



# Crescent City Natural Gas

3 North Summit Street  
Crescent City, Florida 32112-2599  
(386) 698-1486  
(386) 698-2525  
Fax (386) 698-3467

Name: \_\_\_\_\_  
Spouse/Co-Renter: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

911: Location Address: \_\_\_\_\_  
Description: (Color, House, Mobile Home, Wood, Block, (Wht W/Grn Trim) Etc..

Do you have pets? If so, do they bite? : \_\_\_\_\_ Names: \_\_\_\_\_  
Home # \_\_\_\_\_ Cell # \_\_\_\_\_ Work # \_\_\_\_\_  
Do you own? \_\_\_\_\_ Rent? \_\_\_\_\_ Email Address: \_\_\_\_\_

Have you ever had an account with Crescent City Natural Gas before? \_\_\_\_\_

Landlord Name: \_\_\_\_\_ Phone# \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Deposit Required**

**Residential (Property Owner)**

\$50.00 Minimum, otherwise based upon a 12-month average usage X 2 months \$ \_\_\_\_\_

**Residential (Rental)**

\$ 75.00 Minimum, otherwise based upon a 12 month average usage X 2 months \$ \_\_\_\_\_

**Commercial**

\$100.00 Minimum, otherwise based upon a 12-month average usage X 2 months \$ \_\_\_\_\_

**Administrative Charge: \$50.00 (Non-Refundable)** \$ \_\_\_\_\_

TOTAL DUE \$ \_\_\_\_\_

**Deposit will not be accepted if the following copies are not included with this form:**

- 1) Driver's License or Picture ID (2 Forms of ID) Both do not need to be pictured
- 2) If Renting: Proof of occupancy is required, copy of lease agreement etc.
- 3) If Owner: Copy of Deed, or Proposed Tax Assessment

"The City Natural Gas Department shall have access at any reasonable hour of the day to any premises served by the gas system or facility for inspection of piping and fixtures or for reading meters. The Natural Gas Department employees shall be allowed access to any premises served by the Natural Gas System at any time of the day or night to address emergency repair issues."

SIGNATURE: OWNER/RENTER: \_\_\_\_\_ DATE: \_\_\_\_\_

SPOUSE/ CO-RENTER: \_\_\_\_\_ DATE: \_\_\_\_\_

PLEASE REMIT THIS FORM WITH PAYMENT

**Crescent City Natural Gas (CCNG) Emergency Information**  
**Public Awareness Safety Plan Survey**

Web Site: <http://www.crescentcity-fl.com/naturalgas.htm>

1. Do you know what **Natural Gas** smells like?  
**Answer:** Rotten Eggs
  
2. Do you know where the **office of Crescent City Natural Gas** is located?  
**Answer:** City Hall in Crescent City  
3 North Summit Street
  
3. Do you know the **phone number to Crescent City Natural Gas?**  
**Answer:** 386-698-1486 - 24 hours a day / 7 days a week
  
4. Do you know what to do if you smell gas in your home?  
**Answer:** a. **Turn off** all gas burners / extinguish all open flames  
b. **Open** doors and windows  
c. **Do not** operate any electrical switches – Lights, Fans, Phones  
d. **Go outside** and call CCNG at **386-698-1486 / 911** from a neighbor or cell phone  
e. **Do not** go back into home until CCNG or fire department tells you it is **SAFE**
  
5. Do you know what to do if you suspect an outside pipeline leak?  
**Answer:** a. Stay clear of area / warn others to stay away  
b. Call 911  
c. Call Crescent City Natural Gas - 386-698-1486 **\*24 HOURS A DAY / 7 DAYS A WEEK**
  
6. **Signs of a gas leak:** **Dirt blowing** in the air, **Bubbles** coming from ground in wet areas, **Fire** coming from the ground, **Dead or dying** vegetation in otherwise green locations.  
**Smell and Sounds:** **Rotten Eggs** and **Hissing** or **Blowing** sounds
  
7. **Always call** the **SUNSHINE ONE CALL** Locate System at **811** before you do any **DIGGING** in your yard or on City, County or State R/w – **It's The Law!**

Customer Signature: \_\_\_\_\_

Gas Account #: \_\_\_\_\_

Thank you for taking the time to read these **safety related questions**. This is required by law through the **Florida Public Service Commission** under our **Public Awareness Safety Plan**.

**\*To help CCNG in our quest for better safety – can you please sign survey and return it with your bill.**



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Crescent City Natural Gas Customer:

You are receiving this notice because you may have a gas line running underground from your gas meter to a structure or a gas appliance. Crescent City Natural Gas in accordance with Federal Regulations is making you aware of certain safety recommendations regarding your underground natural gas piping.

