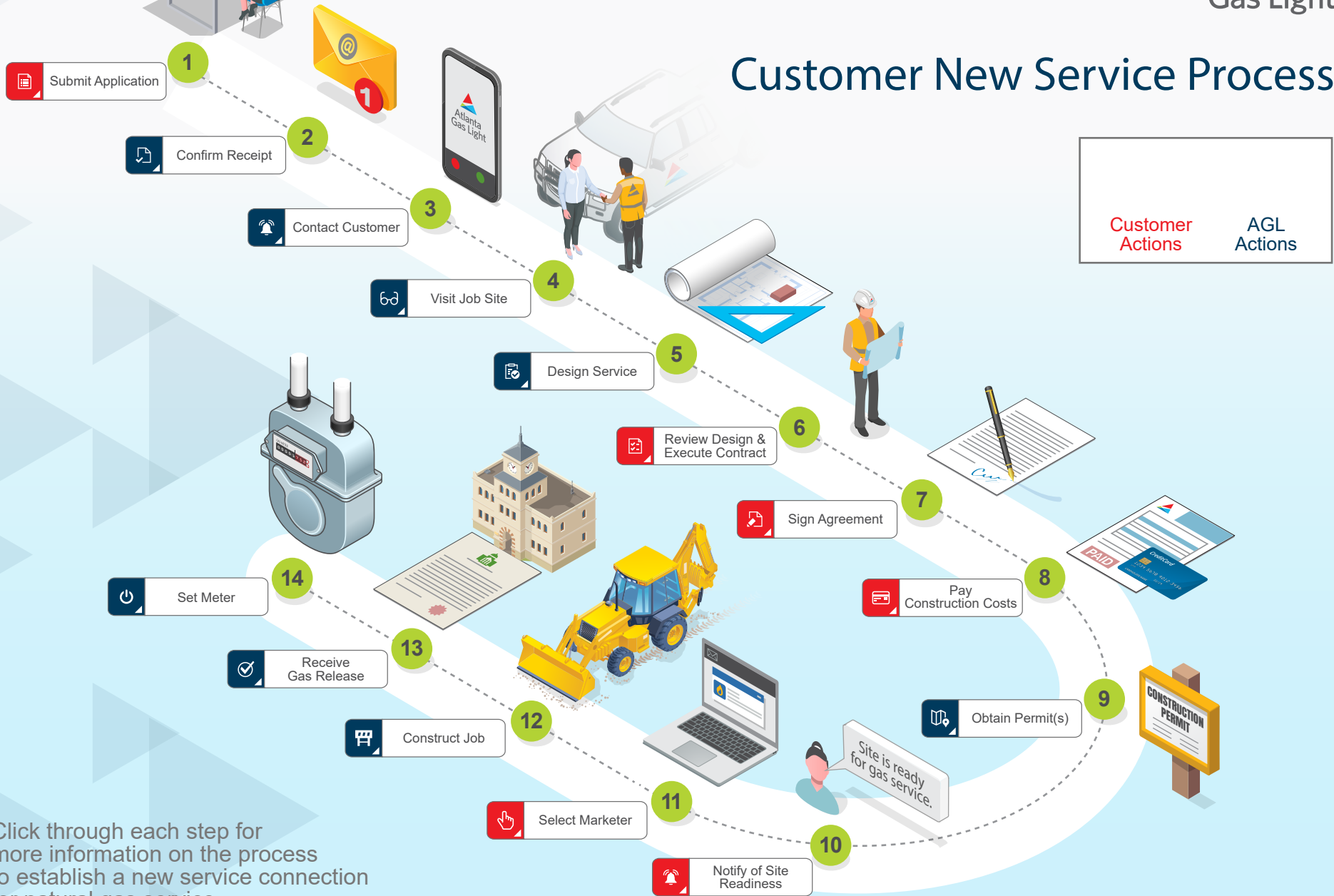


# Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

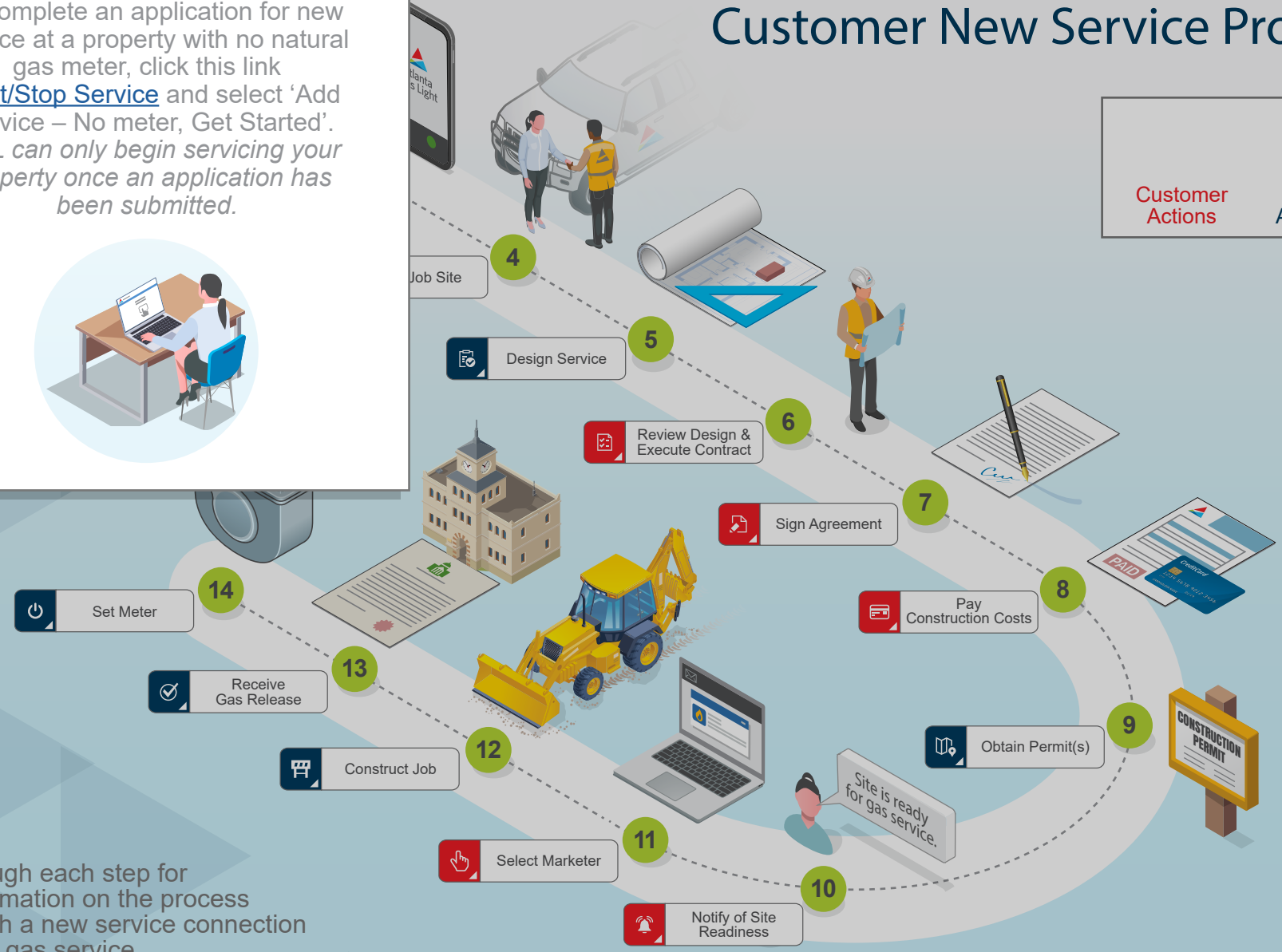
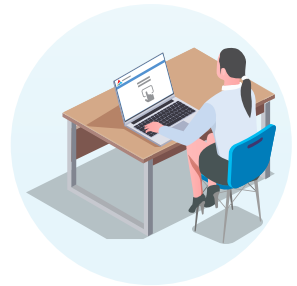
# Customer New Service Process

Customer Actions	AGL Actions
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1

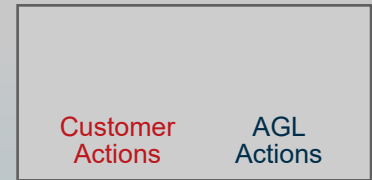
## Submit Application

To complete an application for new service at a property with no natural gas meter, click this link [Start/Stop Service](#) and select 'Add Service – No meter, Get Started'. *AGL can only begin servicing your property once an application has been submitted.*



