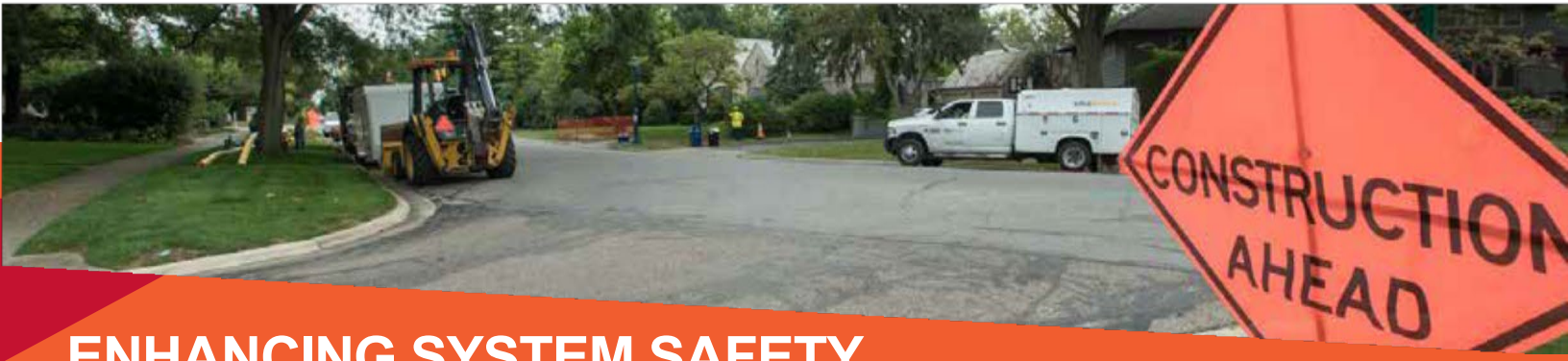


ENHANCING SYSTEM SAFETY

We are upgrading the natural gas lines in your neighborhood.

Clermont & James AMRP

Columbus, Ohio

Columbia Gas and its contractor, NPL Construction, are set to begin a pipeline replacement project in Columbus.

Crews are installing approximately 9,900 feet of new pipe, serving roughly 125 properties, within the area bordered by E Livingston Avenue to the north, Scottwood Road to the south, Kewick Road to the West and Castlewood Avenue to the east.

The project has several long-term benefits, including:

- Enhanced safety features
- Less future maintenance
- Reliability of service
- Pipe lifespan of 100 years
- Increased system support and capacity

Work is slated to begin in January 2026 and last through the first half of the year.

Our project may impact driveways and sidewalks in the short-term, but we promise to put things back in order once complete.

For any residents with special circumstances (disability, limited mobility or specific health concerns), please reach out at your earliest convenience so that we can work together on a specialty plan for install at your property.

GET YOUR QUESTIONS ANSWERED:

- *Email our project contact, Raquel Colon at rcolon@Nisource.com*
- *Call or text our project contact, Raquel Colon, at 419.351.8398*

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 contact Raquel Colon at 419.351.8398 or rcolon@nisource.com to 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 service lines that connect your home to our gas system.

3. **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. We may relocate the meter to an appropriate place outside – 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 outside and inside your home or business. After a successful inspection, we will relight your appliances.

5. **Clean up.** We will repair or replace any portions of sidewalks, driveways, landscaping, etc. disturbed by our work. Our goal is to restore everything as close to its original condition as possible.

Project Contact:

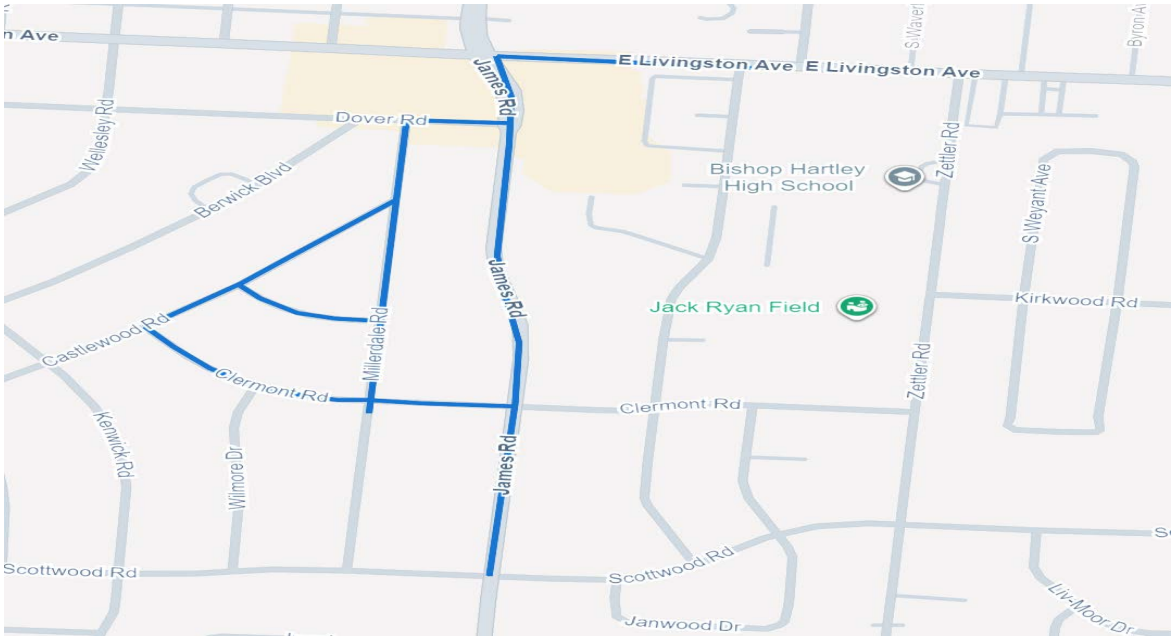
Raquel Colon, Public Affairs Manager
Cell: 419.351.8398
Email: rcolon@Nisource.com

