

**OVERVIEW:** The Customer Attachment Program (CAP) installs gas main extensions to bring natural gas service to small groups of customers in areas where it is not currently available. Gas mains can be expensive and asking one resident to pay the entire amount may not fit their budget. CAP allows for all people who benefit from the main extension to share the customer portion of that cost, with financing options.

## **Q: How do I request a CAP natural gas main extension project?**

**1.** Call us at 800-477-5050 and select the prompts to start, stop or move service or start construction (option 4) to be connected to a representative.

- Let them know you would like a cost estimate for new natural gas service.
- They will ask you some questions about you and the property and provide you a confirmation number.

**2.** One of our energy request center experts will reach out within 2 business days to share options for your property. If there is no existing main in your area, we will refer your request to the CAP group and a Project Coordinator will be assigned to work with you. With a CAP project, we subsidize a portion of the construction and customers fund the balance.

- a) If **additional customers** could be served from the new main extension, a neighborhood CAP project could help reduce your personal out-of-pocket cost and could improve home value in your neighborhood.
- We will send you, as the requestor, a project overview including possible addresses served and an estimated cost-per-customer for your initial approval. You may share this information with your neighbors.
  - If you wish to proceed, we will send out informational packets to every address within the project scope inviting others to sign on.
    - 70% participation is required for a project serving 4 or more customers.
    - 100% participation is required for 3 or fewer customers.
    - We can work with your neighbors to help answer their questions as they make their decision.
- b) If you are the **only customer** who could be served with the gas main extension, or if we cannot get the required participation for a neighborhood project, we can start a new service connection request for just you.

**Q: If a neighbor wants to connect to get natural gas service later, will they pay the main contribution charge?**

After construction is completed, any customer in the area who wants natural gas service can be connected to the gas main. If they decide to join within the existing project loan period, they will share responsibility for a portion of the construction costs with existing other participants. The price depreciates on the same schedule as the principal of the loan payments.

**Q: What does the \$200 connection fee include?**

Every customer who connects to a natural gas main for new service pays a flat \$200 connection fee, regardless of if there is a new or existing main. For CAP projects, this fee is in addition to any project costs paid by customer(s) to bring natural gas service to the area. The fee includes installation of your natural gas meter and up to 92 feet of service line to connect to the main. Excess footage and other charges may apply to your individual service line.

**Q: Are there financing options?**

We offer financing for CAP project customers to help pay for the out-of-pocket costs. Most loans are for 120 months (10 years). There is no penalty for early payoff.

The monthly payment is added to your monthly natural gas bill for the service address. If the homeowner sells the home, the remaining balance on the loan stays with the property and will continue to be on the monthly bill for the service address. The homeowner is responsible for disclosing this on the seller's disclosure form when listing the house.

We are unable to offer financing options for individual new service connection requests.