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process




✕

2

## Confirm Receipt

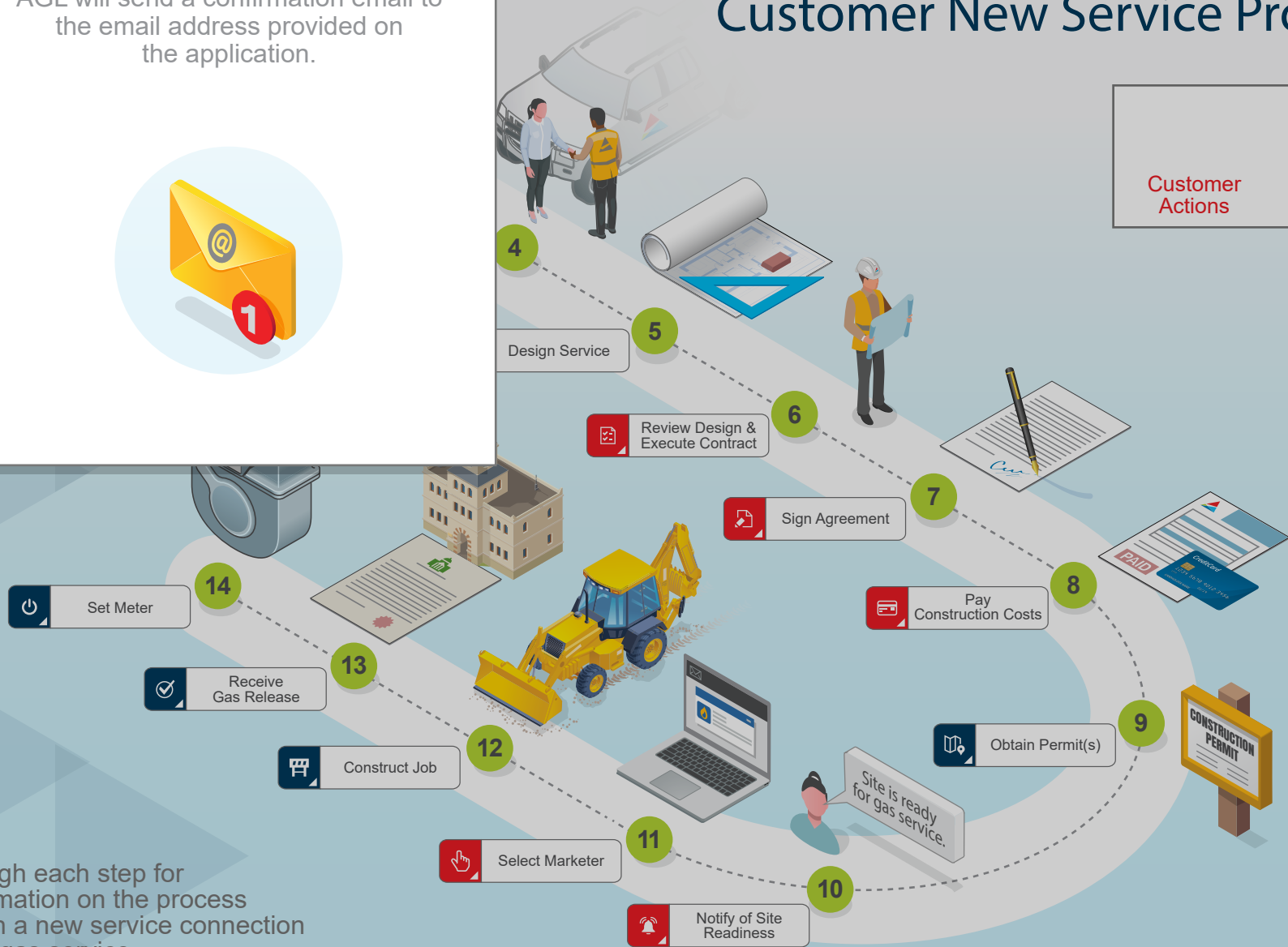
AGL will send a confirmation email to the email address provided on the application.



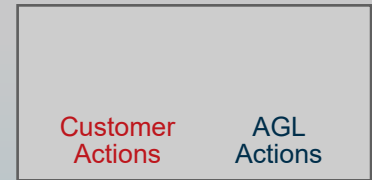
AGL will send a confirmation email to the email address provided on the application.



Click through each step for more information on the process to establish a new service connection for natural gas service.



