



Northern Indiana Public Service Company

ELECTRIC UPGRADE UNDERWAY

We are upgrading the underground electric system in your area.

NORTHWOOD UNDERGROUND ELECTRIC UPGRADE

August - November 2022

This system modernization project will lead to long-term benefits:

- Increased reliability of your service for years to come
- Less future maintenance work in your neighborhood

WHAT WE ARE DOING:

We are committed to modernizing and investing in our electric system to ensure a continued supply of energy to your home and/or business. As part of that commitment, we are replacing and upgrading the underground electric system in your area. The upgrade includes new plastic conduit line, new underground electrical distribution wire and new electric transformers, as needed.

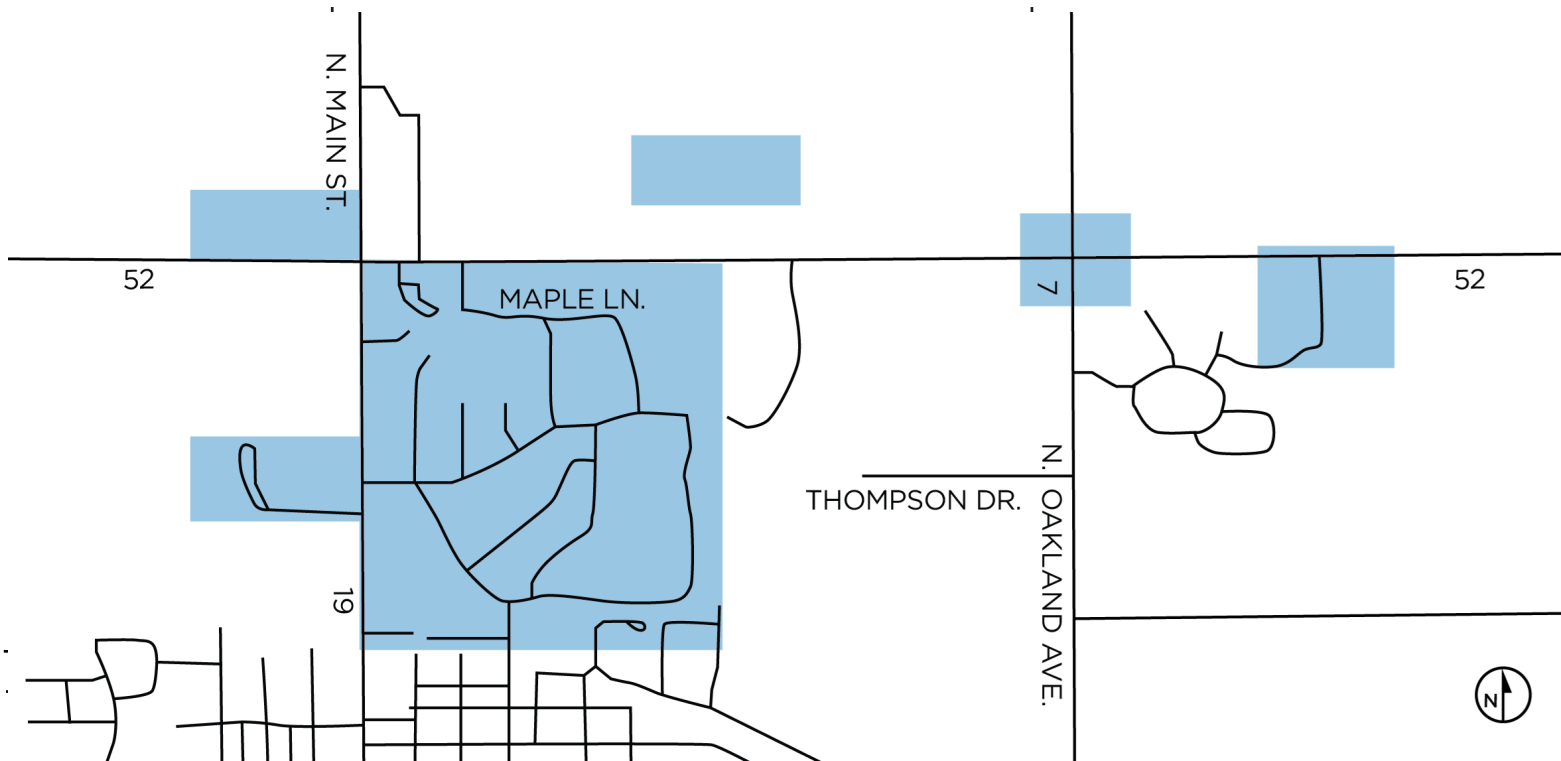
We will not need to enter your home or business to complete this work. Most work will take place in the existing utility easement, please be prepared for additional construction equipment, boring and some digging in and near the utility easement on your property. You may also experience additional truck traffic in the area.

