ENHANCING SYSTEM SAFETY

We are upgrading the natural gas lines in your neighborhood.

Hickory Street

Fremont, OH

Safety is at the forefront of everything we do at Columbia Gas of Ohio. In light of the COVID-19 pandemic, we are taking proactive steps to keep our customers, employees, and contractor partners safe. If we need to enter your home or business to complete essential work, please know our employees and contractors follow these recommendations from the Centers for Disease Control and Prevention:

- Assess their health daily.
- Wear a face covering in accordance with state orders.
- Maintain at least six feet of social distance during their work.
- Use additional protective gear when needed.
- Clean work surfaces.

This short-term project will lead to long-term benefits:

- Enhanced safety features
- Reliability of service for years to come
- Less future maintenance work in your neighborhood
- System support for amenities like fire pits, outdoor grills, pool heaters, etc.

Work will take some time, but we promise to put things back in order when we're done.

WHEN WE WILL BE WORKING:

Work is expected to begin April 2021 and end Summer 2021. On occasion, we may need to work evenings and weekends to honor customer appointments and deadlines. Schedules are weather dependent.

GET YOUR QUESTIONS ANSWERED:

Virtual meeting. Tuesday, March 30 at 5:30 PM or Wednesday, March 31 at Noon.

Weblink - https://nisource.webex.com/meet/bcutler
Phone - 1-203-607-0564 (Toll) or 1-866-692-3580 (Toll-Free)
Access Code: 173 694 5189

WHAT WE DO*:

1. **Prep work.** To make sure no other underground utilities are damaged by this work, we will call 811 to have the public utilities marked with flags, stakes and temporary paint. We may also schedule time to enter your home or business to inspect your sewer and gas lines. Please contact Benjamin Cutler at 216.215.4103 to let us know about buried sprinkler or septic systems, invisible fences or cisterns at your home or business.
2. **Install gas lines.** We will replace the main line and service lines that connect your home to our gas system.
3. **We will schedule an appointment with you** to connect your home or business to the system. For your safety, your gas service will be off during the installation. We may relocate the meter to an appropriate place outside – at no additional cost to you.
4. **Safety check and relight.** Once our gas work is completed, we will conduct a natural gas safety inspection outside and inside your home or business. After a successful inspection, we will relight your appliances.
5. **Clean up.** We will repair or replace any portions of sidewalks, driveways, landscaping, etc. disturbed by our work. Our goal is to restore everything as close to its original condition as possible.

