

the right connections

installing new natural gas and electrical service



taking responsibility

As an individual, your efficient use of energy brings benefits such as cost savings, improved comfort levels in your home and a reduced personal impact on the environment.

Acting together, our individual choices add up—for the benefit of our community, our environment and our energy future. That's the power of working together. Energy efficiency is a key strategy for creating a more sustainable future. By working together to advance energy efficiency and conservation, cleaner energy sources and new technologies, we can achieve our goal of net-zero carbon electricity by 2050.

As your community energy company, we are committed to sharing our experience and energy expertise. You can always contact us for:

- Answers to your energy questions.
- Energy efficiency information and advice.
- Help in evaluating energy-saving options.
- Assistance in finding energy-efficient products.

We're here to help

If you're planning a service upgrade or new construction project, make MGE a partner from the start. Apply for gas and electric service early on in the process. That way, we can review your plans, inspect the site and schedule installation according to your timeline. This booklet walks you through all the necessary steps for connecting with us. For more information, visit *mge.com* or connect with our Operations Scheduling Department at 608-252-7373.

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New service installation

How to apply

You or your contractor can apply:

- **Online** at mge.com/newserviceinstall. Select the building type and complete the application for new service installation.
- **By mail or fax** with a signed and dated service application form or with a signed and dated letter requesting service. The form or letter can be faxed to 608-252-5623 or mailed to Madison Gas and Electric Co., PO Box 1231, Madison WI 53701-1231.
- **In person** at MGE's Madison Customer Center (8 a.m. to 5 p.m., Monday through Friday).



Complete the service application as far in advance as possible of the day service is required. Contact MGE's Operations Scheduling Department at 608-252-7373 as soon as you begin planning.

Note: The Madison isthmus area has special electrical construction requirements. Contact MGE before you start.

Information MGE needs

Electrical and natural gas service—MGE needs this information before service starts:

- Name, address and telephone number of person responsible for billing.
- Name and telephone number of contact person (architect, engineer, plumber, heating contractor, general contractor and/or electrical contractor).
- Name and telephone number of property owner.

- Date building site will be ready for service.
- Date service is required.
- Building plans, especially site plans.
- Location of meters on building (Figures A, B, C and D).
- A copy of septic and water system prints are required unless the area is served by municipal sewer and water. It is also the customers responsibility to locate all private underground facilities.
- Number of electric meter(s) and the individual connected load(s), voltage(s) and number of phases each meter requires.
- If multiple meters, the address each meter will serve.

MGE residential meter safety clearance guide

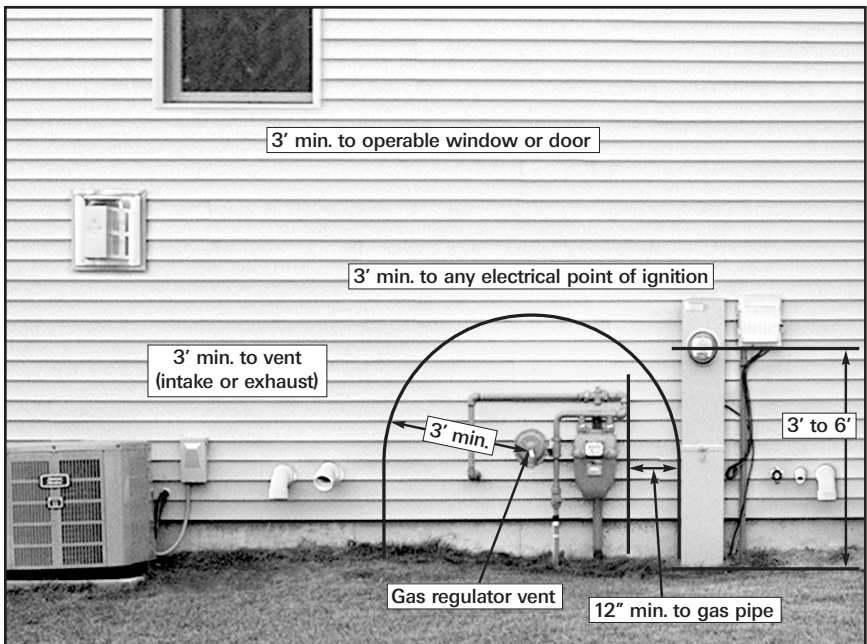


Figure A: Gas meter will be installed when all the safety clearances are met. If your gas meter is installed and the building is changed in a way that violates MGE safety standards, there are charges for time and materials to relocate your service.

- Main service disconnect ampere rating, voltage, number of phases and location on building.
- Number of gas meters and connected loads along with desired pressure for each meter.
- The gas service pressure needed at the outlet of the meter(s)—8" WC is standard (1/4 lb. or 2 lbs.).
- Future plans for additions, site improvements, etc.

