple meters, for each Premise identified.

## Natural Gas Requirements Section

Identify all natural gas appliances (for example: furnace, boiler, water heater, fireplace, garage heater, etc.) installed or planned for the future and include the BTU (*British thermal unit*) load of each appliance.

## [Step 2: Submitting the Application Form and Property Information](#)

### Site Plan or Real Property Report

Provide a site plan or real property report with your completed application. With respect to only rural service locations, if a site plan or real property report is not available, provide a sketch of the layout of the yard.

## Other Special Information

*Mechanical Drawings:* If your application is for a Commercial service type, you are required to provide mechanical drawings with the completed application. Most residential, grain dryer, and irrigation pump services do not require a mechanical drawing.

Applicants can upload any attachments including drawings. Select the Upload Files button and submit with your application.

## Making Your Submission

If you have provided a valid email address, a confirmation email will be provided upon successful completion of the new service line application.

### [Step 3: Designing the Natural Gas Service](#)

*(Rural Subdivision and Rural Other Services)*

Apex will use the gas requirements information you provide in the application to design the natural gas service. Apex will provide the proposed natural gas service design to third-parties for necessary approvals and permits. We will contact you if it is necessary to acquire easements or discuss routing arrangements.

### [Step 4: Preparing a Cost Estimate](#)

Apex will prepare an estimate of the total cost of providing the natural gas service you require. If it is uneconomical to provide natural gas service with the standard customer contribution, an additional non-refundable contribution will be required. We will notify you in advance if an additional non-refundable contribution is required.

### [Step 5: Meeting All Other Conditions](#)

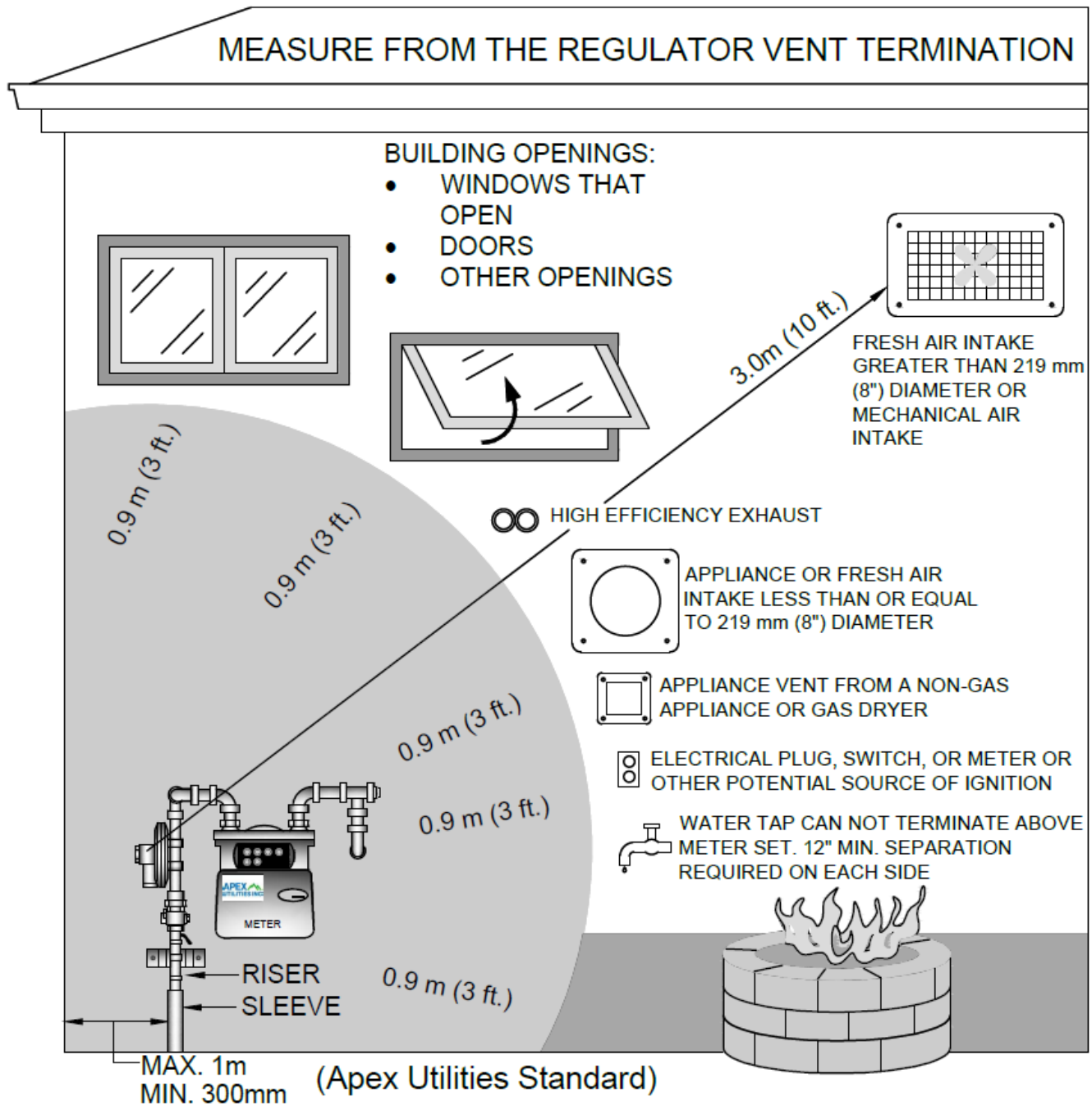
Before construction can start, the following conditions must be met:

