

# How to Deal with Rejected Installations

If natural gas appliance installations do not pass inspection, it can upset construction schedules, delay closings and increase construction costs. However, rejections do happen. Here's what you need to know to respond to rejected installations.

**Rejection Notice** **ENBRIDGE**  
Life Takes Energy

**1-877-362-7434**

Residential  Initial putting into use inspection ("Final" inspection)  Construction heat inspection  
 Comm./Ind. Internal use only: WO to be c/c 20- do not raise other

Date (YYYY-MM-DD):		Work order number:	Page ____ of ____
Customer name (please print):		Name of person notified (please print):	Phone:
Installation address:		City/town:	
Bill to above <input type="checkbox"/> or Name: <input type="checkbox"/> N/A	Address:		
Meter number:	Index number:	Meter size:	
Labour:	Plus applicable tax:	Total:	H.S.T. reg. number: R105205140

The undersigned agrees to pay all charges (plus applicable taxes) noted above and consents to such charges being added to its Enbridge Gas account. The undersigned acknowledges receipt of a copy of this form. If you have any questions, please contact Enbridge Gas toll free at 1-877-362-7434.

Signature:	Name (please print):
Inspector signature:	Inspector name (please print):

Gas cannot serve the appliance or piping until Enbridge Gas accepts the installation. The appliance or gas piping has at least one correction to be made for it to be considered legally safe. Once deficiencies have been corrected, contact Enbridge Gas at 1-877-362-7434 to perform a follow-up inspection. Unless Enbridge is notified within 42 days of corrective action, the gas will be disconnected to the affected appliances; a service charge may apply.

Appliance type	Brand	Model	Serial number	Off at meter		
				On at appliance	Off at appliance	Not ready
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Infractions/comments** (Code or installation manual page reference)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

White (customer copy) Yellow (billing copy) Pink (builder/contractor copy) Bottom (bill to appliance or piping) IS\_F\_012 2/07

When the Inspector rejects an installation, the Inspector will leave the appliance off or, in some cases, may close the gas service at the meter, and in some cases may even be locked.

**Note:** The final inspection is completed by Enbridge Gas at no charge. In the event the final inspection fails and an appliance is rejected, a \$120 charge is applied. The follow-up inspection if successful is free, no additional charge is applied.

It is the builder's or installer's responsibility to have the appropriate repairs conducted, and to notify Enbridge Gas when they have been completed.

Instructions for informing the utility are found on the reject notice. The appliance will only be able to be placed into service when Enbridge Gas is satisfied that it meets the Ontario regulation, and is operating safely. Therefore, if rejected, you will need to arrange for one or more follow-up appointments with Enbridge Gas. Enbridge Gas charges fees for each follow-up inspection.

**Note:** If additional rejects are found on a second inspection as a result of an oversight by the first Inspector, there will be no charge for the inspection or reject.

Appliances that do not fire during an inspection will be rejected, as it is not possible to check the safety controls.



**IMPORTANT:** Enbridge Gas must conduct a final inspection of all gas appliances before homeowner occupancy. If the inspection has not taken place before occupancy, the gas supply may be terminated.

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### Inspection reject notification

- All reject forms will clearly indicate the Inspector's ID and the Code clause, or the section of the manufacturer's instruction that has been contravened.
- The Inspector will make every effort before leaving the site to directly contact the builder's representative to report installations that have been rejected. Contact with the builder's representative will be made at the site office when possible.
- If the building is occupied, the Inspector will also leave a copy of the reject notice with the customer.

### Clearing rejected installations

Once a rejected installation is corrected, the builder must notify Enbridge Gas by contacting us at 1-877-362-7434 to confirm that a rejected installation has been corrected and to turn the gas on if required.

### Invoicing for inspection rejects

The builder will be invoiced for outstanding charges relating to installation rejects.

In all cases the builder will have 60 days to pay. This will allow sufficient time for builders to appeal any reject or charge they feel is unjustified.

If payment is not received within 60 days, the matter will be turned over to our Credit and Collection department for appropriate action.

If a builder feels an installation reject or labour charges are not in keeping with the intent of these guidelines, they should discuss the matter with the Enbridge Gas supervisor in that area. Enbridge Gas will review the situation and determine if the rejection will be overturned.