Cost of installation

Installation charge

There is no charge for natural gas service up to 65 feet. If that location is greater than 65 feet, there is a charge per foot beyond 65 feet. You may choose the placement of your natural gas meter. To calculate this cost, we determine the per-foot charge, if any, and then add the per-foot charge to reach your chosen location (Figure B).

If your gas service is installed and the building is changed in a way that violates MGE safety standards, there are charges for time and materials to relocate your service.

There is no charge for electric service up to 120 feet for single-phase and 50 feet for three-phase. To calculate this cost, we determine the per-foot charge, if any, and then add the per-foot charge to reach your chosen location (Figures C and D).

Our per-foot charges for natural gas and electric installations are available by calling 608-252-7373.

Please remember that all new services are subject to winter charges from Dec. 1 through March 31.

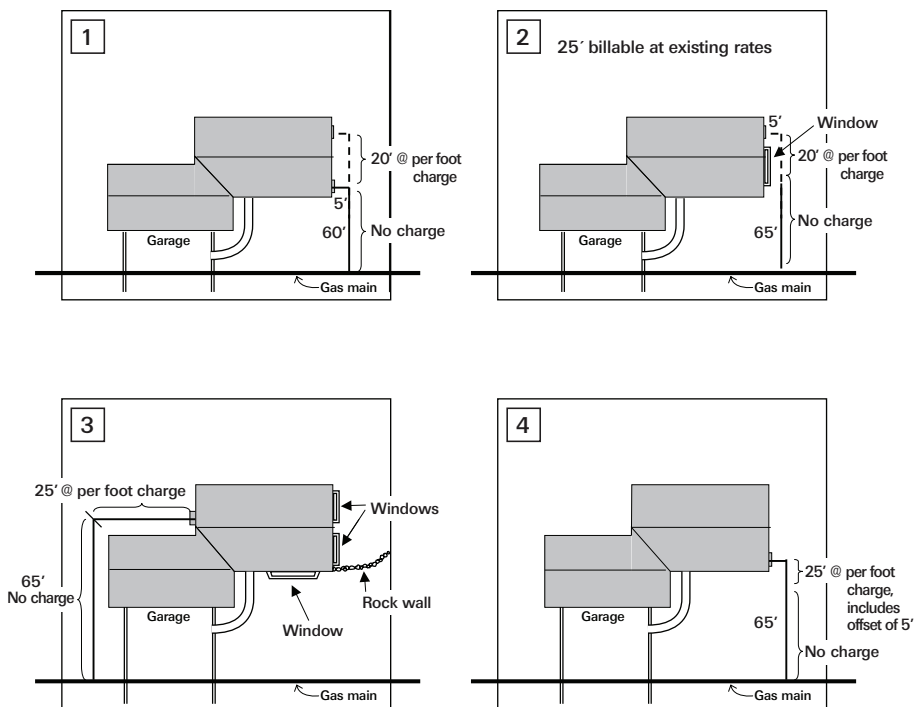


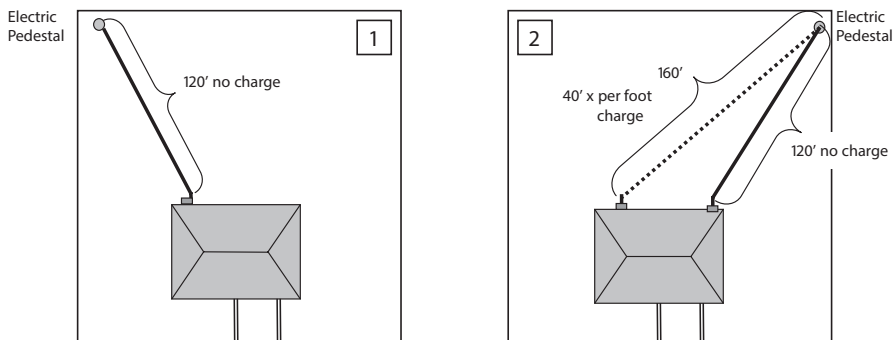
Figure B: MGE residential natural gas service route.

Preparing for installation

Permits

Electric—Check with the local inspector to determine if an affidavit for temporary service or a permit for permanent service will be required. MGE cannot install your service without the proper affidavit or permit in place. Contact the building inspection office of the city, village or township where the building is located.

Natural gas—Check with the municipality where the building is located to determine if a heating permit is needed.



Standard single-phase service lateral up to 120'.

Figure C: MGE electric service route guide - single-phase.