- The basement or foundation must be back-filled;
- The location of the water cc (valve) or other below-ground water sources must be physically marked on the property;
- The property must be leveled to within 15 cm or 6 inches of final grade;
- The route from the gas main to the meter location must be clear of all obstacles, dirt piles, and debris; and
- If a modular structure (example: mobile or prefabricated home) requires natural gas service, the modular structure must be on its foundation.

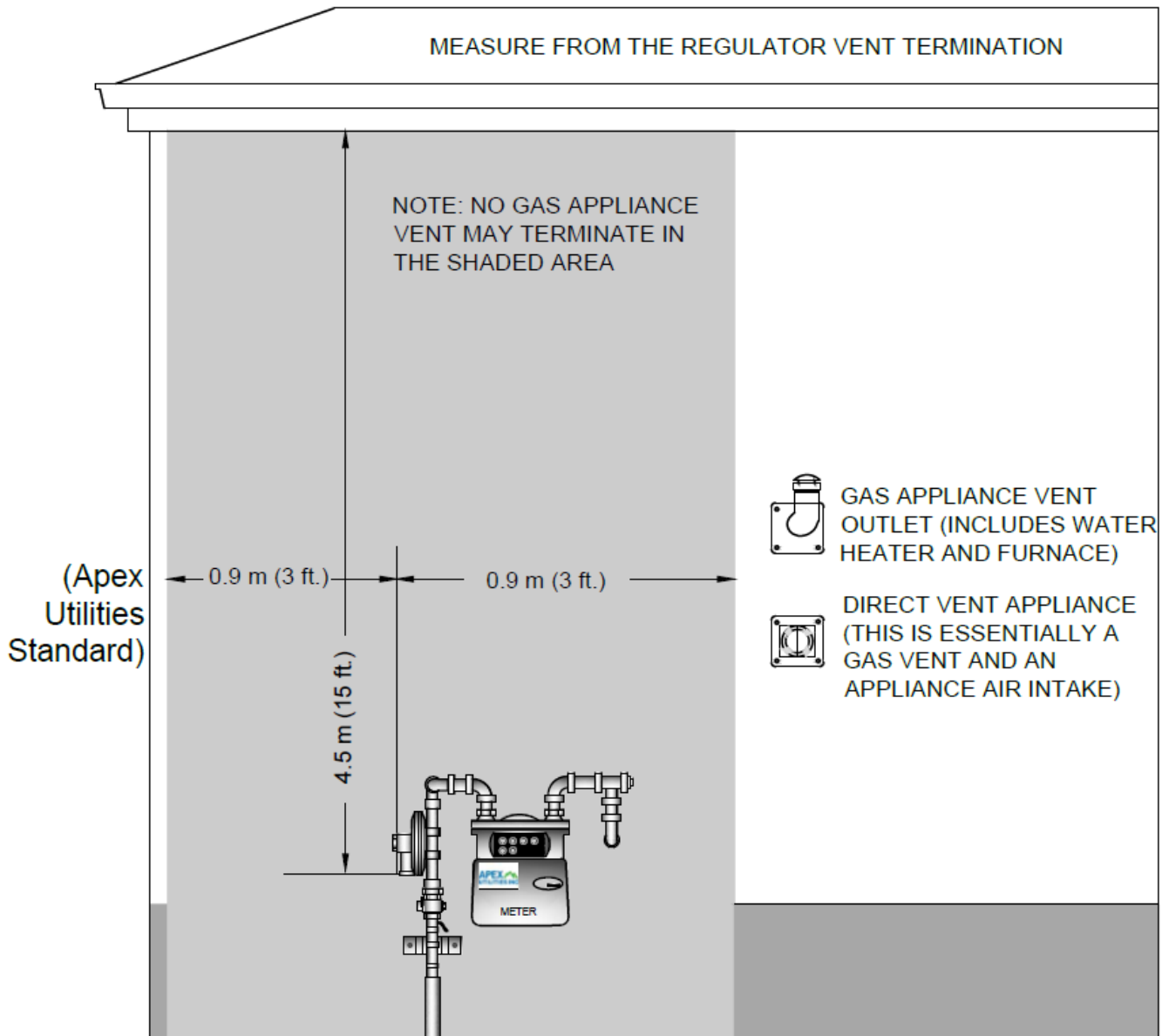
**Step 6: Gas Meter Location**

The proposed gas meter location must be clearly marked on the outer wall of the building and must comply with the meter location requirements identified in the following three (3) drawings, referred to as “Meter Clearance & Location Specification”. All meter clearance(s) identified on the attached drawings, with the exception of the maximum distance for the meter from the front of the building, must comply with Alberta Gas Code Regulation(s) and no deviations are allowed. It is Apex’s standard practice for the meter to be located a maximum of one (1) metre from the front corner of the building when measured to the riser or 0.9 metres when measured to the service regulator vent. The actual location of the gas meter will be determined by an Apex representative upon visiting the site prior to construction. In situations where accessibility or serviceability could be an issue, deviation from the Apex standard maximum distance from the front of the building to the meter may be necessary. In instances where you may feel a potential conflict exists, please contact our natural gas service application representatives (see page 10 for contact information).

