Columbia Gas of Ohio
A NiSource Company

NATURAL GAS LINE
REPLACEMENT

August 22, 2016

We're replacing the natural gas system in your neighborhood

WHAT DO WE DO?

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 of any sprinkler systems or invisible fences.
2. **REPLACE the main line.** This pipe usually runs underneath your street or alley.
3. **REPLACE the service line.** This pipe runs from the main line to the meter that serves your home or business.
4. **RELOCATE any indoor gas meters** to the outside of the home or business. For more detailed information, please see the Frequently Asked Questions on page 3.
5. **RESTORE your property** to the same or better condition, including sidewalks, lawns and driveways. It may be several days or even weeks between some of these steps. For more detailed information, please see page 4.

WHEN

Columbia Gas of Ohio plans to begin this work in your neighborhood in August. Though a lot of factors impact construction, including weather and special events, our goal is to complete the project by the end of 2016.

CUSTOMER INFORMATION MEETING

The customer information meeting is your best chance to ask questions and learn more about the natural gas line replacement coming to your home and neighborhood. **Join us Tuesday, August 30, 2016 at 6 pm at Bexley City Hall, 2442 East Main Street in Bexley, to meet with representatives from Columbia Gas of Ohio.**

MORE INFORMATION

- **Map** of the project area on reverse
- **Frequently Asked Questions,** page 3
- Visit **www.ColumbiaGasOhio.com/Replacement**
- Contact Shane Cartmill with Columbia Gas of Ohio at **614.907.0017**

PLEASE 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.*

– SEE ADDITIONAL PAGES FOR DETAILS –

811
Know what's **below.**
Call before you dig.

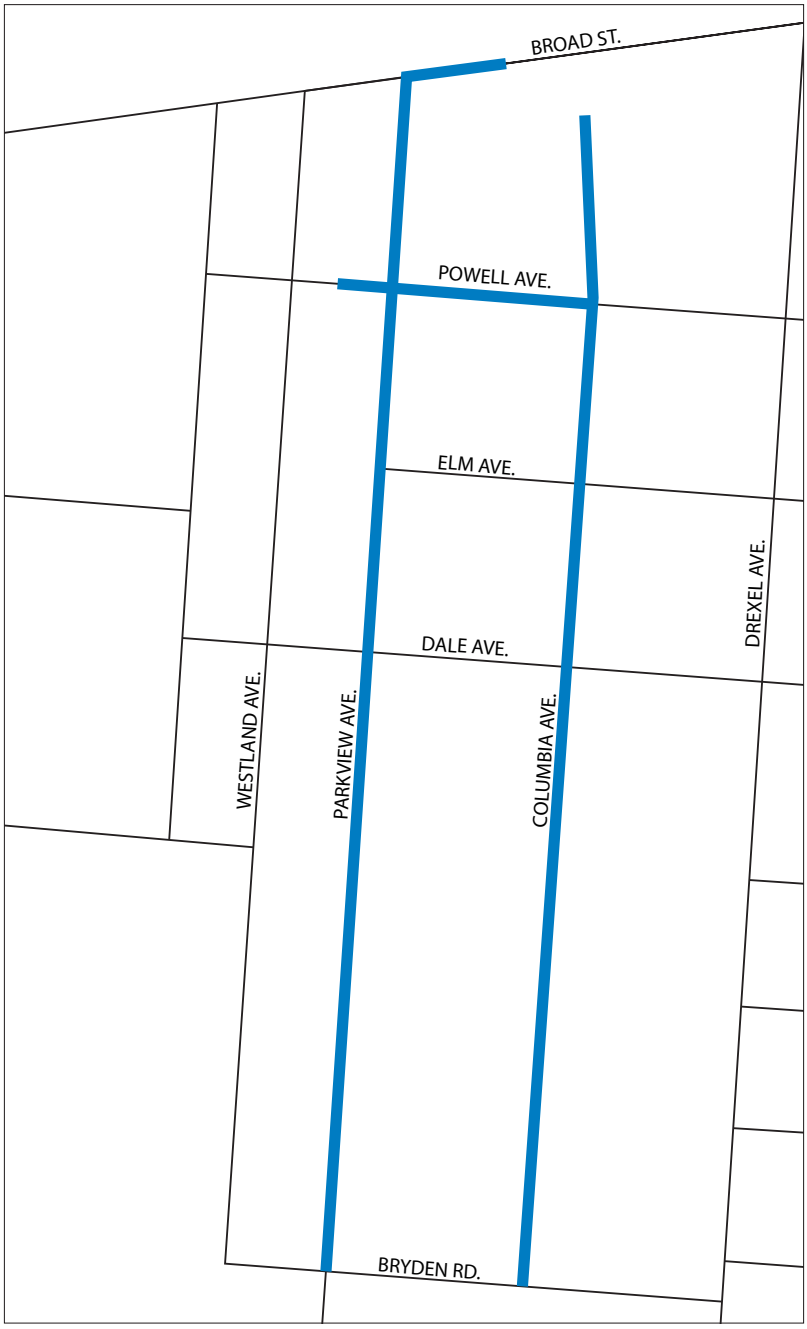
Planning a home improvement job? Planting a tree? Installing a fence or deck? **WAIT!** Here's what you need to know first. By law, everyone must contact the Ohio Utilities Protection Service by dialing 811 at least 48 hours but no more than 10 working days before any digging project. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Columbia Gas of Ohio
A NiSource Company