WHAT YOU CAN EXPECT:

- 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. Please do not remove these markings.
- 2. Project path.** Obstructions in the utility easement, such as fences and landscapes may need to be removed. If we need additional access to your property and/or there are any issues within the path of construction, we will reach out to you directly.
- 3. Construction:** Crews will use a boring machine to install new conduit and electrical distribution wire, some digging may be required. Electric transformer boxes may need to be upgraded and/or new transformer boxes may need to be installed. There may be weeks between these steps of construction, construction is weather dependent.
- 4. Service interruption.** There will be minimal service interruptions as crews complete this work. We will notify you ahead of time of any planned electrical outages associated with this project.

Clean up. We will restore any area that was disrupted as a result of our work. After the entire project is complete we will put back fences, lay black dirt and reseed. Please remember to water the new seed so it grows. If the project ends near the winter months, restoration may not happen until next spring, after we have a few consecutive weeks of warm weather.

WHERE WE WILL BE WORKING:



*Areas in the blue boxes are upgrade locations - map not to scale

OUR TEAM IN YOUR NEIGHBORHOOD:

You will see us working with our approved contractor, Robert Henry Corporation, to complete this work. All of our employees and contractors can be identified by marked vehicles and also carry photo ID.

Your safety is important, if you are unsure of a person claiming to be affiliated with NIPSCO, please call us at 1-800-4NIPSCO to verify.

WORK ZONE SAFETY TIPS:

- Temporary road/lane closures may occur with this project. Signs will be posted ahead of time and detour routes will be in place.
- Do not park in marked construction zones.
- Please drive with caution around our work zones, follow the direction of traffic signs and on-site crews.
- Keep your family and pets safe by staying away from marked construction areas and equipment.

MORE INFORMATION:

- Look for door hangers that may be placed on your front door with additional updates as well as direct mailers to your home.
- Contact us at **1-800-4NIPSCO** (1-800-464-7726) and reference Northwood Underground Electric Upgrade.

FREQUENTLY ASKED QUESTIONS

WHY ARE YOU PERFORMING THIS WORK?

Providing a continued source of reliable energy to our customers and our communities is a priority at NIPSCO. While your current system is safe, reliable and has performed well, we are always leveraging new tools and technology to modernize our electric system. As a result of this work you will experience less service interruptions in the future and less maintenance work in your area.

WILL YOU NEED TO DIG IN MY YARD, SIDEWALK OR DRIVEWAY, AND IF YOU DO, WHO'S GOING TO FIX IT?

Because underground electrical lines are buried, we may need to dig in your yard. Please let us know about any buried sprinkler or septic systems, invisible fences, or any other unique features we should be aware of at your home or business.

We will try to minimize the amount of digging on your property and restore areas once work is complete. If we disturb your yard, sidewalk and/or driveway, we will repair affected areas as soon as weather permits. Initial restoration such as back filing of holes and leveling of surfaces will be completed once the project work is complete.

WILL THERE BE ANY STREET OR ROAD CLOSURES WHILE YOU'RE WORKING?

We will work with with local officials to minimize road closures and blockages, but please be alert and use caution as our vehicles and equipment are often in the street while we are working.

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 system is shared by all customers and is already a part of the monthly bill you pay.

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 1-800-634-3524 from a safe location. If our crews are working in the area, you also may contact anyone on-site after you have called 1-800-634-3524.

OUR CLEAN-UP PROCESS

When we are nearing the end of our system upgrade work, 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 and reseeding the grass. Please make sure to water and mow your grass to encourage desired results.

We appreciate your patience. This clean-up process may take us several weeks to complete once the system upgrade work is done.