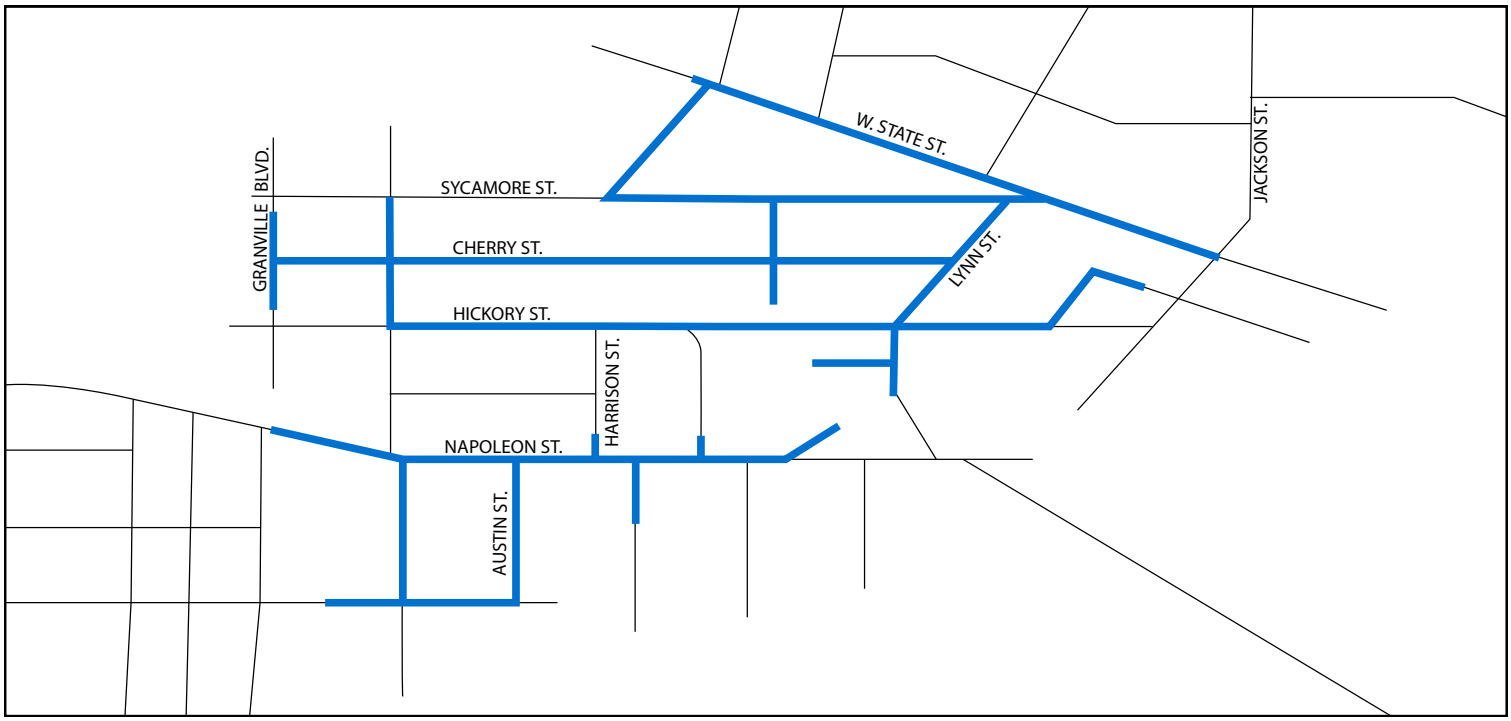
Project Contact - Benjamin Cutler
Bcutler@nisource.com - 216.215.4103
Facebook.com/bencutler.coh/

For more information, visit
ColumbiaGasOhio.com/projects

Columbia Gas®

REPLACEMENT PROJECT IN YOUR NEIGHBORHOOD

WHERE WE WILL BE WORKING:



OUR TEAM IN YOUR NEIGHBORHOOD:

You will see us working with our contractor, Global Oil. All our employees and contractors can be identified by marked vehicles and also carry photo ID.

WORK ZONE SAFETY TIPS:

- Stay safe by keeping children and pets away from construction areas.
- Do not park in marked construction zones.
- Drive carefully in construction zones.
- Follow the direction of traffic signs and on-site crew.

MORE INFORMATION:

- Schedule a neighborhood or one-on-one meeting with us. Contact Benjamin Cutler at 216.215.4103.
- Review the Frequently Asked Questions.
- Look for door hangers that may be placed on your front door with additional updates.
- Talk with members of our team on site during the project.
- Follow us on Twitter and Facebook for project updates.

Note: If you have received this information and you are not the current property owner, please forward this information to the landlord or property owner immediately.

FREQUENTLY ASKED QUESTIONS

WHY ARE YOU REPLACING THE NATURAL GAS LINES IN MY NEIGHBORHOOD?

We're committed to providing safe and reliable service at your home or business. While the current system has performed well, it's time to replace the natural gas lines with newer materials that will serve your community for many years to come.

HOW CAN I IDENTIFY YOUR EMPLOYEES AND CONTRACTORS?

All our employees and contractors can be identified by marked vehicles. They also carry photo ID.

WILL I HAVE TO PAY EXTRA FOR THIS PROJECT?

No, you won't have to pay specifically for this improvement project in your neighborhood. The cost of building, maintaining and upgrading our gas line system is shared by all customers and is already part of your monthly bill.

WHY DO YOU NEED TO MOVE THE GAS METER?

Moving gas meters to an appropriate place outside of your home or business provides first responders with easier access to gas meters in an emergency as well as other safety advantages. Once it's moved, we won't need access inside your home or business for routine inspections.