Underground obstructions

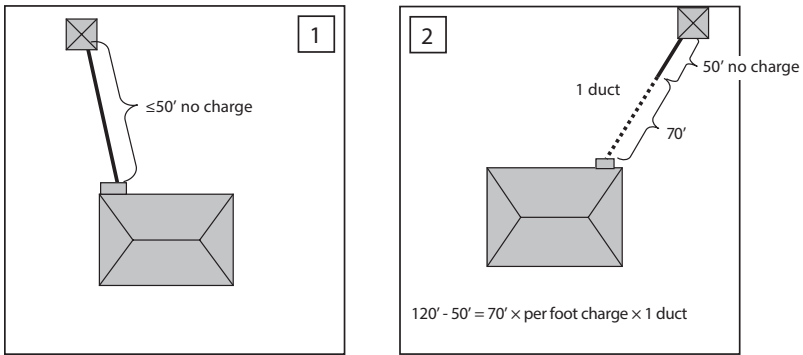
Anyone digging is required to contact Diggers Hotline at **811**. Diggers Hotline alerts other participating utilities to mark the location of underground facilities so excavators can avoid them. Diggers Hotline TTY number for the hearing impaired is 800-542-2289.

If the house or business has a septic system, include a copy of the septic system plan along with the signed application. You are responsible for giving us the location of all privately owned underground facilities on your property.

Site preparation

For both electric and gas service, the installation route must be cleared of all obstacles and graded to within six inches of final grade.

For electric service, the electrician should install the appropriate electric service entrance equipment. Get specifications from MGE's Electric Service Engineering Department at 608-252-7373.



Standard three-phase service lateral up to 50'.

Figure D: MGE electric service route guide - three-phase.

Completing the installation

Timeline

The time needed to install natural gas and electric service depends on weather conditions and the season. Apply early and provide the estimated date the building needs service. Use the “Site Ready Notification Checklist” at the bottom of our Application Acknowledgment to let us know you are ready.

Electric—Temporary electric service generally takes just a few days to install. If your municipality does not inspect temporary services, your electrician will submit a notarized affidavit.

Permanent service generally takes four weeks after the following have been completed:

Commercial installations

- Approved service route and cost estimate
- Deposit paid
- Easement established
- Meter socket installed

Residential installations

- Detailed site plan with meter location sent to MGE
- Foundation in and backfilled
- Trench route backfilled to within 6 inches of final grade
- Trench route free of obstructions including dirt piles, lumber, dumpster, job trailers, vehicles, etc.
- Meter socket installed

Your electrical work must pass an inspection from the local electrical inspector. The inspector then provides us with the permit for permanent service.

Natural gas—A gas service generally takes about four weeks to install after the following have been completed:

Commercial and residential installations

- Detailed site plan with meter location sent to MGE
- Foundation in and backfilled
- Trench route backfilled to within 6 inches of final grade
- Trench route free of obstructions including dirt piles, lumber, dumpster, job trailers, vehicles, etc.

Requesting meters

Electric meter installation—within three business days of meeting these prerequisites:

- Electrical inspection permit received by MGE.
- All safety clearances for electric meter(s) are met.

Natural gas meter installation—with a 24-hour notice of meeting these prerequisites:

- At least one appliance must be vented and piped to outside meter bracket.

- If only one appliance is vented and piped, all other pipes must be capped.
- Inside access is necessary to ensure work is complete and up to code.
- All safety clearances for gas meter(s) are met.

Multiunit buildings—additional prerequisites:

- Electric meter trim and/or gas meter brackets must be labeled with the addresses or unit numbers.
- Doors must be clearly marked with addresses or unit numbers.

Need more information?

To contact an MGE representative directly, use this reference list.

MGE Electric Services

- Commercial and Multifamily - new and upgrades
Michael Beeler: 608-252-7087
Brian Bigge: 608-252-7338
- Commercial - electric scheduling
Trish Day: 608-252-4772 or 608-444-9666
- Residential - new
East Territory - Kevin Fahey: 608-252-4732
West Territory - Rob Bartle: 608-252-7946
- Residential - existing, upgrades and relocates
East Territory - Keith VerKuilen: 608-252-7943
West Territory - Hunter Stewart: 608-252-7949

MGE Natural Gas Services

- Commercial and multifamily - existing and new
Bob Connor: 608-252-4702

- Commercial - technical
Steve Beversdorf: 608-252-1552

- Commercial - rates or marketing
Bob Connor: 608-252-4702

- Residential - new or existing conversions
Kevin Fahey: 608-252-4732

Burke, Bristol, Blooming Grove, Central and East Madison, Cottage Grove, Dane, DeForest, Dekorra, Hampden, East Bristol, Harmony Grove, North Leeds, Lodi, Maple Bluff, McFarland, Monona, Morrisonville, Town of Sun Prairie, Roxbury, Vienna (West of I-94), Waunakee, West Point, Westport, Windsor

