

March 14, 2011

Pipeline

to a Safe, Reliable Tomorrow

Columbia Gas of Ohio to Improve the Gas Pipeline System in the S. Drexel Avenue & Denver Avenue, Bexley Area; A \$3.5 Million Investment in Your Community

As your natural gas distribution company, our top priority is the safe and reliable delivery of natural gas service to your home or business.

We constantly study our gas pipeline system to be sure it meets our service expectations—in neighborhoods both old and new. As part of our ongoing commitment to ensure the safest, most reliable delivery of natural gas to all of our valued customers, **we will be replacing portions of our pipeline system** in communities across Ohio. **Your neighborhood is one that will benefit** from an updated delivery system.

Public Meeting

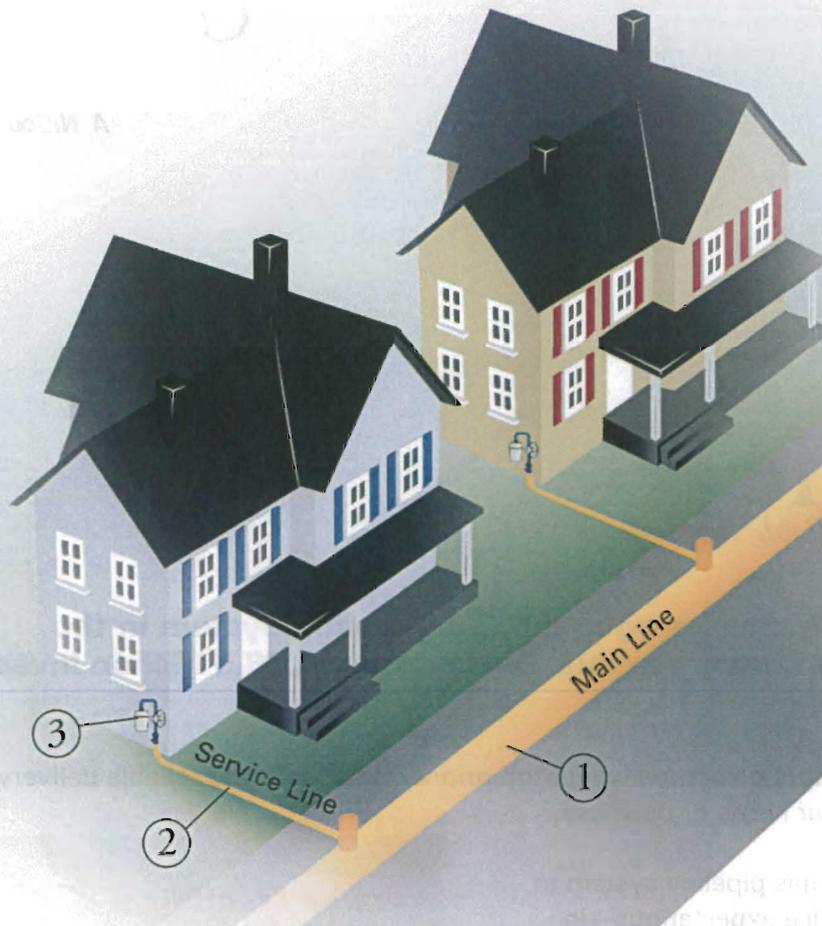
A public meeting to discuss the project will be held from 7–8:30 p.m. on March 29, 2011 at the Bexley City Council Chambers, 2242 E. Main Street, Bexley, Ohio 43209.

The pipelines that bring natural gas into your home or business are often steel pipe. Just like other important parts of the infrastructure in our communities, such as highways and bridges, age and condition can impact their safety and reliability. While your current system has performed well, it is now time to replace the pipelines, usually with much longer lasting, specially-designed, plastic pipe.

A graphic of the gas pipeline system and connection to your home or business is on the other side of this letter. You will receive information at your home or business during construction regarding any work to be done at your address.

We know you will have many questions, and we intend to answer all of them. Enclosed with this letter is a list of frequently asked questions and a map of the project area. In addition, a Columbia Gas representative will be on site throughout the project to answer your questions.

