

ROCKY MOUNT
ENERGY RESOURCES
THE CENTER OF IT ALL



Natural Gas: How-to-Connect Guide

Natural Gas: How-to-Connect Guide

Why choose Natural Gas?

- Natural gas can be used for a wide variety of applications, including:
 - Generator
 - Outdoor lighting
 - Gas grill
 - Patio heater
 - Fire pit
 - Spa heater
 - Cars/trucks/SUVs
 - Furnace/boiler
 - Clothes dryer
 - Water heater
 - Stove/range
 - Fireplace
- With a high energy density, natural gas works harder and more efficiently with less waste
- Natural gas heats water twice as fast as a standard electric water heater.
- Natural gas provides precise, even, and efficient cooking temperatures and provides instant heat for cook tops, ovens, ranges, and grills.
- Using natural gas patio heaters can extend the outdoor season by providing heat year-round.
- Natural gas logs and inserts eliminate the messy wood and ash of traditional fireplaces and fire pits.
- On average consumers can dry two loads of clothes in a natural gas dryer for the same amount of money it costs to dry just one load in an electric dryer.
- Natural gas can be used as fuel for back-up generators.

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Domestically Produced

About 93% of the natural gas used in the U.S. is produced domestically, according to the American Gas Association (AGA). Also, service is less vulnerable to storms and extreme weather because natural gas is delivered via an underground distribution system. Natural gas is always available; which means customers will not run out, and there is no need for a storage tank.

Efficient

The direct-use of natural gas is more efficient than other types of energy. Per the American Public Gas Association (APGA), electricity generated from natural gas loses 63% of its usable energy from the source (mine, solar panel, wellhead or wind turbine) to the site (electric outlet). Natural gas, however, only loses 8% of its usable energy from wellhead to burner tip. Taking into account the full-fuel-cycle from production to the customer, homes using natural gas appliances use 32% less energy than similar homes using all electric appliances according to AGA.

Reduced Carbon Footprint

Homes using natural gas appliances have approximately 46% less carbon footprint than homes using electricity generated from coal and 30% less than fuel oil. Natural gas radiant heat and fireplaces also improve the air quality in the home by cutting down on dust and allergens.

Affordable

Households that use natural gas appliances for heating, water heating, cooking and clothes drying spend less money than those using electricity or propane for the same applications. On average, homes using natural gas instead of electricity save \$467 per year, and homes using natural gas instead of propane save \$3,268 per year.

Residential Annual Energy Cost Comparison

	Home Heating	Water Heating	Clothes Drying	Cooking
Natural Gas	\$599	\$258	\$49	\$39
Electricity	\$709	\$544	\$92	\$68
Propane (@\$3.52/gallon*)	\$2,689	\$1,151	\$208	\$165

The calculations for Natural Gas and Electric are based on the current city of Rocky Mount residential rates. The city's residential facilities fees of \$14.00 per month (April through September) and \$34.00 (October through March) for natural gas and \$26.00 per month for electric service are not included in the individual end-use costs.

NOTE: Actual savings may vary depending on energy costs, size and design of structure, number of residents, efficiency of equipment, and usage.

*Source: U.S. Energy Information Administration, Weekly North Carolina Propane Residential Price (Dollars per Gallon)

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Incentive Program

The city of Rocky Mount Energy Resources department offers an incentive program to encourage homeowners, builders, developers, general contractors and restaurant owners to install natural gas appliances in new construction for residential, commercial and industrial buildings outside the city of Rocky Mount electric territory. New construction includes additions and expansion projects that add new space to an existing structure. Customers converting or replacing an appliance to natural gas from a fuel source other than the city's electric system, such as propane, are also eligible for the incentive program.

Natural gas equipment eligible for incentives include:

- New installation of: water heater when installed in combination with natural gas as the primary heating source, clothes dryer, cooking range and restaurant cooking equipment to include fryers, griddles, ovens, and/or steamers.
- Conversion or replacement* of: water heater, heating system(s), clothes dryer, cooking range and restaurant cooking equipment to include fryers, griddles, ovens, and/or steamers.

*Replacement of existing natural gas appliances served by the city are not eligible for this program.