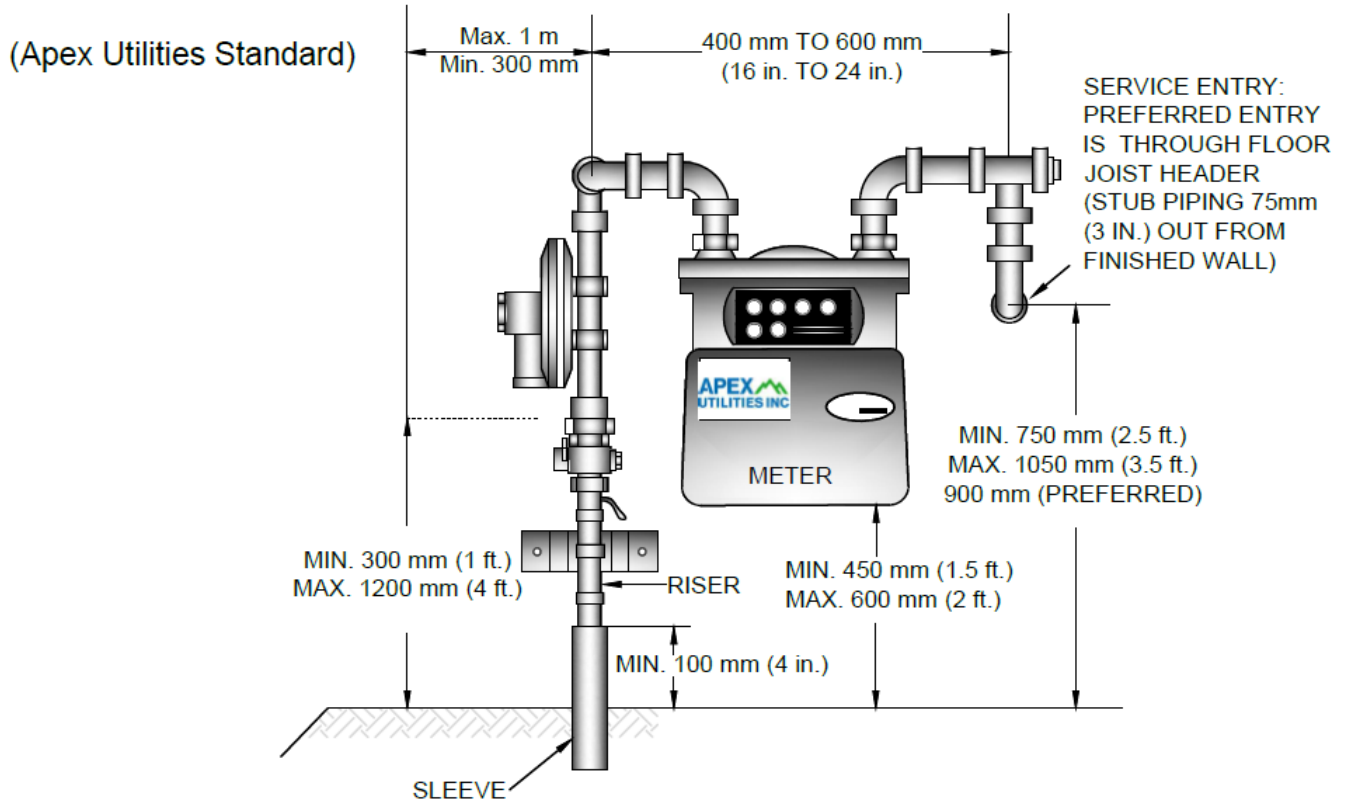
**METER CLEARANCE & LOCATION SPECIFICATION  
(1 OF 3)**



**METER CLEARANCE & LOCATION SPECIFICATION  
 (2 OF 3)**



**METER CLEARANCE & LOCATION SPECIFICATION  
(3 OF 3)**



### **Step 7: Constructing the Service**

After all the necessary approvals are obtained, we will schedule the natural gas service for construction. Prior to construction, an Apex representative will visit the site to confirm with you, and adjoining property owners (when appropriate), the route for constructing the service. Our representative will flag the route and the construction crew will install the service along the flagged route.

### **Step 8: Installing Gas Piping and Appliances**

We provide natural gas distribution service up to your service site. You are responsible for arranging the installation of any gas piping beyond the outlet of our meter, as well as to any gas appliances you require.

**Government codes and regulations** govern the installation of gas piping and appliances. If you will not be doing the work yourself, you must have a certified gas fitter do the work for you.

**A gas installation permit is required** to install or alter any gas piping beyond the outlet of our meter. You or your certified gas fitter must acquire a valid permit before commencing this work. Permits are available through your municipality or, if you reside in a non-accredited municipality, an agency on behalf of the province.



**A final inspection of the work done by you and your gas fitter must be performed by the municipality or agency issuing the permit.**

### **Step 9: Making a Request for the Meter**

A notification email from Apex will be provided after construction of your new service line is complete. This email notification will provide important details about the service site, including the address and the premise number we've assigned. The service address should be validated by you and the premise number quoted when submitting the documentation requesting a natural gas meter.

#### **Information You Will Need**

If your home or other building is ready for natural gas, you or your gas fitter must make a request for the gas meter by providing your Gas Permit, a completed Apex Service Completion Notification Form, and a completed Account Set up for New Meter Installation Form via email to [permits@apexutilities.ca](mailto:permits@apexutilities.ca).

*Permit number:* You or your gas fitter must provide us with proof of a valid gas installation permit for the work performed at your site.

