

REGULATIONS OF CONNECTICUT STATE AGENCIES

Department of Energy and Environmental Protection

Public Utilities Regulatory Authority

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Gas Companies Operating Within the State of Connecticut**Part I****Definitions****Sec. 16-11-1. Gas company**

The term “gas company,” when used in these regulations, includes every corporation, company, association, joint stock association, partnership or person, or lessee thereof, owning, leasing, maintaining, operating, managing or controlling mains, pipes or other fixtures, in public highways or streets, for the transmission or distribution of gas not in excess of an internal gas pressure of two hundred pounds per square inch gauge for sale for light, heat or power within this state, or engaged in the manufacture of gas to be so transmitted or distributed for such purpose.

(Effective March 31, 1964)

Sec. 16-11-2. Customer

The term “customer” means any person, firm, partnership, company, corporation, municipality, cooperative, organization, governmental agency, or similar organization supplied with gas service by any gas company.

Sec. 16-11-3. Commission

The term “the commission” means the public utilities commission of the state of Connecticut.

Sec. 16-11-4. Gas main

The term “main” means a gas pipe, owned, operated or maintained by a gas company, but does not include “gas service.”

Sec. 16-11-5. Gas service

The term “gas service” means the piping and appurtenances which connect a gas main with the inlet connections of a gas meter on a customer’s premises.

Sec. 16-11-6. Cubic foot

The term “cubic foot” of gas has the following meanings:

(1) In cases where gas is supplied and metered to customers at standard delivery pressure, a cubic foot of gas shall be defined to be the volume of gas which, at the temperature and pressure existing in the meter, occupies one cubic foot, except that a temperature and pressure correction to standard conditions shall be permissible at the gas company’s option when large volumes of gas are being metered.

(2) In cases where gas is supplied to customers through orifice or positive displacement meters at other than standard delivery pressure, a cubic foot of gas shall be defined to be that volume of gas which, at 60°F. and at absolute pressure of 14.73 pounds per square inch, (thirty inches of mercury) occupies one cubic foot; except that, in cases where different bases that are considered by the commission to be fair and reasonable are provided for in gas sales contracts or in rules or practices of a gas company, such different bases shall be effective.

(3) The standard cubic foot of gas for testing the gas itself for heating available shall be that volume of gas which, when saturated with water vapor and at a temperature of 60°F., and under a pressure equivalent to that of thirty inches of mercury (mercury at 32°F., and under standard gravity), occupies one cubic foot.

Sec. 16-11-7. British thermal unit

The term “British thermal unit” means the quantity of heat required to raise the temperature of one pound of water 1°F at the maximum density of water.

Sec. 16-11-8. Therm

The term “therm” means a unit of heating available equivalent to one hundred thousand British thermal units.

Sec. 16-11-9. Statutory references

Reference to sections of the general statutes refers to the Connecticut general statutes, revision of 1908, except where otherwise noted.

Part II

CONTINUITY OF SERVICE

Sec. 16-11-10. Record of interruptions

(a) Every gas company shall keep a record of each interruption of service to its entire system or major division thereof, including a statement of the time, cause, extent and duration of the interruption.

(b) Every gas company shall keep a record of the time of starting and shutting down its generating units, governors and compressors and of the indication of station instruments at sufficiently frequent intervals to show the characteristics of the service, and the details of any changes in operating practice when they occur.

(c) Planned interruptions shall always be preceded by adequate notice to all affected customers.

Sec. 16-11-11. Accidents

(a) Every gas company shall at all times use every effort to properly warn and protect the public from danger and shall exercise all possible care to reduce the hazard to which employees, customers and others may be subjected by reason of its equipment and facilities.

(b) Every gas company shall assist the commission in promptly examining into the causes of and the circumstances connected with all fatal accidents and other accidents of a serious nature.

[For statutory provisions relating to the reporting of accidents, see appendix following section 16-11-48.]

