

# 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.

## Minor rejects requiring less than 10 minutes to repair.

Where minor infractions are found that require less than 10 minutes to correct, the Inspector will perform the work and pass the inspection. There will be no charge for this corrective work.

Typical repairs the Inspector will make at no charge include (but are not limited to):

- Screws in venting
- Pipe hangers (e.g. if one or two more are required)
- Piping identification
- Painting exterior piping (weather permitting)
- Caulking pipe passageways through exterior walls.

Any minor infractions that cannot be rectified at the time of inspection due to weather, construction, etc. will be reported to the builder for correction.

## Rejects requiring greater than 10 minutes to repair.

When the Inspector rejects an installation where corrective action would exceed 10 minutes, the Inspector will leave the appliance off. If the appliance is the building's heating system, the meters will also be locked.

When an installation is rejected, it is the builder's or installer's responsibility to have the appropriate repairs conducted, and to notify Enbridge Gas Distribution when they have been completed.

Instructions for informing the utility are found on the reject notice. If a second inspection is required, the builder will be charged. Note: If additional rejects are found on a second inspection as a result of 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.

Residential <input type="checkbox"/>	<input type="checkbox"/> Inspection Notice
Commercial <input type="checkbox"/>	<input type="checkbox"/> Inspection Not Ready Notice
	<input type="checkbox"/> File Only Rejects

**ENBRIDGE**

**Press hard – you are making multiple copies**

Date of inspection: Year: _____ Month: _____ Day: _____	Date of verbal notification: Year: _____ Month: _____ Day: _____	Name of person notified: _____	Mailing date of notification: Year: _____ Month: _____ Day: _____
Name: _____		Phone: _____	
Installation address: _____		Town: _____	
Name of installer or builder: _____		Phone: _____	
Address: _____		Town: _____	
		Meter number: _____	

Retest or corrective charges:		Charge account number: _____	
<input type="checkbox"/> Change owner	<input type="checkbox"/> Change builder	<input type="checkbox"/> Change installer	
Materials	Labour	PST	GST
			Total

Department: _____	Payroll number: _____	1. <input type="checkbox"/> Commercial/Industrial
Account area: _____	Name: _____	2. <input type="checkbox"/> Residential
Appliance type code: _____		
Hours: _____	Minutes: _____	
		Installation Reject - Type and Status
		Immediate Hazard Corrected    Leak Off    Non-Immediate Corrected    Leak Off    Not Ready
<b>Central Heating</b>	Make: _____ Model number: _____	<input type="checkbox"/>
<b>FWA</b> <input type="checkbox"/>	Boiler <input type="checkbox"/>	<input type="checkbox"/>
Serial number: _____		<input type="checkbox"/>
<b>Water Heating</b>	Make: _____ Model number: _____	<input type="checkbox"/>
Serial number: _____		<input type="checkbox"/>
<b>Fireplace</b>	Make: _____ Model number: _____	<input type="checkbox"/>
Serial number: _____		<input type="checkbox"/>
<b>Other</b>	Make: _____ Model number: _____	<input type="checkbox"/>
Serial number: _____		<input type="checkbox"/>

**Infractions:** (Code or installation manual page reference)

\_\_\_\_\_

\_\_\_\_\_

**For Rejected Installations –** Rejects must be corrected within 45 days.

When completed please phone: \_\_\_\_\_ Inspector: \_\_\_\_\_

BY: \_\_\_\_\_

White – Site    Green – Builder    Yellow – Billing/Accounting    Pink – Records Management    Gold – File

Sample of Reject Notice



### IMPORTANT:

Enbridge Gas Distribution 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.

## Inspection reject notification.

- All reject forms will clearly indicate the Inspector's name, phone number 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.
- The Inspector will clearly indicate on the reject form the date, time and the name of the builder's representative to which the report was made.
- 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 Distribution 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 Distribution supervisor in that area. The supervisor has the authority to overturn any reject that is not justified.

If the builder is still unable to reach a satisfactory conclusion they may request that the issue be reviewed by the Joint HRAI/Enbridge Gas Distribution Inspection Review Board.

A request to have a grievance of this nature heard must be made in writing to:

**Greg Fabbruzzo**

**Enbridge Gas Distribution, P.O. Box 650, Scarborough, ON M1K 5E3**

**greg.fabbruzzo@enbridge.com**