Crescent City Natural Gas operates our gas system with an emphasis on safety. We are required to design, operate and maintain our underground gas pipeline system in accordance with Federal Safety Standards. The gas system does not maintain any gas piping downstream from your gas meter. This is the responsibility of the gas customer or owner. If the buried pipe is not properly maintained, it will be subject to corrosion (if the piping is metallic) and / or leakage.

To ensure the continued safe and reliable operation of these lines, you may want to have them periodically checked out. You or the owner are advised to contact Crescent City Natural Gas, a licensed plumber or heating contractor to assist you in locating and inspecting your buried gas piping. If any unsafe condition is discovered, repairs should be made ASAP. Crescent City Natural Gas does not do repairs on gas piping on the customer's side of the gas meter. The Yellow Pages are an excellent source for listings of licensed plumbers and heating contractors.

Should you plan to dig around buried gas lines, the gas lines should be located in advance and all digging should be carefully done by hand around the lines. Contact Crescent City Natural Gas at 386-698-1486 or Sunshine State One Call at 811 in advance of any digging in order that all buried utilities can be located. Damage done to our facilities without proper notification will result in cost of repairs being billed to customer, property owner or excavator.

Natural gas is colorless and odorless; however, a chemical is added to help detect possible leaks. If someone smells gas they need to leave the area immediately and call Crescent City Natural Gas at 386-698-1486 or 911. We have 24 hour on call personnel that will respond to the leak. For your safety, turn off all open flames; do not turn on or off light switches, fans, phones, or other electrical items. This could produce an electrical spark that could ignite the leaking gas causing a fire or an explosion leading to loss of life.

If you have any questions or if you would like more information on natural gas or our gas service area, please contact us at the following:

David Frank – Gas Dept. Supervisor  
Crescent City Natural Gas  
Office: 386-698-1486  
Fax: 386-698-3467 [ccng@crescentcity-fl.com](mailto:ccng@crescentcity-fl.com)  
<http://www.crescentcity-fl.com/naturalgas.htm>  
**CALL 811 BEFORE YOU DIG – “ IT’S THE LAW ”**



**Know what's below.  
Call before you dig.**

REV. 1/2013

## CRESCENT CITY NATURAL GAS

### SERVICE AREA

South Putnam County area from San Mateo to Crescent City, including the areas of Lake Crescent Estates, Lake Como, Pomona Park, Welaka, Welaka Mobile Home Park, Saratoga Harbor, Satsuma, Hermit's Cove, and Dunn's Creek.

### DEPOSITS REQUIRED

**Residential:** 2 months average usage (using 12-month average) or **\$50.00**, whichever is greater

**Residential Rental:** 2 months average usage (using 12-month average) or **\$75.00**, whichever is greater

**Commercial:** 2 months average usage (using 12-month average) or **\$100.00**, whichever is greater.

\*No interest is paid on municipal utility deposits, per State Law.

**TURN-ON FEE** (including re-establishing existing account turned off as past due): **\$50.00**

### SERVICE CHARGES (Labor)

Standard Labor (Minimum charge for up to first hour): **\$75.00**

Additional Labor (Per hour rate after first hour): **\$50.00**

Additional employee required to complete the service (per hour rate): **\$37.50**

**NOTE:** Service work requested after 3:00 PM, or on weekends and holidays will be charged the above labor rates at time and a half (1.5 x Rate)

### SERVICE INSTALLATION

**Small Gas Service** (175-S -415 Gas Meter Only): Meter Install - \$400 First 100' (3/4" - 1" PE)

**Large Gas Service** (750 - 1000 Gas Meter) Meter Install - \$850 First 100' (1-1/4" - 2" PE)

**Services for meters larger than 1000cu. ft. charged actual cost of meter & labor**

**Directional Bore** - If a directional bore is required for service installation, customer shall pay the full amount of the cost for the directional bore or the minimum fee stated below, whichever is greater:

\$400 - 3/4" - 2" PE (50' Minimum at \$8.00 per ft.)

**High Pressure Line Tap: Contractor Estimated - Long Service Lines: Contractor Price**

### OTHER CHARGES

Customers inside the municipalities of Crescent City, Pomona Park, and Welaka pay an additional utility tax pursuant to (Chapter 166) of the Florida Statutes.

Deposits, fees and other charges are subject to change by order of the Crescent City Commission.

### TEMPORARY OFF OR ON

If you are leaving for a period of time and wish to have your gas off while you are away, you may:

1. Finalize your account: Outstanding charges and gas usage will be taken out of your deposit and your deposit balance, if any, will be mailed to you. There will be no monthly minimum bill. When you re-establish your account, you will be signed up as a new customer, and charged the turn on fee plus the required deposit: **OR**
2. Temporary-off (Turn Gas Meter Off): In your absence you will be billed the monthly minimum bill of **\$15.00** per month residential and \$18.00 per month commercial to maintain your account. Your gas will be turned back on upon your written request. An administrative fee of \$50.00 (Non-Refundable) outside Crescent City City Limits must be paid with request: **OR**
3. Customer Valve: You may have a valve installed (at your own cost) on your side of the meter that you can turn on and off yourself. Lockable valves are available through CCNG for **\$35.00** plus labor. If you have valves on the individual appliances, you may turn these off without calling for service work. The minimum monthly bill of \$15.00 residential, \$18.00 commercial shall apply unless the account is closed as described in item #1 above.