– SEE OTHER SIDE FOR DETAILS –



The graphic above shows a typical gas pipeline system in a neighborhood. The main line carries natural gas under the street or alley. A connection at each house or business allows gas to flow into the service line and into the building.

As the project is completed in your neighborhood, the following steps will occur:

- 1. REPLACE the main line.** This pipe usually runs underneath your street or alley.
- 2. REPLACE the service line.** This pipe runs from the main line to the meter that serves your home or business.
- 3. RELOCATE any indoor gas meters** to the outside of the home or business.
(If the meter already is outside your home or business, this step will not be necessary. Relocating your meter means you no longer will need to have someone present when the meter is read.)

We realize a project of this size may cause some inconveniences, and we apologize for this disruption. When your newly installed natural gas delivery system is complete it will continue to provide years of safe, reliable service to your home or business. Please be assured that Columbia Gas will restore any landscaping or disruptions to property that occur as a result of the work, as weather permits. **We appreciate your patience and understanding.**

This information is also available at **ColumbiaGasOhio.com**.

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Columbia Gas[®]
of Ohio

A NiSource Company

S. Drexel Avenue & Denver Avenue, Bexley Gas Pipeline Replacement Project

Frequently Asked Questions

Columbia Gas will be replacing the natural gas pipeline system in your neighborhood beginning in March 2011. This important project includes upgrading your natural gas system with new pipelines that will provide safe and reliable service to you for many years to come.

To provide you with the new pipeline system, Columbia Gas will need to conduct the following work:

- **REPLACE the main line.** This pipe usually runs underneath your street or alley.
- **REPLACE the service line.** This pipe runs from the main line to the meter that serves your home or business.
- **RELOCATE any indoor gas meters** to the outside of the home or business if not already outside.

We realize that a project of this scope often raises a lot of questions, and we're committed to answering all of them. Below are answers to questions that we know you will have. We also are including ways for you to get up-to-date information about the project in person and on the phone.

When will this project start?

This project is expected to begin in March. We will notify you before the work directly impacting you begins, and a Columbia Gas representative will be available on site to provide you with updates throughout the construction process.

How long will it take?

We anticipate that work on your property will be completed in one day, however, the entire project is scheduled to be completed in September as we will be replacing more than 30,700 feet of pipe in your neighborhood. Approximately 660 customers will be impacted. There may be some temporary disruptions in traffic, but no closures are anticipated.

Will I have to pay for this replacement?

The cost of building, maintaining and replacing the pipeline system is shared by all customers and is part of the monthly bill you pay. You won't have to pay specifically for this improvement to your neighborhood. This project will cost approximately \$3.5 million.

Why do you need to move my meter?

An outdoor meter eliminates the need for us to enter your home to read your meter. It also eliminates the risk of shut-off due to access issues. This is a convenience to our customers.

Will you need to dig in my yard—and if so, who's going to fix it?

Because all natural gas pipelines are buried, some digging will be necessary. We pledge to do as little digging as possible. Please be assured that Columbia Gas will restore any landscaping or disruptions to property that occur as a result of the work as soon as weather permits. Initial restoration, such as leveling of surfaces, will be completed as the project progresses.

How can I get answers to my specific questions?

You can ask the Columbia Gas representative who will be in your neighborhood, call our customer service center at 800-344-4077, or visit us online at ColumbiaGasOhio.com to access this list of questions and answers and to view a video, "Replacing Your Pipeline."

—OVER FOR MORE DETAILS—

S. Drexel Avenue & Denver Avenue, Bexley Gas Pipeline System Replacement Project

Below is a map of the area where we will be working.

We know you will have many questions, and we intend to answer all of them. A Columbia Gas representative will be on site throughout the project to answer your questions or you can call 800-344-4077.



Work will be done on these streets

Ardmore Road
Cassady Avenue
Cassingham Road
Remington Road
Stanwood Road
Roosevelt Avenue
Merkle Road
Gould Road
Denver Avenue
Broad Street
Stanbery Avenue
Drexel Avenue
Bryden Road
Bexley Park Road
Brentwood Road
Columbia Avenue
Main Street
College Avenue
College Place
Parkview Avenue

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