# Customer New Service Process




✕

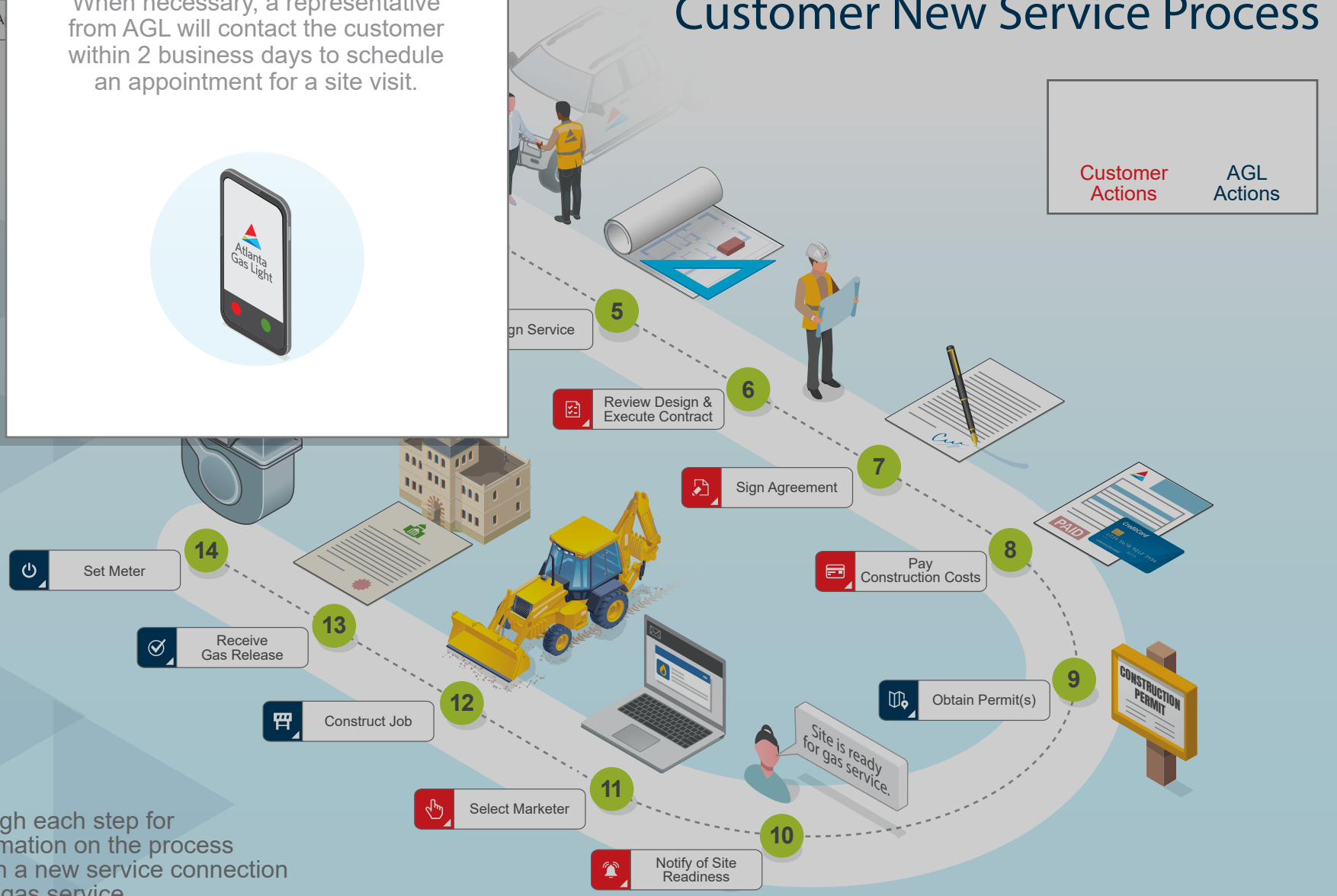
3

## Contact Customer

When necessary, a representative from AGL will contact the customer within 2 business days to schedule an appointment for a site visit.

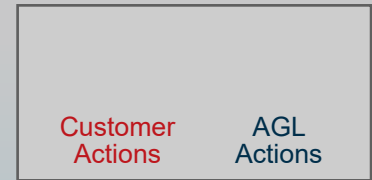


Submit A



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process




✕

4

## Visit Job Site

When necessary, an AGL representative will meet the customer on site to go through natural gas requirements, system design, construction plans and answer questions.





Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process

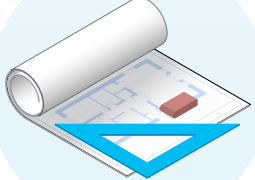
Customer Actions	AGL Actions
---------------------	----------------

