

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