Sec. 16-11-12. Gas leaks

(a) A systematic inspection program shall be maintained for the purpose of detecting leaks and observing conditions which might cause or be connected with possible leaks. Leakage inspection may be accomplished by any single or combination of the following methods: Vegetation surveys, line patrolling, and the testing of bar-holes and utility manholes with a combustible gas indicator.

(b) Every gas company shall make prompt investigation of each report of a gas leak to discover and correct the cause. A record shall be kept of the condition found and the corrective measures taken.

(c) Each gas company shall report to the commission such leaks as are caused by broken mains, services, and defective joints which are of such a nature as might have resulted in serious consequences.

(d) Every gas company shall provide itself with one or more reliable devices for detecting the presence of combustible gas in the atmosphere.

Part III**QUALITY CONTROL****Equipment, Standards, Records and Reports****Sec. 16-11-13. Testing equipment and facilities**

(a) Every gas company shall, unless specifically excused by the commission, provide for and have available such shop facilities, instruments and other equipment and accessories as may be necessary to carry out the tests required by these regulations. All testing equipment shall be properly maintained, and shall be available at all reasonable times for inspection, approval and use by the commission or its qualified representatives. Gas companies may arrange for the joint use of such facilities.

(b) Testing equipment shall be so located and used that the samples of gas tested shall be typical of the gas being distributed in the system.

Sec. 16-11-14. Heating value

(a) Each gas company shall file by statement, with the commission, as a part of its schedule of rates or rules and regulations, the heating value of the gas being distributed. The heating value of the gas shall be maintained with as little deviation as practicable; and to this end the average heating value on any one day should not vary by more than five per cent from the monthly average except when a substitute gas is used in accordance with the provisions of subsection (c).

(b) In maintaining the established heating value, the chemical composition and specific gravity shall be such as to attain satisfactory combustion in the customer's appliances at all times without repeated readjustment of the burners.

(c) When supplemental or substitute gas is distributed by a gas company, the gas quality shall be such that the utilization performance, when used as a fuel, will be satisfactory regardless of the heating value of the gas.

Sec. 16-11-15. Heating value tests—records and reports

(a) Every gas company shall regularly determine the heating value of the gas as supplied to the customers, using standard calorimeter equipment in accordance with accepted methods. At least one such determination shall be made each day except on Sundays and holidays.

(b) Each determination of heating value shall be recorded originally upon a form adopted for that purpose.

(c) When two or more communities are served entirely from a common gas supply, the commission may permit the heating value to be determined at a single suitable location.

(d) The gas company supplying natural gas shall make sufficient tests, or have access to such tests made by its suppliers, as to ascertain the heating value.

(e) These tests shall be made at a location, or locations, which will insure a representative sampling of the gas being sent out to the distribution systems.

(f) Every gas company shall report to the commission, not later than the tenth day of each month, the monthly average, together with the number of tests included in the average, and the maximum and minimum day averages of the heating value of the gas supplied during the calendar month preceding.

(g) The average for any day shall be determined from the record of a recording calorimeter where such record is available, or it shall be taken as the average of

the results of all tests of heating value made on that day. The average of all such day averages shall be taken as the monthly average.

Sec. 16-11-16. Calorimeter equipment

The gas company shall maintain or have access to a standard type calorimeter in an adequate testing station located as specified in section 16-11-13. The gas company may use a standard recording calorimeter which shall be maintained in proper working order and shall be checked periodically with a standard calorimeter or against a standard gas. Both calorimeter and method of testing shall be subject to inspection and approval by the commission.

Sec. 16-11-17. Gas odor

All gas supplied to customers shall possess a distinctive odor to act as an indicator to its presence. Any gas which does not naturally possess such an odor shall have added to it an odorant to meet this requirement. Upon request of the commission, the company shall report the kind and method of odorization.

Sec. 16-11-18. Purity of gas

(a) Every gas company supplying manufactured gas shall daily, except Sundays and holidays, test the gas for the presence of hydrogen sulphide in the manner specified in the following subsection.