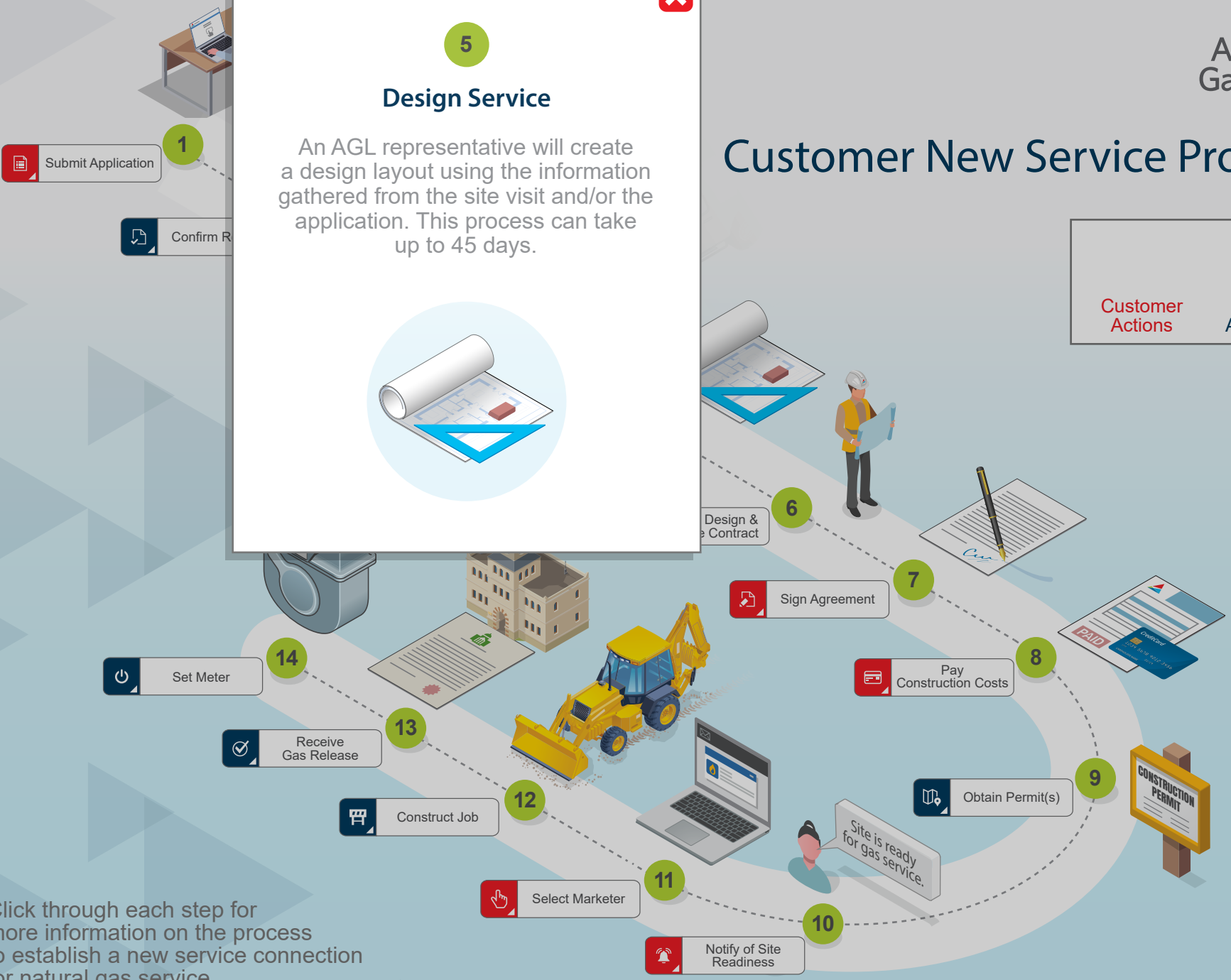
✕

5

## Design Service

An AGL representative will create a design layout using the information gathered from the site visit and/or the application. This process can take up to 45 days.





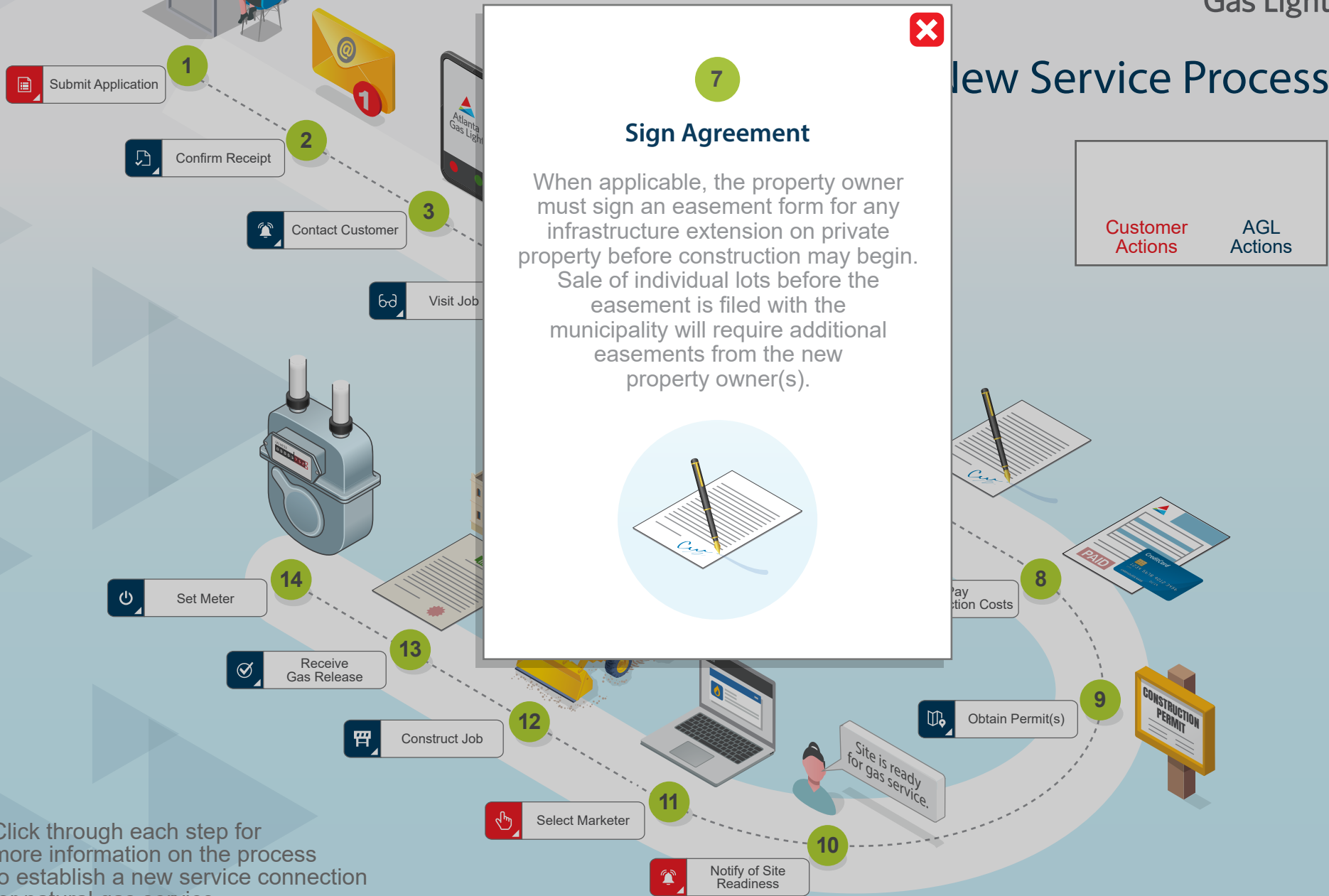
Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