*Service Completion Notification Form:*

- Please select this link for the [Service Completion Notification Form](#) or visit Apex's website at [www.apexutilities.ca/apply-for-a-natural-gas-meter](http://www.apexutilities.ca/apply-for-a-natural-gas-meter).
- *BTU load:* Correctly sizing the meter is important. You need to tell us if your natural gas requirements have changed since you made your original application for service.
- *Gas fitter information:* We require your gas fitter's name, telephone number, and any other relevant contact information.
- *Proof of Pressure Test Completion:* Prior to installing the gas meter, the gas piping at your service site must pass a pressure test. You and your gas fitter are responsible for the pressure test, as per the Service Completion Notification Form.

Include a completed [Account Set Up for New Meter Installation Form](#), or visit our website at [www.apexutilities.ca/apply-for-a-natural-gas-meter](http://www.apexutilities.ca/apply-for-a-natural-gas-meter).

- Only complete this if you plan on using Apex Utilities Inc. for your monthly billing. Do not complete this form if you have signed up with a Retailer.

**If you have further questions, contact our Customer Care Centre at 1-866-222-2067.**

**Making the Connection**

The gas installation permit holder (you or your certified gas fitter) is responsible for the final piping connection to the meter and appliance activation. All the work you and your gas fitter do must be performed under a valid permit.

**Process Complete!**

You are now ready to enjoy the comfort, convenience, and reliability of natural gas. Thank you for choosing Apex for your natural gas service needs.

Our goal is to make the process of applying for and receiving natural gas service as convenient as possible. We hope this information has been helpful. If you have questions about this or any other natural gas service issue, now or in the future, please contact us.



**Before printing this document, please consider the environment!**

**- Important Contacts -****Apex Utilities New Service Line Applications**

Phone: 780-980-4980

Toll-free: 1-866-986-5215

Regular hours: 8:00 AM to 4:30 PM (M-F)

Fax toll-free: 1-888-980-4982

Email: [aiserviceapplications@apexutilities.ca](mailto:aiserviceapplications@apexutilities.ca)

**Apex Utilities Customer Care**

Toll-free: 1-866-222-2067

Regular hours: 8:00 AM to 6:00 PM (M-F)

Email: [customercare@apexutilities.ca](mailto:customercare@apexutilities.ca)