PARDON OUR MESS



WE ARE RELOCATING OR REPLACING THE NATURAL GAS LINES IN YOUR NEIGHBORHOOD

MOORELAND DRIVE AREA
Lexington, KY

We are relocating or replacing the natural gas lines in your area. This short-term project will lead to long-term benefits for you, including:

- 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.

This project will take some time to complete. We utilize directional boring whenever possible to minimize disruption, but please be aware that some excavation will be necessary. Traffic patterns in the area may also be temporarily impacted throughout the project. Watch for detour signage and/or flaggers in these instances.

Safety is at the forefront of everything we do at Columbia Gas of Kentucky. Our employees and contractors carry identification and will be happy to show those credentials upon request. Our work zones will be clearly marked. Please drive slowly through work zones and follow flagger instructions to avoid injury to you and those working in the area.

For more information, call our Pipeline Replacement Hotline: 1-800-562-8970, option 3 or send email to esmith1@nisource.com

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 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/or service line that connect your home to our gas system.

3. **We may move the gas meter.** 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. At this time, we may relocate the gas meter – 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. After a successful inspection, we will relight your appliances.

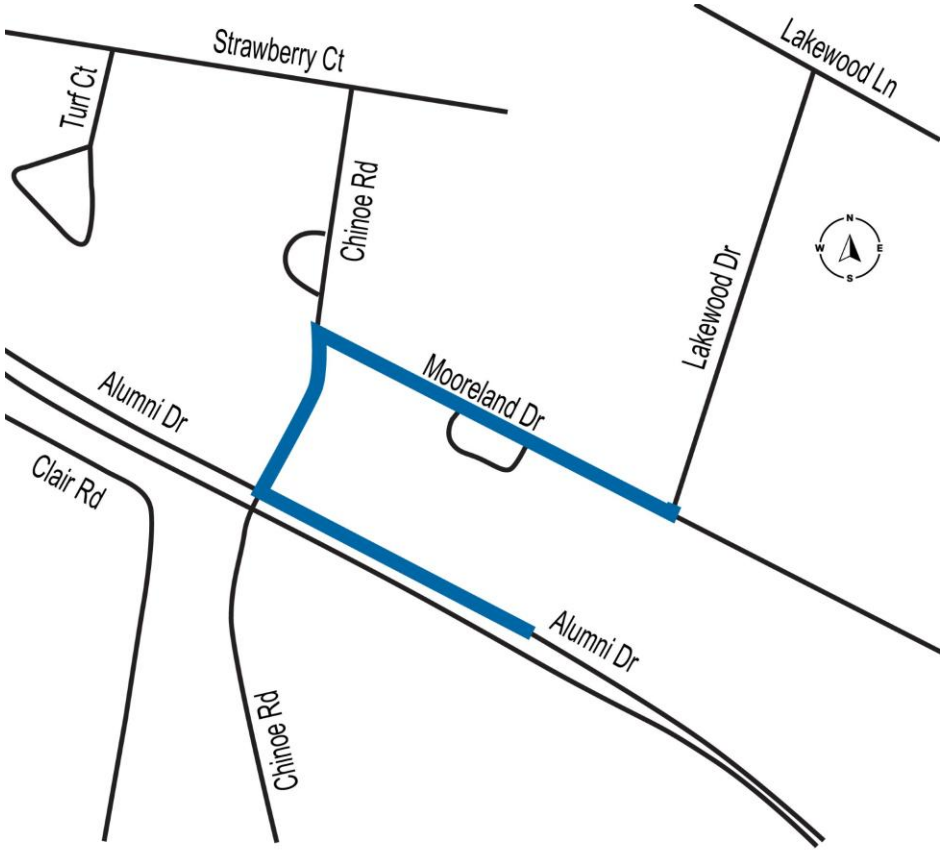
5. **Clean up.** We will repair or replace anything disturbed by our work.** Our goal is to restore everything as close to its original condition as possible.

*There may be days, weeks or months between some of these steps.
**The restoration process may vary in some communities due to local ordinances.

For more information, visit **ColumbiaGasKY.com/Projects**

Columbia Gas®
A NiSource Company

REPLACEMENT PROJECT IN YOUR NEIGHBORHOOD



OUR TEAM IN YOUR NEIGHBORHOOD

You will see us working with our contractor, **Team Fishel**. All our employees and contractors can be identified by marked vehicles and carry photo identification.

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 the Pipeline Replacement Hotline at 1-800-562-8970, option 3.**
- **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 social media 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.

For more information, visit
ColumbiaGasKY.com/Projects

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FREQUENTLY ASKED QUESTIONS



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

We're committed to ensuring 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 and 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 a part of the monthly bill you pay.

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. It's also more convenient. 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.

HOW WILL THIS PROJECT IMPACT MY HISTORIC NEIGHBORHOOD?

We'll coordinate with the local historic preservation officials to ensure that our work complies with local guidelines and permitting requirements.

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FREQUENTLY ASKED QUESTIONS

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 **1-800-432-9515** 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 **1-800-432-9515**.

WHEN AND 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 may still be turned off when we connect your service line to the gas main line. This outage will be brief, usually between 4-8 hours. Once we're done, we will need to get back inside your home or business so we can preform 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 GET NATURAL GAS OR ADD ADDITIONAL APPLIANCES?

Visit our website and complete the Natural Gas Availability Form or give us a call at **1-800-440-6111**. We'll share any rebates or incentive programs available for adding or upgrading 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 street, sidewalks, driveways, yards, etc. disrupted by our work.

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, our contractor 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

Once the permanent asphalt and concrete are in place and settled, lawn repair will begin. 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.

For more information, visit
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