(b) The hydrogen sulphide in the gas shall be considered negligible if a strip of white filter paper moistened with a solution containing five per cent by weight of lead acetate is not distinctly darker than a second paper freshly moistened with the same solution, after the first paper has been exposed for one minute in an apparatus through which a stream of the gas is flowing at the rate of approximately five cubic feet per hour, the gas not impinging directly from the jet upon the test paper.

(c) All gas sold for heating or lighting shall contain not more than thirty grains total of sulphur per one hundred cubic feet nor more than five grains of ammonia per one hundred cubic feet.

(d) No gas shall contain impurities which may cause excessive corrosion of mains or piping or form corrosive or harmful fumes when burned in a properly designed and adjusted burner.

(e) Every gas company producing more than one hundred million cubic feet of manufactured gas per year, containing sulphur or ammonia, shall provide and maintain such apparatus and facilities as are necessary for the determination of total sulphur and ammonia in the gas; and each such gas company shall at least once each month determine the amount of total sulphur and ammonia in the manufactured gas distributed by it.

(f) When two or more communities are served entirely from a common supply of gas, the commission may permit tests for impurities to be made at a single suitable location.

Sec. 16-11-19. Maintenance of utilization pressure

The pressure of the gas, measured at the outlet of the service meter of any customer, shall be maintained at a pressure that will provide safe, efficient utilization of the gas as a fuel in any customer's properly adjusted appliance.

Sec. 16-11-20. Pressure testing and maintenance of standards

(a) Every gas company shall make such determination and keep such records of pressure as will enable it to have at all times a substantially accurate knowledge of the pressure existing in every part of its distributing system.

(b) The pressure records shall be properly identified, dated and filed.

(c) All recording pressure gauges shall be tested periodically and maintained in an accurate condition.

Meters: Use, Location, Accuracy Tests

Sec. 16-11-21. Use of meters

All gas sold by a gas company and all gas consumed by the gas company shall be metered, except in case of emergency, or when otherwise authorized by the commission. Each meter shall bear an identifying number and shall be plainly marked to indicate the units of the meter index. When gas is sold at higher pressure or in large volumes, the contract or rate schedule shall specify the method to be used to correct the gas volume. Prepayment meters shall not be installed except where there is no other satisfactory method of collecting payment for the service rendered.

Sec. 16-11-22. Meter location

(a) Meters may be located inside or outside of a building depending upon local conditions and all meters shall be accessible for reading.

(b) When located inside a building, the meter shall be installed as near as practicable to the point of entrance of the service, be in a clean, dry, safe place and be supported in such a manner as to be as free as possible from damage that will render it unsafe or inaccurate.

(c) When located outside a building, the meter shall be installed as near as practicable to the building and be supported in such a manner as to be as free as possible from damage that will render it unsafe or inaccurate. The gas company shall install an accessible shut-off cock ahead of the meter.

Sec. 16-11-23. Meter accuracy

(a) Every gas service meter, before being installed for the use of any customer, shall be in good order and shall be adjusted by the gas company or its agents to register correctly within the tolerances herein specified. Tests at a rate of flow of one-fifth or less of rated capacity and at a rate of flow equal to or greater than the rated capacity of the meter are required for this determination. The tests at the two rates of flow shall agree within one per cent and the accuracy of the meter at the lower rate of flow shall be within a tolerance of plus or minus one per cent.

(b) Every gas meter removed from service, if practicable, shall be tested for accuracy, at a rate of flow of approximately one-fifth of the rated capacity of the meter, and a record kept of such "as found" tests until the meter is permanently retired from service.

(c) At the time the meter is placed in service either the meter index shall be set at zero or the meter index reading shall be recorded.

Sec. 16-11-24. Meter—periodic tests

No gas meter shall be allowed to remain in service more than sixty months without being retested and if necessary being adjusted to register within the tolerance prescribed in subsection (a) of section 16-11-23. The commission may permit a gas company to vary this maximum period for certain classes of meters where it can be shown that the revised schedule is justified.

