

SUBJECT: Pipeline Upgrade Work to Begin Soon

Dear Customer:

Peoples will begin work on natural gas pipeline upgrades in your area in the next couple weeks. You are receiving this letter because you are an existing customer near the project. Peoples is committed to maintaining safe infrastructure and our work this year will yield a permanent improvement.

In accordance with the PA One Call law, prior to the start of work you will see markings of the location of underground utilities. In some cases, we may post No Parking signs. Please observe the dates and times on those signs. During this work, we will be digging in streets, sidewalks, and lawns to upgrade our buried gas lines. We will restore any affected surfaces and will use temporary backfill materials until the permanent restoration is completed. Permanent restoration will be scheduled and take place as weather permits. Please use the utmost care around any area with temporary backfill until permanent restoration is completed.

If you are an existing customer who is served from the pipeline being replaced the following applies:

Once the new gas pipelines are in place, Peoples will pressure test your gas service line prior to connecting it to our new mainline. This test is designed to ensure that your service line is safe and not leaking. Your gas service will be temporarily interrupted during this test. Interior access may be required by a Peoples representative if your meter is located inside the home. Upon satisfactorily completing these tests and safety checks, Peoples will restore your gas service and relight your appliances.

If you are not home when gas service is to be restored, we will leave a door hanger asking you to call us. We will come back to turn on your gas and relight your appliances. It is important for your safety that you do not try to do this yourself. Please wait for a Peoples representative to do it for you. There will be no charge to you for this service.

If your service line fails these tests or our safety checks, Peoples will schedule and complete the replacement of your service line at no charge to you. This is only available for gas service lines that are interrupted due to our mainline work.

Thank you for your patience as we make these pipeline upgrades to your home and your community. Learn more about our pipeline upgrade schedule and what you can expect at **Peoples- Gas.com/streetwork**. If you have any questions, please contact Peoples at 1-800-764-0111. Representatives are available to answer your call Monday through Friday between 7:00 a.m. - 5:00 p.m.

Sincerely,

Peoples
Customer Service Center
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