



A NiSource Company

NATURAL GAS LINE REPLACEMENT

We're replacing the natural gas system in your neighborhood

January 10, 2019

Dear Columbia Gas customer,

As part of our commitment to provide safe and reliable natural gas service to our customers, Columbia Gas of Pennsylvania will be making a significant investment to replace natural gas pipelines in your neighborhood starting in mid-January.

This project may include replacing your service line and moving any indoor gas meters outside at no additional cost to you. This will occur after the upgraded pipeline has been installed in your neighborhood.

Our work affects customers on Royce Avenue and Cochran Road. Work is expected to last through spring, weather permitting, and will take place Monday through Friday, from 9 a.m. to 3 p.m. on Cochran Road and from 7 a.m. to 7 p.m. on Royce Avenue. Temporary lane closures during working hours are possible.

Help us keep you and our crews safe

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

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. Restoration of service will be done at no charge to you. To learn more about the relight process, please visit <https://www.columbiagaspa.com/relight>.

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.

Sincerely,

Kristie Kubovic
Sr. Communications Specialist
(724) 416-6017
kkubovic@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

Facebook: www.facebook.com/ColumbiaGasPennsylvania

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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 working days, before any digging project. **It's free, and it's the law.**