



*A NiSource Company*

## NATURAL GAS LINE REPLACEMENT

### We're replacing the natural gas system in your neighborhood

April 26, 2023

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.

Our work mainly affects customers along portions of Oregon Trail, Conner Road, Willow Avenue, Bockstoce Avenue, and James Street. The work is expected to begin soon between 7 a.m. to 7 p.m. Monday through Friday with Saturday and night work possible. Motorists can expect road closures and lane restrictions during working hours only.

During this time, you may see our contractors or employees performing work and inspections on your street, public rights-of-ways and customers' properties and meters. You may also notice survey flags or stakes near your property. The purpose of these flags is to locate underground facilities before the project begins. 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.

#### 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.

Our employees and contractors also are following the most current Centers of Disease Control and Prevention COVID-19 guidelines to keep you, our employees, and your neighborhood safe.

#### 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.

**Please contact us if you have questions, concerns or in need of any ADA accommodations for the duration of this project. Our teams are happy to address any questions or concerns you have about the work in your neighborhood.**

Also, please be sure to update your contact information online at [www.ColumbiaGasPA.com](http://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,

Carla Parkes  
Columbia Gas Public Affairs  
[cparkes@nisource.com](mailto:cparkes@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.**