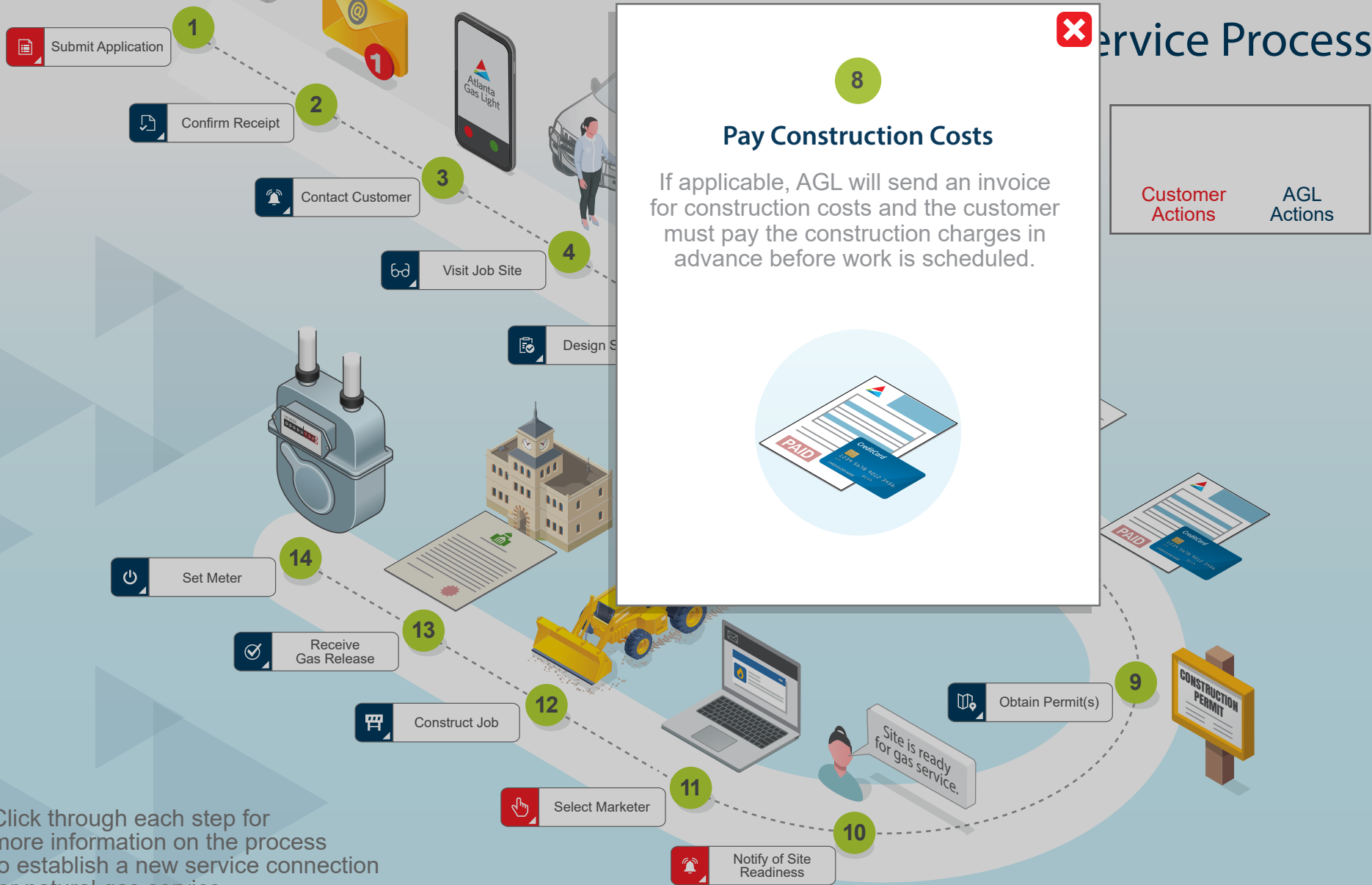
# New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.



# Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process




Customer Actions	AGL Actions
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**9**

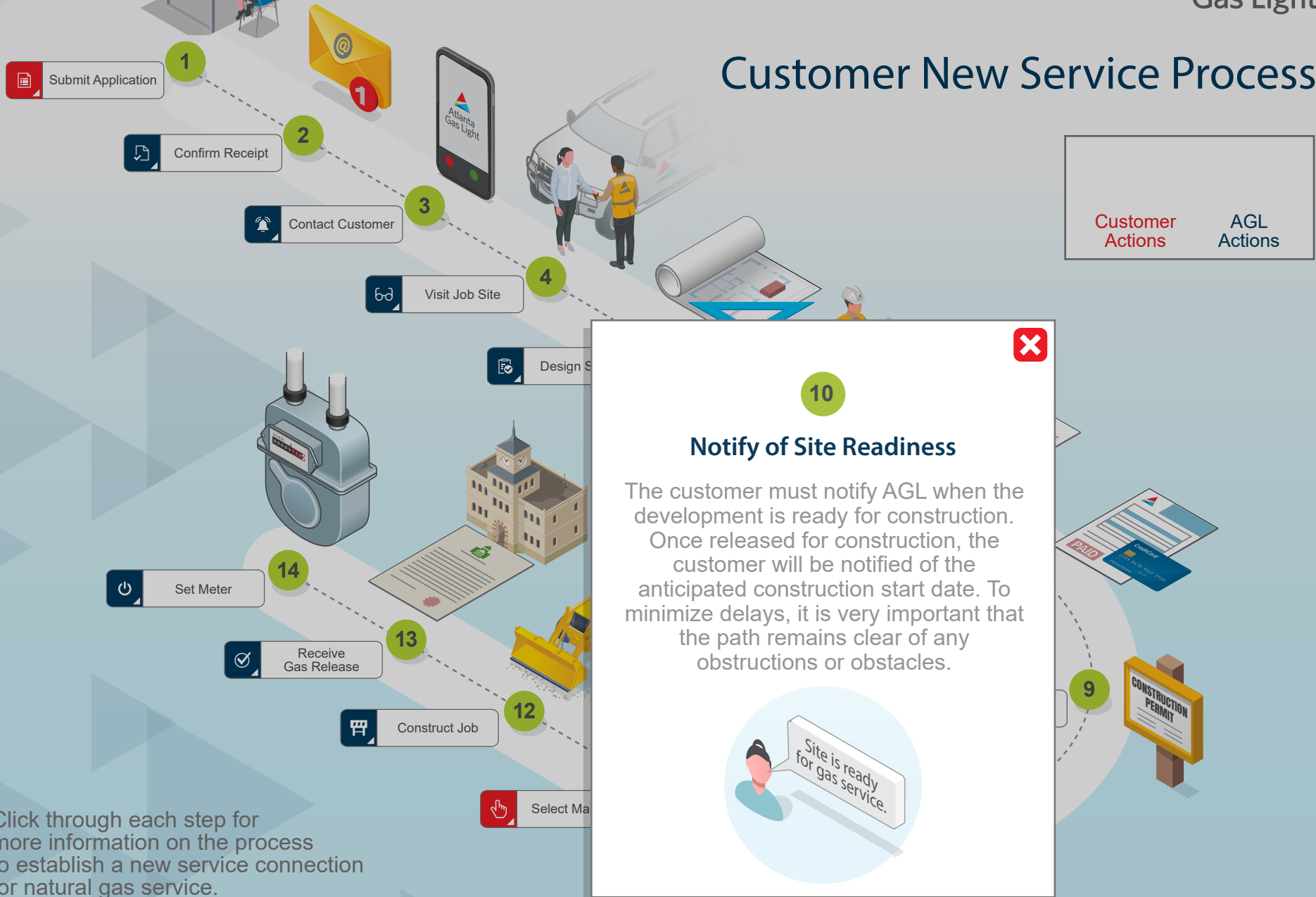
## Obtain Permit(s)

When applicable, AGL will obtain all necessary permits for the construction of our natural gas infrastructure that will be needed to complete the job. This process can take up to 90 days depending on the permit type.



