

PUBLIC OFFICIALS NEWSLETTER

2026
2ND EDITION

Leakage Surveys in Progress: Know Who's Working in Your Neighborhood

As part of our ongoing commitment to safety and reliability, Columbia Gas conducts routine natural gas leakage surveys throughout our service territory on a rotating basis. These inspections are federally required and performed at least once every three years to help ensure the continued safe operation of the natural gas system.

During these surveys, technicians may walk along public rights-of-way and customer properties to trace service lines and inspect gas facilities. Customers are encouraged to always ask for identification before interacting with anyone claiming to represent the company, as all Columbia Gas employees and contractors carry official identification badges and can readily provide them upon request.



How to Spot an Imposter

Columbia Gas is aware that scams exist where our customers could be contacted by imposters.

What should you do?

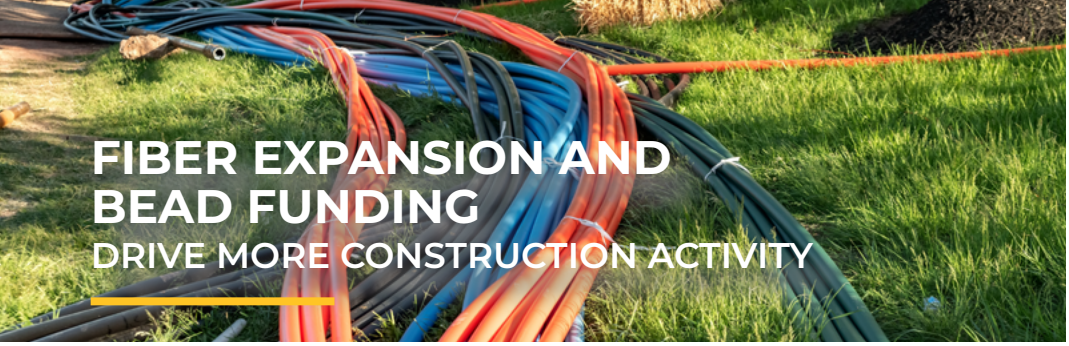


ASK FOR ID
Our employees and contractors wear their IDs visibly



LOOK FOR THE LOGO
Our employees will often wear white hard hats and yellow reflective vests with the Columbia Gas logo and drive vehicles with the Columbia Gas logo displayed on both the driver and passenger doors

CALL US
If you are not sure about a phone call, email, program, offer or person claiming to be affiliated with us, please call our customer care team at **1-888-460-4332**



FIBER EXPANSION AND BEAD FUNDING

DRIVE MORE CONSTRUCTION ACTIVITY

As broadband expansion continues and BEAD (Broadband Equity, Access, and Deployment) funding begins supporting projects across the region, communities can expect to see increased fiber installation activity, including directional boring and other excavation work.

Columbia Gas is committed to helping these projects move forward safely and efficiently. In many cases, we do not learn about a project until locate tickets are submitted and construction is about to begin. If you are aware of upcoming fiber or broadband projects in your community, please contact your Columbia Gas representative as early as possible. Early coordination allows us to engage with project teams, identify potential conflicts, and work proactively with contractors to help make the process as safe and seamless as possible for everyone involved.

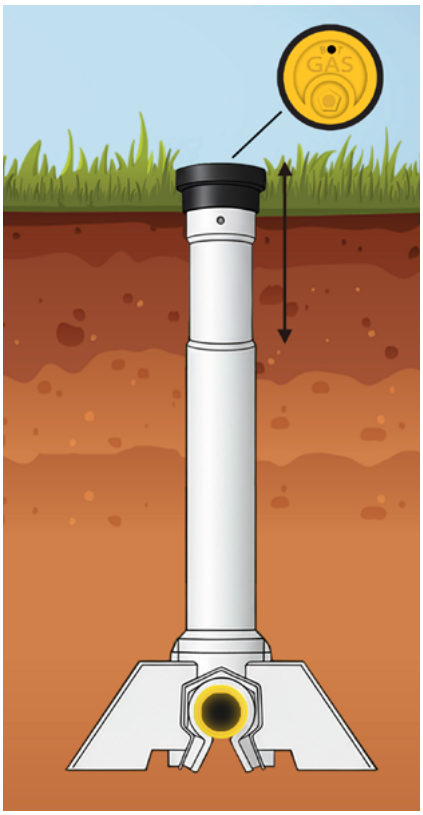
KNOW YOUR HOMES AND COMMUNITY EASEMENTS AND ENCROACHMENTS

Columbia Gas is committed to delivering energy safely with community support. We rely on employees and neighbors working together to keep pipelines safe and maintained. Please help us by spreading the word about pipeline rights-of-ways, easements and encroachments for quick access.

A pipeline right-of-way is a strip of land next to a pipeline. To keep it safe and maintain it, rights-of-way must be obstacle-free so Columbia Gas can protect, operate, patrol, inspect, maintain, and repair pipelines. It's important to inform communities and remind property owners not to build structures, store items, or plant trees or shrubs along the right-of-way. Before digging or building, contact 811 to ensure underground utilities are marked, rights-of-way are identified and safety is maintained.

An easement is a right-of-way agreement between Columbia Gas and the property owner, granting us a permanent, limited interest in the land to access, operate, test, inspect, maintain, and protect our pipelines. Rights-of-way usually extend up to 25 feet from the pipeline's center. If Columbia Gas has an easement on your property, it's helpful to know the guidelines for encroachment - being mindful of structures, plants, or debris that extend onto, over, or across the easement.





CURB BOX SAFETY

A curb box is identified by a yellow, circular metal plate near the curb or sidewalk. It provides quick access to shut off natural gas in an emergency. Damaging, removing, or burying a curb box can create serious safety risks and delay emergency response.

- Never remove or cover a curb box during your work.
- Curb boxes are telescopic—you can raise or lower them for paving or landscaping projects.
- Curb valves should ONLY be operated by Columbia Gas.
- Always contact 811 before you dig and call Columbia Gas at 888-460-4332.

For more information about easements and encroachments, or curb box assistance, call Columbia Gas at 1-888-460-4332.

Columbia Gas®
A NiSource Company