Sec. 16-11-25. Meter tests by request

Every gas company shall, upon written request of a customer, and, if he so desires, in his presence or that of his authorized representative, make a test of the accuracy

of the meter in use at his premises; provided the meter has not been verified by the gas company within the period of one year previous to such request and provided the customer will agree to abide by the results of such tests as the basis for the adjustment of disputed charges. Upon such request by a customer, or upon an order for a meter test made by the department, the company shall notify the customer, in writing and within one week of the request for the meter test, that he, or his authorized representative, has the right to be present at the meter test. If said customer, or his authorized representative, desires to be present at the meter test, the customer or his authorized representative shall contact the company within 10 (ten) days of the written notification to arrange to be present at the test. Upon such notification, the company shall schedule a meter test, at a time during the normal operating hours of the company's meter testing facility, which is convenient to both the customer, or his authorized representative, and the company, as soon as possible. A written report of the results of the test shall be furnished the customer by the gas company.

(Effective May 22, 1992)

Sec. 16-11-26. Meter test—referee

A gas company, after notification by the commission that a test is to be made pursuant to the provisions of section 16-259 of the general statutes, shall not adjust, disturb or remove the meter in question, except as directed by the authorized representative of the commission.

Sec. 16-11-27. Meter test—methods

- (a) All meter tests shall be made by thoroughly trained personnel.
- (b) All tests in determining accuracy of any gas service meter shall be made with a meter prover, unless, because of the unusual capacity or construction of the meter, such method of test is considered impracticable, and another method of test has received the approval of the commission.

Sec. 16-11-28. Meter testing equipment

(a) Every gas company furnishing metered gas service shall have access to at least one suitable meter prover maintained in good condition and correct adjustment so that it shall be capable of determining the accuracy of any service meter to within one-half of one percent.

(b) Every meter prover shall be supplied with all accessories needed for accurate meter testing and shall be located in a room suitable for the work to be done, protected from draughts and excessive changes of temperature.

(c) Every prover shall be accompanied by a certificate signed by a proper authority, giving the date when such prover was last tested and adjusted, or a tag referring to such certificate may be attached when more practicable. These certificates when superseded shall be kept on file in the office of the gas company. Every gas company shall keep the commission informed as to the prover equipment in use, reporting the accuracy at the time of each certification, and notify the commission in writing of any alteration, accident or repair which might affect the accuracy of any prover.

Sec. 16-11-29. Records of meters and meter tests

(a) *Meter* records shall be kept *and* systematically arranged, indicating the date of the purchase of each meter, its size or capacity rating, the date and place of * * * *the latest* installation *or* removal * * *. These records shall be preserved * * * *for the life of* the meter * * *.

(b) * * * *A record shall be prepared of every meter test, indicating the information necessary for identifying the meter, the reading of the meter just prior to the test, the computed accuracy of registration both as found and as left, together with the data taken at the time of the test, to permit the convenient checking of the methods employed and of the computations leading to the result. These records shall be preserved until a new meter test record has been obtained. Test records of meters destroyed or permanently removed from service shall be preserved for at least two years.*

(c) Every gas company shall report annually or more often, if requested by the commission, a summary of the “as found” tests in such form as may be designated by the commission.

(Effective March 31, 1964)

Customer Relations

Sec. 16-11-30. Information to customers

(a) Every gas company shall, upon request, give its customers such information as is reasonable in order that the customers may secure safe, adequate and proper service, and inform customers as to how meters may be read; and it shall render its customers reasonable assistance in securing appliances properly adapted and readjusted to the service furnished.

(b) Every gas company shall, upon request, render a statement of the past readings of a customer’s meter for any period not necessarily in excess of fifteen months.

Sec. 16-11-31. Utilization by customers

(a) All maintenance and repairs, including replacement where necessary, of the service pipe, between the main and the customer’s house up to and including the meter, shall be performed by the gas company at its own expense.

(b) The gas company shall be required to test the customer’s piping for gas leaks, at time of turn on by the gas company, by observing that no gas passes through the meter when all appliances are turned off. The gas company shall refuse to serve until all gas leaks so disclosed have been properly repaired by the customer.

Sec. 16-11-32. Customer bills and deposits

Repealed, effective July 9, 1968.

