

«CURRENT_DATE»

«MAIL_LABEL_LINE_1» OR OCCUPANT
«MAIL_LABEL_LINE_2»
«MAIL_LABEL_LINE_3»
«MAIL_LABEL_LINE_4»
«MAIL_LABEL_LINE_5»
«MAIL_LABEL_LINE_6»

ACCOUNT NO.:
«ACCOUNT_NUM»
SERVICE ADDRESS:
«ADDR_SERVICE_STREET»
«ADDR_SERVICE_CITYSTATE»

Subject: Natural Gas Pipeline Replacement Planned - Commercial

«FULL_COMPANY_NAME» plans to replace one or more gas pipelines in your neighborhood. Work is scheduled to begin within the month, pending permit approval.

We will perform the pipeline work in the public right of way, which includes the tree lawn area, or a «FULL_COMPANY_NAME»-owned easement. This may require removal of obstructions located in the right of way.

Our on-site company representative will attempt to meet personally with business personnel who work at the service address. We do so because we may need to interrupt gas service for a short time during construction and want to minimize any inconvenience.

We also may need to perform additional work at your business, including:

- Inspecting and testing any interior service lines
- Verifying the reading on an inside meter
- Replacing the service line, which delivers natural gas from our mainline to the gas meter
- Relocating the curb box valve using the least invasive method possible if the existing service line or curb box valve has been hindered by tree roots.
- Changing the gas meter

If service is interrupted, we will relight your appliances once our work is complete. We must have safe and easy access to the gas meter and gas appliances. If a problem is discovered with a gas appliance or any of the house lines, which run from the gas meter to the natural gas appliances, it is the responsibility of the property owner to have the repairs made by a qualified plumber or contractor.

If an adult 18 years of age or older is not present to provide inside access when the work is complete, we will leave a notice on your door asking you to call us. If you need to call us after 7 p.m. on a weekday or anytime on the weekend, please ignore our "closed" message and remain on the line so that our dispatch center can schedule an appointment to restore your gas service. Once scheduled, we will come back to turn on your gas and relight your appliances. **For safety reasons, it is important that «FULL_COMPANY_NAME» representatives perform this work.** We cannot be responsible for potential damage to persons or property caused by anyone other than Dominion personnel restoring gas service. Please wait for our representative to do it.

Once the work is complete, property restoration will begin as soon as weather permits. There must be a favorable **extended** weather forecast so that the restoration work can be successful, particularly following winter construction projects. (On average, this does not occur until sometime after April 1. Continuous heavy spring rains can delay the work even longer.) Typical yard restoration is limited to grading and seeding. If sidewalk or driveway sections are damaged or removed during construction, we will replace them according to city specifications and standards. **It is the responsibility of the resident, once restoration is completed, to water the area daily to bring about optimal growth.**

Safety is «FULL_COMPANY_NAME»'s highest priority. Be assured we will take every possible step to ensure the security of the area, your property, yourself and your family, and our employees. Any employee or contractor that will need to access inside gas equipment will carry a Company photo ID.

Our intent is to cause the least amount of inconvenience to you during construction. There will be informational signs posted. General information about pipeline replacement efforts is available on our Web site at www.dom.com, keyword: **Pipeline Replacement**, and by phone at 1-800-544-5768. If you have specific questions, you are always free to ask our employees or contractors in the area. You may also call our Pipeline Replacement Center at the phone number above Monday through Friday, from 7 a.m. to 7 p.m. or send an e-mail to OhioConstructionSupport@dominionenergy.com.

Thank you for your patience and understanding as we work to improve our lines to provide you the safest and most reliable gas service possible.

«FULL_COMPANY_NAME»