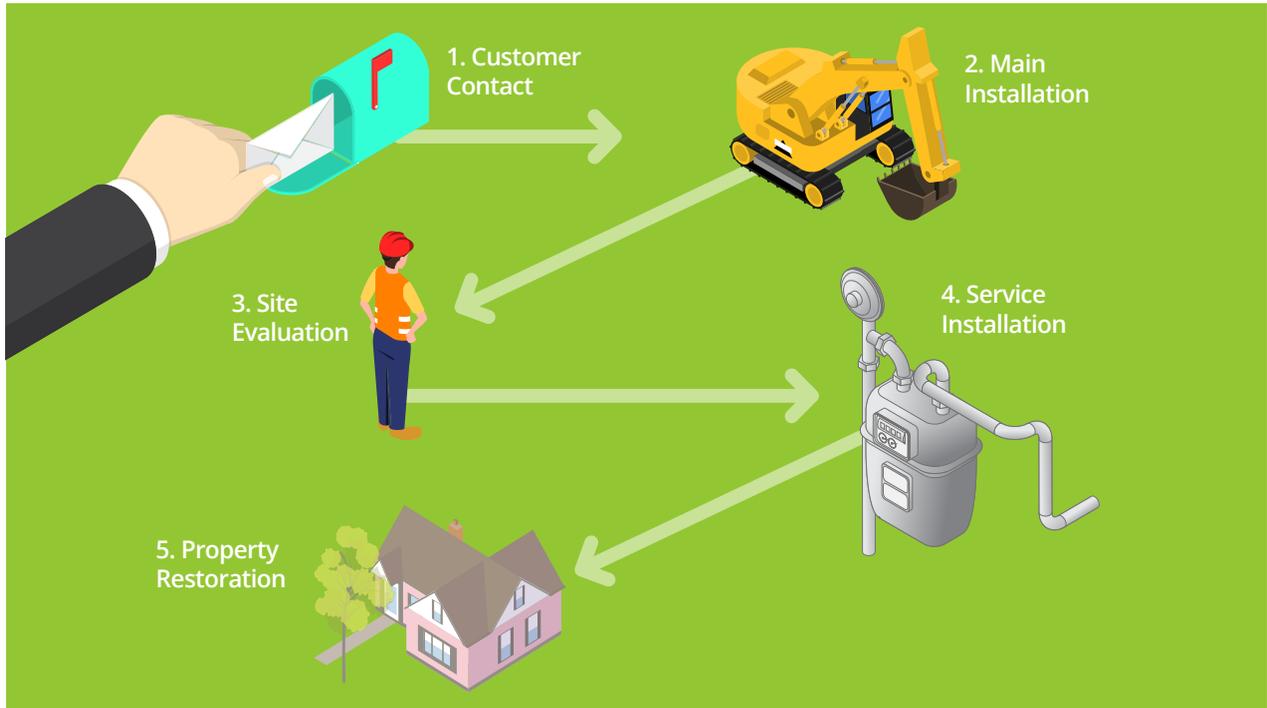


Natural Gas Renewal Projects, Step by Step



1. Customer Contact. Approximately 30 days prior to the natural gas main line installation, a notice will be mailed via U.S. Postal service to inform you that your home is part of the Gas Renewal Program.

2. Main Installation. In most cases, the main pipeline currently runs underneath your street or alley, but the new main line will likely be placed under the sidewalk or in the lawn area next to the street. Depending on the location of other utilities underground, we may choose to install the new main by directional boring or by trenching.

3. Site Evaluation. A crew member will contact you in person to evaluate the site of your existing meter and mark the location of the new meter. If you are not home at the time, a door hanger with the crew member's name and phone number will be left for you to contact them to schedule a convenient day and time to complete the meter upgrade.

4. Service Installation. We will install a new service line that runs from the main line to the meter at your home or business. We will also remove the inside gas meter, upgrade it to an advanced meter, install the new device at an outside location and connect it for service. The exterior meter install location is generally close to the meter location that was inside the house. Our crews will work with you to determine the new meter location. Customers who require extensive modifications will pay a fee to cover the additional work and material. If your meter is already outside, this step may not be necessary; however, we may need to upgrade the existing outside meter.

5. Property Restoration. Once the main and meter work is completed, we will restore affected sidewalks, lawns and driveways. Please note that it may be several days or even weeks between some of these steps, due to weather and availability constraints of concrete and lawn restoration material. In some cases a temporary patch will be utilized until permanent concrete repairs are complete. Temporary patch is not exclusive to concrete. We may need to perform temporary soft surface until lawn restoration material is available.