Sec. 16-11-32a. Customer deposits

(a) Each gas company may require from any customer other than residential customers as defined in section 16-3-200 (a) (3) or prospective customer other than a prospective residential customer as defined in section 16-3-200 (a) (4) a deposit to guarantee payment of bills. Such deposit shall not exceed an amount equivalent to the estimated maximum bill for ninety days.

(b) Each utility having on hand deposits from customers, or hereafter receiving deposits from customers, shall keep records to show: (i) the name of the customer making the deposit; (ii) the account number or other identification of the premises occupied by the customer when the deposit was made; (iii) the amount and date of making the deposit; (iv) a record of each transaction concerning the deposit.

(c) Each utility shall issue a receipt to every customer from whom a deposit is received and shall provide means whereby the depositor may receive his deposit or balance if such receipt is lost.

(d) Interest on any security deposit received from a customer for each calendar year shall be paid at the rate prescribed in Section 16-262j of the general statutes. Interest shall accrue daily and shall be paid or credited to the customer's account annually. Accrued interest shall be paid upon return of the deposit if such return is made at other than the annual payment date for interest.

(e) The deposit shall cease to draw interest on the date it is returned, on the date service is terminated or on the date notice is sent to the customer's last-known address that the deposit is no longer required.

(f) A record of each unclaimed deposit and the interest thereon shall be maintained until the funds are paid over to the state treasurer under the escheat provisions of the general statutes. During this time the utility shall make a reasonable effort to return the deposit and accrued interest.

(g) Deposits by customers other than residential customers as defined in section 16-3-200 (a) (3) may be retained by the utility as long as required to insure payment of bills.

(h) Upon final discontinuance of service the utility may apply such deposit, including accrued interest, to any amount due from the customer for service. Any balance due to the customer shall be promptly refunded.

(i) Deposits by customers other than residential customers, as defined in section 16-3-200 (a) (3) shall be returned, together with accrued interest, where satisfactory credit has been established.

(Effective August 19, 1992; amended August 5, 1997)

Sec. 16-11-33. Customer service requests

Every gas company shall make prompt and full investigation of each complaint and other service requests made to it, either at its office or in writing by any customer; and it shall keep a record of all substantial complaints, which shall show the name and address of the complainant, the date and nature of the complaint and the adjustment or disposal thereof. Records of such complaints shall be kept for a period not less than three years.

Sec. 16-11-34. Meter reading and bill form

(a) Meters shall be read each month at regular scheduled intervals, unless special permission is granted. Bills shall be rendered promptly after a reasonable period for preparing the bills. When there is good reason for doing so, estimated bills may be submitted. Estimated bills of residential customers shall be rendered in accordance with the provisions of section 16-3-102 of the regulations of Connecticut state agencies.

(b) Every gas company shall show, on all periodically rendered bills, the present and previous reading dates, the quantity of gas consumed, the rate code, the fuel charge, if any, the amount of the bill, and such other information as will, in conjunction with its published rates, make possible a convenient recomputation of the charges assessed.

(Effective June 7, 1978)

Sec. 16-11-35. Adjustment of bills for meter error

(a) Whenever the test of a meter reveals it to be fast by more than four per cent, the gas company shall refund to the customer such percentage of the amount of bills covering the consumption indicated by the meter for the previous six months as the meter was found to be in error at the time of test, unless it can be shown from the records of either party that the error found has existed for a greater or lesser period, in which case the refund shall cover such actual period.

(b) In the case of a nonregister meter, the customer may be billed on an estimate based on previous bills for similar usage.

(c) If unmetered gas is used without permission, the customer may be billed on a reasonable estimate of the gas consumed.

Sec. 16-11-36. Rate schedules

(a) Every gas company shall keep on file, in its local office, open to public inspection, copies of all schedules of rates for each class and type of service, forms of agreement, and all rules and regulations respecting the relations of the customer and gas company.

(b) Every gas company shall, upon request, furnish a customer with the schedule of rates applicable to such customer.