For more information, visit
ColumbiaGasOhio.com/projects

Columbia Gas®

REPLACEMENT PROJECT IN YOUR NEIGHBORHOOD

WHERE WE WILL BE WORKING:



OUR TEAM IN YOUR NEIGHBORHOOD:

You will see us working with our contractor, NPL Construction. All our employees and contractors can be identified by marked vehicles and also carry photo ID.

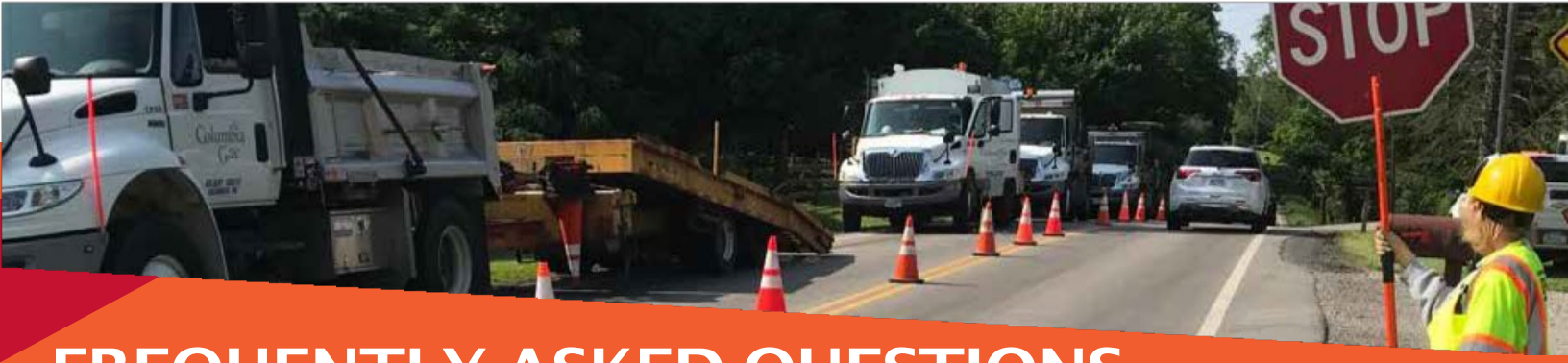
WORK ZONE SAFETY TIPS:

- 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.

FOR MORE INFORMATION:

- Contact our Public Affairs Manager, Raquel Colon, at 419.351.8398 or rcolon@nisource.com to schedule a neighborhood or one- on-one meeting for this project.
- 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 Twitter and Facebook for 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.



FREQUENTLY ASKED QUESTIONS

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

We're committed to providing 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. They 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 part of your monthly bill.

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 as well as other safety advantages. 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.

WHAT DO THE COLORED FLAGS, STAKES, AND PAINT MARKINGS IN THE PROJECT AREA MEAN?

To make sure no other underground utilities are damaged by our work, we will call 811 to have the public utilities marked with flags, stakes and temporary paint.

The different colors represent the types of underground utilities identified.

- WHITE - Proposed Excavation
- PINK - Temporary Survey Markings
- RED – Electric
- YELLOW – Gas, Oil, Steam, & Propane
- ORANGE – Communications
- BLUE – Water
- PURPLE – Reclaimed Water & Irrigation
- GREEN – Sewer

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 1-800-344-4077 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 1-800-344-4077.

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 will still be turned off when we connect your service line to the gas main line. This outage will be brief, usually between 2–4 hours. Once we're done, we will need to get back inside your home or business so we can perform 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 ADD ADDITIONAL NATURAL GAS APPLIANCES?

If you're interested in adding new gas appliances, please let us know. We'll share any rebates or incentive programs available for adding or upgrading your 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 streets, sidewalks, driveways, yards, etc. disrupted by our work.

What's Next:

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, we 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

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. You may see us surveying the area with GPS technology after the project is complete.