NATURAL GAS LINE
REPLACEMENT

Columbia Avenue & Bryden Road, Bexley

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



View an interactive map at **www.ColumbiaGasOhio.com/Replacement**

Columbia Gas of Ohio
A NiSource Company

NATURAL GAS LINE
REPLACEMENT

Frequently Asked Questions

Why is Columbia Gas of Ohio replacing the natural gas lines in my neighborhood?

Columbia Gas of Ohio is committed to ensuring safe and reliable natural gas delivery at your home or business. Just like other important parts of the infrastructure in our communities, such as highways and bridges, age and condition can impact safety and reliability. While the current system has performed well, it is now time to replace the aging cast iron and bare steel pipes with specially-designed, long lasting pipes that will serve our customers for many years to come.

What can I expect?

You will first notice Columbia representatives conducting preliminary work in your neighborhood to ensure pipeline is installed in the least invasive way possible. This process includes recording the sewer system, locating and marking various underground facilities such as water and cable, and surveying work to verify property lines. We will also record the entire construction path to document the condition of sidewalks, driveways, curbs, etc. to ensure any needed repairs will be made accurately. Many factors, including weather and your town's special events, can impact the construction schedule for this project. Our goal is to complete this project in a timely manner and minimize your inconvenience.

Columbia employees and contractors

All Columbia employees and contractors carry identification cards with their name, photograph and identification number, like the ones below. Columbia's associates will be happy to show ID for verification purposes.

Why do you need to move my meter?

If the meter already is outside of your home or business, this step may not be necessary. Relocating your meter eliminates the risk of shut-off due to access issues, and provides first responders with easy access to your meter in an emergency. This is a safety enhancement and a convenience to our customers.

How will I be notified about my service line installation?

After the main line is installed, a Columbia representative will contact you directly at your residence to coordinate service line installation and meter relocation. If you are not home at that time, a door tag will be left with contact information for a local Columbia representative.

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 already part of the monthly bill you pay. You won't have to pay specifically for this improvement to your neighborhood.

Will you need to dig up my yard, sidewalk or driveway—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. For more detailed information, please see page 4.

How can I get answers to my specific questions?

The best way to get answers to specific questions is to speak to Columbia's construction coordinator located in the project area once construction begins. We also invite you to visit our website at **www.ColumbiaGasOhio.com/Replacement** to learn more about the project and see videos describing the construction process. You may also contact Shane Cartmill with Columbia Gas of Ohio at **614.907.0017**.

PLEASE 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.*

Restoration Process

Columbia is committed to restoring any landscaping or disruptions to property that occur as result of our work.

TEMPORARY PATCHING

Our goal is to ensure the construction area is maintained in a safe manner until permanent repairs can be made. After we complete the installation of your new natural gas delivery system at your home or business, we may put a temporary patch in place on your streets and sidewalks. This work is completed in one day.

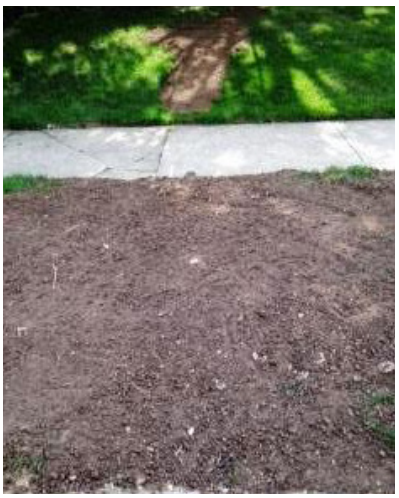
Right: These photos show examples of temporary patching on a sidewalk. We plan to permanently repair or replace this patch within three to four weeks. However, weather conditions and other factors may impact this schedule. For questions, please contact your Columbia Gas of Ohio construction representative in the project area.

PERMANENT PAVING AND CONCRETE

About three to four weeks after your service installation, our contractor crews will begin the permanent replacement or repair on your streets and sidewalks. This restoration may include concrete or asphalt.

Right: These photos show permanent restoration on streets and sidewalks.

LAWN RESTORATION

Once permanent asphalt and concrete are in place and settled, the construction crew will begin restoration of grass, plants and flower beds. This will include filling holes with dirt and reseeding the grass on the street or project area.

Right: These two photos show fill dirt around the completed hard surface concrete sidewalk, as well as the grass reseeding and straw that follows.