

FREQUENTLY ASKED QUESTIONS

- 1. Is the existing mainline safe?**

Yes, the existing mainline is safe. These enhancements are being conducted to meet all U.S. Department of Transportation's 192 Pipeline Integrity Regulations and requirements as part of a long-range upgrade program.
- 2. When will the work start and how long will it take?**

«FULL_COMPANY_NAME» will schedule Pipeline Infrastructure Replacement program work in various neighborhoods throughout our service territory. We will notify you in advance of when we anticipate preliminary work to start on your property. Preliminary work may consist of surveying and staking the pipeline route and any other activity as required by the project. This letter serves as your notification for construction. Every attempt will be made to coordinate the work affecting your business, either through personal visit or a phone call.
- 3. Will there be an interruption in gas service?**

If we are working on your gas line, we will need to turn off your service for a short period of time. Once work is complete, we will test your gas lines, restore service and relight your appliances if there is an adult 18 years of age or older present. If there is not an adult present, we will leave a door tag asking you to call us to have your service restored when an adult is present. We must have access to the gas meter and all gas appliances.
- 4. Do I need to be present during construction?**

No, you do not need to be home when we are working on your street. However, if there is active gas service at the location and it is interrupted due to construction, an adult 18 years of age or older will need to give us inside access to the business so that we can restore service and relight the appliances. We may also need access if we need to perform additional work, such as an interior service line inspection, meter change or installing automated meter reading equipment.
- 5. Will you need access to the gas meter?**

We may need access to the gas meter and a three-foot area cleared around the meter in order to do our work. If an on-site inspector schedules an appointment with you, please take whatever steps are necessary to remove any obstructions so that we can reach the meter.
- 6. Will you maintain sidewalk, driveway and traffic access?**

Yes. Our goal is to maintain sidewalk, driveway access and an open lane of traffic at all times, including evening and weekends. There may be brief periods of time when sidewalk or street access is blocked due to actual construction. At your request, equipment can be moved in a timely manner.
- 7. Will parking be allowed?**

Temporary parking restrictions may be necessary in some areas and signs will be posted where parking is banned. Public safety and traffic flow are top concerns.
- 8. Will you need to dig on my property - and if so, who's going to fix it?**

Because natural gas pipelines are buried, some digging will be necessary in the public right of way, which includes the tree lawn area. If your service line, which is an underground pipe that runs from the street to the gas meter, needs to be replaced, we may need to dig on your property near the meter. Before we would do any work on private property, we would personally contact you or the landowner. Once work is complete, the restoration of yards, sidewalks and pavement will be done as quickly as possible. Typical yard restoration is limited to grading and seeding.
- 9. What about trees?**

«FULL_COMPANY_NAME» will do whatever it can to employ construction techniques that are intended to protect trees and not disturb their health during the project. If damage does occur, «FULL_COMPANY_NAME» will remove the tree professionally to maintain a safe environment for residents and the general public. For the integrity of the new piping, trees cannot be replaced. Any sidewalk that is damaged or removed during construction will be replaced according to city specification and standards.
- 10. What safety standards will be enforced on this project?**

All «FULL_COMPANY_NAME» Standard Safety and Operating Procedures along with all laws, regulations and ordinances that apply will be enforced on this project.

11. Will the location of the underground utility lines be marked prior to the start of construction?

Yes. All «FULL_COMPANY_NAME» underground utilities will be marked prior to the start of construction. We will also contact the Ohio Utilities Protection Service (OUPS) and they will notify other member utilities to mark the location of their underground pipes or wires. Please do not remove the flags and markers from the ground. If you have a pet containment system and/or a sprinkler system, it is your responsibility to mark the location of these systems.

12. Is there any additional cost to me for this work?

Expenses for most pipeline upgrades are covered through an additional rider that is added to your monthly bills as part of the program's cost recovery approved by the Public Utilities Commission of Ohio (PUCO). This rider may increase annually as the program progresses, upon review by the PUCO. Most customers will not experience any other additional costs associated with this work. There are two possible exceptions:

- «FULL_COMPANY_NAME» will cover the cost of necessary repairs or replacements to the service line (the piping that connects the mainline with the gas meter), **unless** the line must be repaired or replaced as a result of damage caused by the property owner, the customer or another party.
- For faulty gas lines running from the meter to the gas equipment, as well as faulty appliances or equipment, it is the responsibility of the property owner to hire a qualified contractor to address the issue(s). For your safety reasons, we will not turn the gas service back on until the issue(s) are corrected. Any faulty gas appliances will be red-tagged and it will be the customer's responsibility to have the appliance repaired.

13. Will you need much space to work?

Large equipment, such as backhoes and shoring equipment will be used during construction and is necessary to replace and install any pipeline. This space allows Dominion the width necessary to lay, maintain and operate the pipelines in a safe construction zone.

14. Should I notify you if I have added any additional appliances that significantly increase my natural gas usage?

Yes, please contact us at 1-888-221-5674 or e-mail us at OhioConstructionSupport@dominionenergy.com if you've added any appliances that significantly increase your natural gas usage.

15. How can I get answers to my specific questions?

You can ask the «FULL_COMPANY_NAME» representative who will be in your neighborhood, call our Pipeline Replacement Center at 1-800-544-5768 or e-mail us at OhioConstructionSupport@dominionenergy.com.