WILL I BE NOTIFIED WHEN YOU NEED TO GET INSIDE MY HOME OR BUSINESS?

Yes, once we're in that phase of the project, we will contact you to discuss the required work inside your home or business. If you aren't available, a door tag will be left with contact information to schedule an appointment.

WILL YOU NEED TO DIG IN MY YARD, SIDEWALK OR DRIVEWAY AND IF YOU DO, WHO'S GOING TO FIX IT?

Because all natural gas pipelines are buried, some digging will be necessary. We will try to minimize the amount of digging required. If we disturb your yard, sidewalk and/or driveway, we will repair affected areas as soon as weather permits. Initial restoration, such as leveling of surfaces, will be completed as the project progresses.

WHAT IF I SMELL GAS WHILE YOU'RE WORKING?

Take action immediately. Natural gas has a rotten egg odor that alerts you to a leak. If you smell an odor of gas: Leave the area immediately. Don't turn lights or electronics off or on, or operate any other switches. Call 911 and 1-800-344-4077 from a safe location. If our crews are working in the area, you also may contact the on-site project supervisor after you have called 1-800-344-4077.

HOW LONG WILL MY GAS BE TURNED OFF?

Your gas service will be temporarily turned off when we come to work on your meter. If your meter is already outside, your gas service will still be turned off when we connect your service line to the gas main line. This outage will be brief, usually between 2–4 hours. Once we're done, we will need to get back inside your home or business so we can perform a safety check of your natural gas appliances and inside gas lines, turn on your gas and relight your appliances. **Note:** Someone 18 years or older must be at your home or business and pets must be secured when we're there to work on your meter and turn your gas back on.

WILL YOU BLOCK MY STREET OR DRIVEWAY?

We may temporarily block access to an entire street, lane or even a driveway. If you need access to your driveway, let our crews know. When it is safe to do so, they will accommodate your request. Most of our digging will be in the grassy part of the public right-of-way and yards but often our equipment is in the street while we are working. We will work with neighborhoods to minimize road closures and blockages, but please be alert and use caution around our work zones.

HOW DO I KNOW THINGS WILL BE RESTORED TO THEIR EXISTING CONDITION?

At the start of the project, we document your property's current state. We may even capture photos or video footage.

I'M NOT A COLUMBIA GAS CUSTOMER, WILL MY HOME OR BUSINESS BE AFFECTED?

If you are receiving this communication, your home or business may be impacted by construction activity in your area.

HOW CAN I ADD ADDITIONAL NATURAL GAS APPLIANCES?

If you're interested in adding new gas appliances, please let us know. We'll share any rebates or incentive programs available for adding or upgrading your natural gas equipment.

Note: If you have received this information and you are not the current property owner, please forward this information to the landlord or property owner immediately.

OUR CLEAN-UP PROCESS

When we are nearing the end of our gas line replacement process, we will put things back in order. It is our responsibility to repair or replace any portion of streets, sidewalks, driveways, yards, etc. disrupted by our work.

What's Next:

1 Temporary Patching

Our goal is to ensure the construction area is safe and accessible until permanent repairs can be made. Throughout the project, we may put a temporary patch on your streets and sidewalks.

2 Permanent Paving and Concrete

Once the project is complete, we will begin the permanent replacement or repair on your streets and sidewalks. We will work with your community to repair with similar surfaces. For example, concrete will be replaced with concrete and asphalt will be replaced with asphalt, according to community codes. This work usually takes place three to four weeks after the replacement work is done, but the schedule may be impacted by weather conditions and other factors.

3 Lawn Repair

This will include filling in holes with dirt, leveling the area, laying down topsoil, reseeding the grass and replacing plants and flower beds. Please make sure to water and mow your grass to encourage desired results.

We appreciate your patience. This clean-up process will take us several weeks to complete once the gas line replacement work is done. You may see us surveying the area with GPS technology after the project is complete.

For more information, visit
ColumbiaGasOhio.com/projects

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