



NATURAL GAS LINE REPLACEMENT

We're replacing the natural gas system in your neighborhood

January 5, 2022

Dear Columbia Gas customer,

As part of our commitment to provide safe and reliable natural gas service to our customers, Columbia Gas of Pennsylvania is making a significant investment to replace natural gas pipelines in your neighborhood starting in early 2022.

Our work affects customers along portions of Cedar Lane, Chambers Lane and Maple Street. Work will take place Monday through Friday, 7 a.m. to 5 p.m. Weekend work is also possible and motorists can expect potential lane closures during working hours.

This project may include replacing your service line and moving any indoor gas meters outside at no additional cost to you. However, this stage of the project will not occur until after the upgraded pipeline has been installed in your neighborhood.

Please use extreme caution when traveling through our work zone. Please slow down and obey flaggers and all posted signs including detours and parking restrictions. We apologize for any inconvenience and will make every effort to limit traffic restrictions.

Help us keep you and our crews safe

Your safety and the safety of our workers is our first priority.

We have taken proactive steps to implement additional safety precautions as we perform work that is critical to maintaining safe and reliable natural gas service.

As we are working in your neighborhoods we will be maintaining social distancing, and ask that you help keep our teams safe and also maintain six feet of distance from our crews.

Our employees are following Centers of Disease Control and Prevention (CDC) guidelines including:

- Washing their hands with soap and water or using hand sanitizer
- Practicing social distancing where practicable (maintaining six feet from others)
- Wearing personal protective equipment (PPE) appropriate for the situation and the job, such as gloves, face coverings, etc.
- Avoiding handshakes and any other physical contact
- Using disinfectant wipes on surfaces where they are working
- Minimizing time spent inside to what is needed to accomplish the task
- Avoiding the touching of face, eyes nose or mouth to the extent possible

Our teams are happy to address any questions or concerns you have about our work in your neighborhood. Normally we would greet our customers with a handshake, but hope a friendly wave will do in these times instead.

Restoring your natural gas service

Once we have installed the upgraded pipeline, we will then transfer your service from the old gas pipeline to the new one. During that transfer your gas service will be temporarily interrupted for several hours to ensure the safety of our crews and customers. A Columbia Gas employee or contractor will notify you in person, or with a door hanger, at least three days before we interrupt your service.

Once the gas service has been transferred, we will need access to your home or business to perform a safety check and relight your natural gas appliances. Our teams will be using PPE to ensure your safety and the safety of our employees and contractors. Restoration of service will be done at no charge to you.

Ask for photo identification

All workers carry photo ID which clearly identifies them as a Columbia Gas employee or contractor. We encourage you to ask for identification before allowing anyone into your home or business. You may also call us at **1-888-460-4332** to reach a customer service representative who will be able to verify the worker's identity. If we are unable to speak to you in person, we will leave a door hanger with information on how to schedule a service restoration appointment.

Property restoration

Our crews will document the condition of your property by taking pictures and video before construction begins. We are committed to fully restoring your property to its pre-project condition as soon as weather and seasonal conditions permit.

Please contact us if you have questions or concerns about this important project.

Also, please be sure to update your contact information online at www.ColumbiaGasPA.com, or by calling our Customer Care Center at **1-888-460-4332**, so that we have the most up-to-date information for you and can reach you easily with updates.

Sincerely,

Corrine West
Public Affairs Specialist
cbrewer@nisource.com

What you can expect



1. **MARK** the right of way and existing utilities with flags, stakes, and temporary paint. When we make personal contact with you, please alert us to any sprinkler systems or invisible dog fences.
2. **REPLACE** the main line. This pipe usually runs underneath your street.
3. **REPLACE** the service line. This line runs from the main line to the meter that serves your home or business.
4. **RELOCATE** any indoor gas meters to the outside of your home or business.
5. **RESTORE** your property to the same condition it was prior to our project. It may take several days or weeks between some of these steps.

Join us online for project updates and other Columbia Gas news

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Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first. By law, everyone must contact Pennsylvania One Call by dialing 811 at least 3 business days, but no more than 10 business days, before any digging project. **It's free for homeowners working on their own residential property, and it's the law.**