Available Incentives

Appliance	Incentive Amount
Water heater and heating system as primary heating source (new installation only)	\$300
Clothes dryer (new installation, conversion or replacement)	\$50 (per appliance)
Cooking range (new installation, conversion or replacement)	\$50 (per appliance)
Heating system (conversion or replacement only; excludes space heaters)	\$100 (per appliance)
Water heater (conversion or replacement only)	\$200 (per appliance)
Restaurant cooking equipment, including fryers, griddles, ovens, and/or steamers (new installation, conversion or replacement)	\$500 (per appliance)

For more information or to apply for the Incentive Program, visit rockymountnc.gov/natural-gas.

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Connect to Natural Gas Checklist

The following checklist will help guide you through the steps of connecting your home to natural gas:

Numbers without a checkbox are the responsibility of Energy Resources. Numbers with a checkbox are the customer's responsibility.

1. Contact a licensed HVAC contractor to determine the cost and feasibility of connecting to natural gas. Locate a licensed HVAC contractor by visiting www.nclicensing.org.
2. Apply for natural gas service through Customer Service by calling (252) 972-1250 or visiting the Business Services Center at 224 S. Franklin St. in Rocky Mount. Online applications are available at rockymountnc.gov.
3. The city will determine the location of the gas meter. A city representative will contact you to schedule a time to visit your property to determine meter location and if any installation costs are required. Once the meter location is determined, an installation date will be set.
4. Obtain a mechanical permit. Confirm with your contractor who will obtain the permit. You are responsible for the cost of the permit.
5. The city will install the gas service line from the gas main at the front of the property to the site of the meter location.
6. Install gas lines from the meter location to the appliances. (This must be done by a licensed HVAC contractor.)
7. Install or convert the appliance(s) to use natural gas. (This must be done by a licensed HVAC contractor.)
8. The city will install the meter and turn the gas services on after the work passes inspection.
9. Contact the contractor to activate the gas service to the interior of the home.

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Frequently Asked Questions

What is the process for having a natural gas main installed if there is not already one available at my property?

You will need to speak with an Energy Resources gas division representative by calling (252) 467-4820 to find out if a main could be installed and if there are any costs associated with the installation.

If a gas main is available at my property, how much will it cost to have natural gas service lines installed from the main to my home?

Up to 100 feet of service line for the first natural gas appliance will be installed at no cost to you. If needed, an additional 25 feet of gas service line will be provided for each additional natural gas appliance connected. Any additional footage will be installed at a cost of \$5.00 per linear foot. (The amount of service line needed will be determined by measuring the distance from the property's right of way to the location of the gas meter.)

Once the service line is installed, the gas meter is set after the work performed by a contractor has passed inspections. There is no additional cost for the technician to set the meter. However, the customer will be billed the monthly gas service line fee for 24 months, unless the customer requests to have a meter installed.

How much does it cost to have natural gas service at my home?

Once the gas meter has been set, the customer will begin being billed monthly for the gas usage and the cost to provide the gas to the home (i.e. the facilities charge). The usage is determined by the gas meter and varies per customer each month. The facilities charge is \$14 per month April through September and \$34 per month October through March.

Does it cost anything to convert my appliances?

Yes. Many appliances can be converted by using a conversion kit. Your HVAC contractor will provide you with the estimated conversion costs, which are based on time and materials (labor, parts and materials, permit costs, etc.)

Can all appliances be converted to natural gas?

No. Some appliances either cannot convert or are too expensive to convert. You may consider buying a new natural gas appliance in that situation.

Will the city of Rocky Mount help me with converting my appliances?

No. You will need to contact your own HVAC contractor to install or convert appliances.



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Frequently Asked Questions (continued)

How much does a mechanical permit cost?

The cost for the permit varies according to the work being done. You are responsible for the cost of the permit. The Inspections office will notify Energy Resources when your inspection is complete, and a technician will set the meter.

Does the city install natural gas service for mobile homes?

The city does not install natural gas service for mobile homes unless the home has a brick or concrete foundation.

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Contact Information

Customer Service

For all billing questions or to apply for service, contact a Customer Service representative:

By Phone: (252) 972-1250

By Email: customerservice@rockymountnc.gov

In person: Business Services Center, located at 224 S. Franklin St., Rocky Mount, NC 27802

Natural Gas Incentive Program

To apply online, visit rockymountnc.gov/naturalgas.

For questions about the incentive program, contact an Energy Resources representative:

By Phone: (252) 972-1269

By Email: energyspecialist@rockymountnc.gov

Natural Gas Service Installation

To inquire about natural gas availability in your area, call Customer Service at (252) 972-1250.

To inquire about having a natural gas main or service lines installed and the associated costs, call (252) 467-4820.