(c) Every gas company shall render service to a customer only at rates provided for in the rate schedules on file with the commission, or as prescribed by order of the commission, except as provided in subsection (f).

(d) Every new schedule of rates and any change in rates to be established by any gas company pursuant to statute shall be filed with the commission not less than ten days in advance of the date upon which it is to become effective.

(e) Every gas company shall file with the commission any change made in the filed rules and regulations respecting the relations of the customer and the gas company not less than ten days in advance of the date upon which such change is to become effective.

(f) Every gas company shall file with the commission all special contracts or agreements for billing of gas service to any customer or other utility where the rate to be billed is other than that on file with the commission.

Sec. 16-11-37. Change in gas characteristics

(a) Any change in the heating value, utilization pressures, or other characteristics of the gas which might impair the safe, efficient utilization of the gas as a fuel in the customer's appliances shall not be made unless the gas company makes the necessary adjustments to the customer's appliances.

(b) In the event of such change, the gas company shall give adequate notice to the customers of the pending changes and shall conduct the adjustment program without charge and with a minimum of inconvenience to the customers, provided any change in heating value shall have the approval of the commission as set forth in section 16-11-14.

Sec. 16-11-38.

Repealed, August 19, 1992.

Sec. 16-11-39. Reference to commission

In the event of any dispute involving the interpretation of these regulations, any aggrieved party may refer the dispute to the commission for settlement.

Construction and Operation of Plant

Sec. 16-11-40. Regulator stations

(a) **Regulators**

(1) All distribution main systems, other than low-pressure systems, that are being supplied through a pressure reducing valve or regulator, shall be protected by suitable safety devices to insure that the failure of a regulator shall not impose pressure on

any part of a system beyond those for which it is designed to operate. (2) In all low-pressure systems, the down stream of the regulator station shall be protected to insure that the pressure of gas shall at no time exceed a maximum of two pounds per square inch gauge at the inlet of any gas service lateral. (3) Regulators supplying distribution systems shall be checked once a month to determine that there is no gas leakage in the station and that the equipment is in operable condition. Once a year this equipment shall be inspected internally, and overhauled if required.

(b) **Ventilation.** (1) All district regulator enclosures shall be ventilated in a way to remove accumulations of gas or shall be closed to prevent intentional or accidental introduction of sources of ignition into the enclosures. (2) Ventilation shall also include provision for the venting of diaphragms of regulators and pressure relief devices to the outside atmosphere. The vent shall be of a size no smaller than the connection provided by the manufacturer and so installed as to relieve the entire capacity of the relieving device. All vents shall terminate outside buildings, pits, and confined spaces in rain proof fittings and shall be installed with due regard to hazards to life and property by the venting of gas into the atmosphere.

(c) **Drainage.** Underground regulator stations shall not be connected by drain lines to a public sewer. Provision shall be made to minimize the entrance of water or for its removal, or the equipment shall be designed to operate properly if submerged.

(d) **Shutoff valves.** A shutoff valve shall be provided in the inlet line of each regulator station supplying a low pressure distribution system. This valve shall be in an accessible location not closer than twenty-five feet from the nearest wall of the station nor preferably more than one thousand feet distant. These valves shall be checked at least once each year by closing and operating insofar as operating conditions permit.

(e) **Auxiliary equipment.** (1) Where electrical equipment is required in regulator stations, it shall be designed and installed in accordance with Article 500 of the latest edition of the National Electrical Code and shall meet the requirements thereof for Class I locations. (2) Where regulators require supports, they shall be of fire-proof material.

Sec. 16-11-41. Services

(a) **Regulators.** (A device for reducing and controlling pressures between the service and house piping) (1) Any customer's service being supplied through a customer service pressure regulator shall be protected by a suitable safety device to prevent the development of pressures in excess of two pounds per square inch gauge. (2) Provision shall be made for the venting of the diaphragms of service pressure regulators and pressure relief devices to the outside atmosphere. The vent shall be of a size no smaller than the connection provided by the manufacturer and so installed as to relieve the entire capacity of the relieving device. Such vent or vents shall terminate outside buildings, pits and confined spaces in rain-proof fittings and shall be installed with due regard to hazards to life and property by the venting of gas into the atmosphere. (3) All service pressure regulators installed on the customer's premises shall be maintained in proper working order and shall be periodically inspected in place, preferably at the time of removal of the meter for periodic testing. The inspection shall consist of external examination of the regulator, its piping, seal, vent line and operating condition.