Rob Bartle: 608-252-7946

Arena, Barneveld, Belleville, Berry, Black Earth, Blue Mounds, Brigham, Cross Plains, West Madison, Dunn, Fitchburg, Mazomanie, Middleton, Mount Horeb, Paoli, Ridgeway, Springdale, Springfield, Vermont, Verona, Shorewood Hills

- Residential - upgrades and relocates
New Services: 608-252-7373

Elroy Gas Division

Communities Served: Elroy (Juneau County) and Kendall, Wilton and Norwalk (Monroe County)

Mailing address:

PO Box 36

Elroy, WI 53929-0036

Office Address:

220 Kimball Ave.

Elroy, WI 53929

Telephone/Fax:

Office: 608-462-8454 or 800-887-8454

Fax: 608-462-8166

Staff:

Mike Savage

Prairie du Chien Gas Division

Communities Served: Bridgeport (township), Eastman (township and village), Prairie du Chien (city and township) and Wauzeka (township and village)

Mailing address:

PO Box 266

Prairie du Chien, WI 53821-0266

Office Address:

62950 Vineyard Road

Prairie du Chien, WI 53821-3026

Telephone/Fax:

Office: 608-326-2417 or 888-326-2417

Fax: 608-326-6315

Staff:

Mark Oehler

Viroqua Gas Division

Communities Served: City of Viroqua and immediate rural area, Bell Center, Crawford, Gays Mills, Mount Sterling, Readstown, Seneca and Soldiers Grove

Mailing address:

PO Box 109
Viroqua, WI 54665

Office Address:

526 E. Decker St.
Viroqua, WI 54665

Telephone/Fax:

Office: 608-637-3139 or 877-388-3139
Fax: 608-637-8811

Staff:

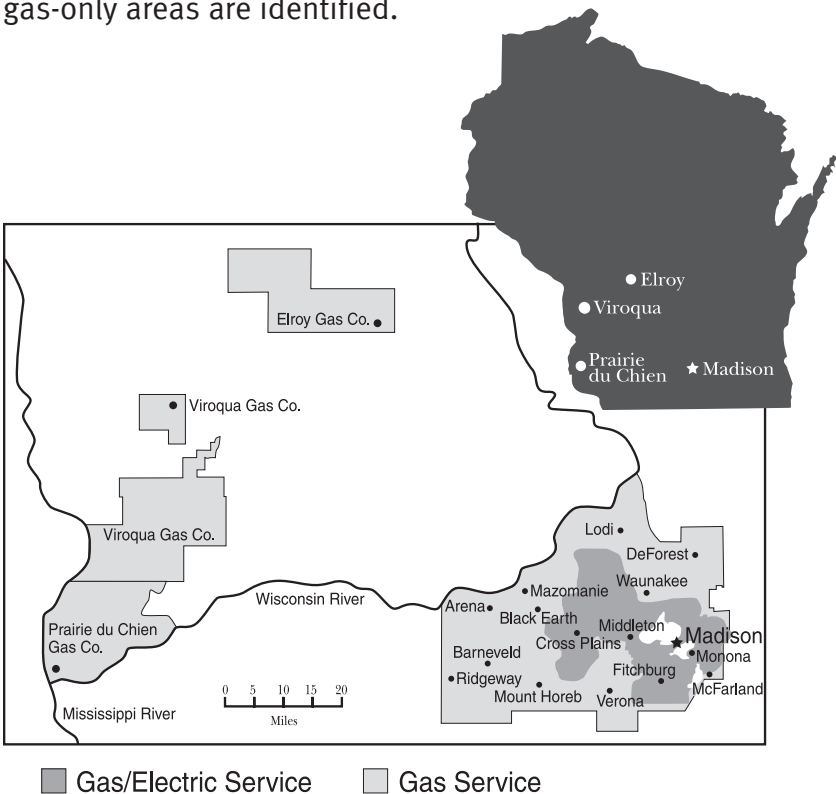
Mike Savage

Additional contact MGE information

- In person at: 133 S. Blair St., Madison
- By mail at:
Madison Gas and Electric Co.
PO Box 1231
Madison, WI 53701-1231
- By fax at: 608-252-5623
- By email at: *mge@mge.com*

The area we serve

This map identifies the areas in south-central Wisconsin served by MGE and its subsidiaries. Electric/natural gas and natural gas-only areas are identified.



listening. learning.

MGE takes responsibility to provide information and education to serve our customers and stakeholders. We educate customers today to help inform their decision making. We educate tomorrow's stakeholders so they can help plan our energy future.

Bring MGE into the planning process early on to keep your projects running smoothly. *Working together we can make a difference.*

Contact us for information about:

- Your utility bill
- Starting, stopping or transferring service
- Energy assistance
- Energy-saving ideas
- Energy Fund contributions

Contact MGE Customer Services at:

- customerservices@mge.com
- 608-252-7222
- 800-245-1125

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