



MAKING YOUR LIFE BETTER.

www.peoples-gas.com/streetwork

May 15, 2018

Carl Customer
000 ABC ST
ANYWHERE PA 00000-0000

RE: ACCOUNT NO:
000000000000
SERVICE ADDRESS:
000 ABC ST
ANYWHERE PA 00000-0000

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. Peoples is committed to maintaining safe infrastructure and our work this year will yield a permanent improvement.

In accordance with PA One Call law, prior to the start of work you will see markings of the locations of underground utilities. In some cases, we may post No Parking signs. Please observe the dates and times on those signs. During the course of 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 filled with temporary backfill until permanent restoration is completed.

Once the new gas pipelines are in place, Peoples will pressure test your gas service line prior to connecting it to our new mainline. The test is designed to ensure that your service line is safe and not leaking. Your gas service will be temporarily interrupted during this test. 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 hangar 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.

Thanks 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, contact Peoples at 1-800-764-0111. Representatives are available to answer call Monday through Friday from 7:00 a.m. - 5:00 p.m.

Sincerely,

Peoples
Customer Service Center