(b) **Shutoffs.** (1) All services entering a building shall be provided with a shutoff inside of the building and ahead of the meter. Where a service pressure regulator is part of the metering installation, the shutoff shall be located upstream of the other

gas service fittings within the building. (2) A shutoff shall be installed at the curb or property line on all gas services supplying gas to a theater, church, school, factory or other building where large numbers of persons assemble and on all gas services where the inlet pressure to the service is in excess of two pounds per square inch gauge. In the case of an outside meter or regulator installation, subsection (c) of section 16-11-22 shall apply. (3) Shutoffs may be either a cock or a valve and shall be accessible and maintained in proper working order.

(c) **Installation of services.** (1) The gas company may furnish and install, but shall maintain free of charge, a gas service from the gas main adjacent to the customer's premises to the customer's property line or curb when in its judgment the cost of installation is reasonable and the use of gas is sufficient to warrant it. (2) While the service connections from the property line to the customer's metering equipment shall ordinarily be installed at the expense of the customer and shall be maintained by the company, the company may furnish such service connections in whole or in part when, in its judgment, the cost of installation is reasonable and the use of gas is sufficient to warrant it.

Sec. 16-11-42. Gas system construction and maintenance

(a) The gas company shall maintain its entire plant, and all facilities owned or operated by it and used in furnishing gas, in such condition as to render adequate and continuous service. Every gas company shall at all times use every effort to properly protect the public from danger and shall exercise due care to reduce the hazards to which employees, customers and others may be subjected by reason of its equipment and facilities.

(b) Unless some other material is approved by the commission, cast iron, wrought iron, steel or copper shall be used for mains and services in low pressure and intermediate pressure systems, and wrought iron or steel in pressure systems operated in excess of one hundred pounds per square inch gauge.

(c) Mechanical or flexible couplings shall be used on cast iron mains and services, but cement or lead joints may be used when soil conditions assure satisfactory foundations.

(d) Flexible couplings or welded joints shall be used on wrought iron or steel mains and services but screwed couplings may be used for pipe four inches in diameter or less.

(e) Provisions for expansion, by expansion joints or otherwise, shall be made where necessary on runs of exposed pipe.

(f) As far as practicable, all pipe shall be laid below average frost line but for cast iron pipe the top of the bell shall be a minimum of thirty inches below the ground surface.

(g) Whenever normal excavation discloses unsatisfactory foundation, one or more of the following corrective measures shall be adopted: (1) Excavate to good bearing soil and backfill to pipe grade with suitable material well tamped to provide adequate support; (2) support with a concrete slab; (3) support with piling; (4) use steel or wrought iron pipe with flexible couplings and, in unusually wet or corrosive soil, treat the steel pipe with a protective coating.

(h) Pipe on a highway bridge shall be so located and protected as to reduce hazard to a minimum.

(i) All gas mains shall be laid clear of all other underground structures and shall not be laid in the same trench with other underground utilities in order to minimize the possibility of gas leakage by reason of any movement of such structures or of

the mains. Gas services may be laid in the same trench with other underground utilities, with the exception of sewer pipes, provided such service pipes are laid at least twelve inches in a horizontal plane from other underground facilities. At crossings of mains and services with other underground structures clearances shall be not less than twelve inches. To secure compliance with the requirements of these regulations by others doing underground construction work, the gas companies should arrange with the other agencies having highway subsurface rights for adequate notification and inspection procedure.

(j) Pipe laid shall be tested and made tight before being placed in service.

(k) The ditch underneath, around and over the pipe shall be backfilled with good material thoroughly tamped to secure a firm support. To disclose any settlement of the backfill which may need correcting, newly filled ditches shall be reinspected at intervals for sufficient period of time subsequent to completion of backfilling operations.

