



DEPARTMENT OF UTILITIES
GAS DEPARTMENT
124B MORNINGSIDE DR.
PORTLAND, TENNESSEE 37148
Telephone: 615-325-6776
Email Address: lbaker@cityofportlandtn.gov

Notification to New Gas Customers

9.19.2023

After purchasing your gas tap, a Portland Gas employee will contact you regarding service line and meter placement. Portland Gas will NOT be responsible for locating your private non-utility lines (septic tank/field lines, customer side water service, underground electric drops, buried/pet fences, curtain/French drain, etc.). Please mark any known underground obstacles to ensure no damage occurs during gas service installation.

Portland Gas will not install the service line on your property until the exterior walls have been completed on the residence (brick, siding, etc.)

Gas Meter Location:

In all cases, Portland Natural Gas shall have final approval concerning the location of gas meters.

Gas Meters shall be Located:

- In a ventilated area that may be accessed by Portland Natural Gas personnel.
- At least 3 feet from sources of ignition (including electrical circuit breaker boxes, meters and receptacles) or any sources of heat that may damage the meter for inside installations.
- A minimum of 12 inches above ground for outside meter installations.
- Away from obstructions, such as downspouts and windows.
- A minimum of 3 feet from the following: walkway door, garage doors, crawl space door, any vents (appliance, crawl space, garage,)

Meters will be Installed Only After the Following:

- All inside piping (house piping and building service pipe) has been pressure tested for tightness and approved by Portland Natural Gas personnel with a recorded Pressure Test.
- House piping is properly supported, sized, and capped (or plugged).

Pressure Test Inspection – Call Business Office for inspection 615-325-6776 ext555

- The responsible plumber or person must prepare the entire system to be tested and inspected. Test or test gauges will not be installed or provided by Portland Natural Gas.
- Customer Piping Test Less than 2" IPS. This inspection must include an air, carbon dioxide, or nitrogen pressure test. Test pressure must be at 30psi on a properly operating pressure gauge and held at least 30 minutes with no perceptible drop in pressure. Portland Natural Gas personnel may extend the test time as necessary. The inspector will issue a Gas Inspection Ticket with test results.

Meter Connection:

- Your plumber or licensed HVAC technician will be responsible for connecting house piping to the city's gas meter.
- Once connected contact the Business Office (615)-325-6776 ext 555 for a Portland Gas employee to unlock and turn on service. There MUST be someone 18 years of age or older present to have service turned on at the residence.

ADDRESS: _____ CUSTOMER SIGNATURE: _____