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process



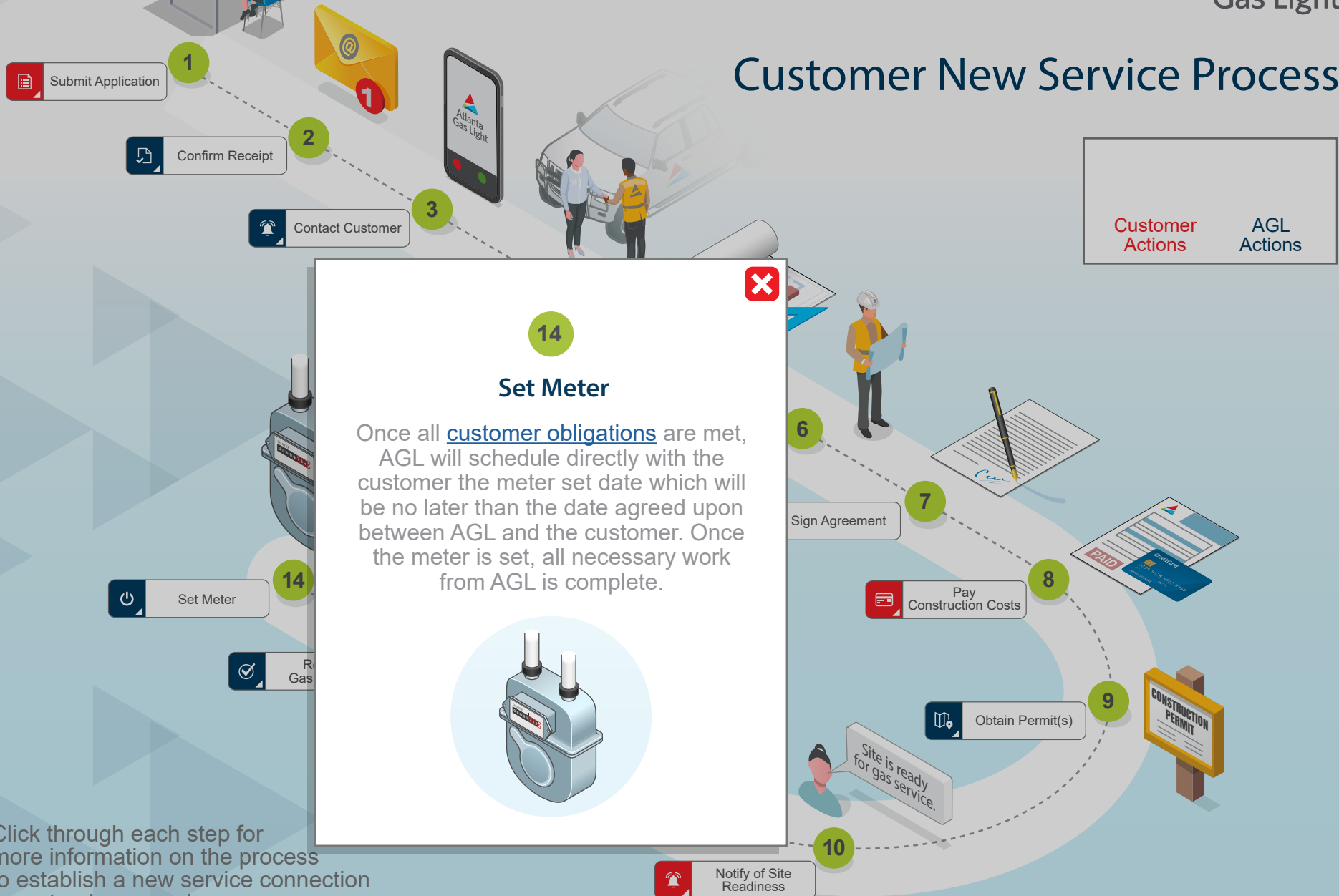
Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process



Click through each step for more information on the process to establish a new service connection for natural gas service.

# Customer New Service Process Checklist

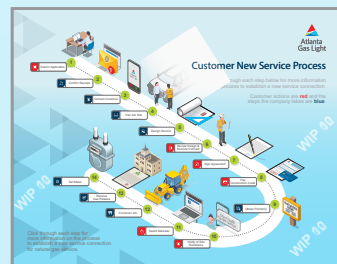
We both play important roles in making sure the new service installation is completed. Please use the checklist below as a reference to make sure all necessary requirements are completed.

## Customer Obligations

- Step 1:** Submit Application ([Start/Stop Service](#))
- Step 6:** Review Design & Execute Contract
- Step 7:** Sign Agreement (if applicable)
- Step 8:** Pay Construction Costs (if applicable)
- Step 10:** Notify of Site Readiness
- Step 11:** Select Marketer ([Choose A Marketer](#))

## Atlanta Gas Light Obligations

- Step 2:** Confirm Receipt
- Step 3:** Contact Customer
- Step 4:** Visit Job Site
- Step 5:** Design Service
- Step 9:** Obtain Permit(s) (if applicable)
- Step 12:** Construct Job
- Step 13:** Receive Gas Release
- Step 14:** Set Meter



Click here  
to return  
to Process