(l) Service connections may be tapped into cast iron mains if the diameter of the hole does not exceed one-quarter of the diameter of the main, otherwise, and in mains other than cast iron, a saddle, sleeve or welded connection may be used or a tee cut into the line.

(m) The service connection at the main or the run of service pipe shall allow for a reasonable amount of flexibility to prevent fracture or leaks at the connection with the main.

(n) At entrances to foundation walls or to regulator or valve pit walls, the pipe shall be protected against corrosion.

(o) Regulator pits and valve pits shall be constructed to safely sustain any reasonable load imposed thereon, and with sufficient foundation depth and stability to minimize the possibility of breaks in the pipe lines at the wall entrances.

Gas Company System Records

Sec. 16-11-43. Maps and records

(a) The gas company shall keep maps or records to show the size, location, character, and date of installation, of major items of its plant.

(b) Upon request, the gas company shall file with the commission an adequate description or maps, to define the territory served. All records which the commission may require the gas company to file except maps which shall be the gas company's standards shall be in a form satisfactory to the commission.

Sec. 16-11-44. Operating records

The gas company shall keep appropriate operating records for use in statistical and analytical studies for regulatory purposes. Such records shall include at least the following data: Gas manufactured, produced or purchased; real amount of gas sent out; the amount of coal, oil, electric energy and gas used; and labor charged against the above.

Sec. 16-11-45. Availability of records

All records and reports as required under these regulations shall be kept at the office or offices of the gas company, within the state unless permission is granted otherwise. Such records shall be preserved in complete form for at least three years, unless a longer period is specified, and shall be open for inspection by the commission or its authorized representatives at any and all reasonable times.

Sec. 16-11-46. Property identification

Each group of buildings or structures used in the production, refining or distribution of gas shall be provided with such signs as will definitely designate the name of the gas company owning or having the custody or maintenance of the same.

Sec. 16-11-47. Reports to commission

The gas company shall furnish to the commission, at such times and in such form as the commission may require, the results of any required tests and summaries of any required records. The gas company shall also furnish the commission with any information concerning the gas company's facilities or operations which the commission may request and need for determining rates or judging the practices of the gas company.

Sec. 16-11-48. Reconstruction not required

These regulations shall not be construed to require general reconstruction or re-equipping on the part of the gas company to conform with regulations for equipment or construction contained herein, not in force when such equipment was installed or construction made. The commission reserves the right to deal with specific cases as the particular conditions require.

Appendix**Report of accidents—Sec. 16-16, General Statutes.**

Repealed, July 7, 2010.

Inspection of meters—Sec. 16-259, General Statutes.

Upon petition of any person and the payment of a fee of one dollar for each meter, the commission shall cause to be inspected any meter used in measuring electricity, gas or water supplied to such petitioner. The commission may prescribe such limits of variation from accurate registration by such meters as it determines to be reasonable. The company supplying electricity, gas or water through any such meter shall reimburse the petitioner for such inspection fee if such meter is found out to register accurately within the limit of variation so prescribed, and shall not again use such meter until it is corrected and approved by the commission.

Service Supplied by Water Companies**Sec. 16-11-50. Definitions**

As used in sections 16-11-50 to 16-11-97, inclusive: (1) "Commission" means the public utilities commission of the state of Connecticut;

(2) "Company" or "utility" includes every person, partnership, corporation, company, association, joint stock association, or lessee thereof, owning, maintaining, operating, managing or controlling any pond, lake, reservoir or distributing plant employed for the purpose of supplying water for general domestic use in any town, city or borough, or portion thereof, within this state;

(3) "Class 1 utilities" means water companies having annual revenues of twenty thousand dollars or more;

(4) "Class 2 utilities" means water companies having annual revenues of less than twenty thousand dollars;

(5) "Customer" means any person, firm, corporation, company, association, governmental unit, lessee who by the terms of a written lease is responsible for the water bill, or owner of property furnished water service by a water company.