**WARNING:** Do not attempt to use the valve located on the CCNG side of the meter for turning gas on or off!! It is under high pressure and can be dangerous. Turning or attempting to manipulate this valve is considered meter tampering and service can be refused if tampering occurs. Florida Public Service Commission (PSC) Rule 25-7.089

**WARNING:** If you are planning to add a gas appliance or generator, please call Crescent City Natural Gas for proper clearances from our gas meter and for proper gas meter size and pressure for additional gas load to prevent any possible damage to your gas appliance or to our gas meter and service regulator.

**NATURAL GAS METER READING**

Customer meters register gas usage in cubic feet, which must be converted to Therms for billing purposes as follows (100 cu. Ft. = 1 Therm). Adjustments are also made for pressure variances and heating value factors, per PSC Rule 25-7.085. The customer is billed on a per Therm Basis at 7" water Colum pressure.

**NEW GAS CUSTOMER**

To initiate a gas service at your home or place of business, contact us at (386) 698-1486 or in writing at **3 North Summit Street, Crescent City, Florida 32112**, providing us your name, the address for the gas service, a contact telephone number and directions. As soon as availability is determined, you will be notified and an estimate given for establishing service. If Natural Gas is available in your area, you will be required to pay the cost to establish the service in advance, including the required deposit and any additional cost, at City Hall. An order will be given to our distribution crew and the service will be installed as soon as possible.

**MINIMUM STANDARDS AND MAINTENANCE REQUIREMENTS**

Gas appliances must have safety pilot devices and be provided with adequate combustion air. Vented appliances must be vented to outside air. Some unvented heaters cannot be located in bedrooms or bathrooms. All appliances are subject to safety inspection and approval. Travel trailers, campers and RVs will not be serviced, as the use of Natural Gas can void some warranties. There must already be electrical service in operation. You own and are responsible for the upkeep and condition of house piping, fixtures, appliances, etc. on your side of the meter, any appliance to be installed in mobile homes must be manufactured and labeled specifically for mobile home use. **Where rights-of-way are absent or line shave to be run through private property, utility easements from landowners are required and will be filed with Putnam County by the customer before any work will be done.**

**OWNERSHIP, ACCESS AND MAINTENANCE RESPONSIBILITY**

CCNG is directly responsible for the safe and adequate upkeep of all Natural Gas facilities up to, but not including, the customer’s house piping, including the meter and its fittings, regulators and valves upstream of the meter, service risers, service piping, main line pipe, associated couplings, fittings and parts (PSC Rule 25-7.054 (1) & (4) and Rule 25-7.0601) **CCNG shall be provided permanent access to these facilities at all times.** Failure to provide access to these facilities may result in loss of gas service. Services that remain unused for 10 years will be disconnected from the main line per PSC Rule 25-12.045; and to insure accuracy meters are replaced on 10 year cycles.

**BILLING**

**Bills are due on presentation.** Bills can be paid by mail, in person or by direct deposit. There is a 24 hour drive-through drop box available on the north side of City Hall. Bills are delinquent if not paid within 20 days and a 1.5% charge will be assessed against the unpaid account balance each month they remain past due. **Gas service may be turned off at any time after the bill is delinquent and the account finalized.** If gas has been turned off for a delinquent bill, the standard charge for turning on a new account apply. Balance on account must be paid in full; and, if the customer has prior delinquencies, an additional deposit may be required. Delinquent bills that have been finalized and remain unpaid will be subject to legal action; and delinquent accounts finalized without payment for more than 6 months may have the meter removed.

**BUSINESS HOURS**

**SERVICE DEPARTMENT:** 7:00 AM to 3:00 PM – Monday through Friday  
**BILLING DEPARTMENT:** 8:00 AM to 5:00 PM – Monday through Friday

**CONTACT/MAILING INFORMATION**

**ADDRESS:** Crescent City Natural Gas  
3 North Summit St.  
Crescent City, Fl. 32112  
**PHONE:** (386) 698-1486 or (386) 698-2525  
**FAX:** (386) 698-3467

**NOTICE**

Please call for line locates 48 hours prior to any excavation activity. The service is free, and you could be held liable for any damages to our facilities if you do not call. **{Florida Statute 553.851}**



**Know what's below.  
Call before you dig.**

<http://www.crescentcity-fl.com/naturalgas.htm>

Florida Public Service Commission Consumer Information:  
1-800-342-3552

Revised: 11/30/2022