

WHERE WE WILL BE WORKING:

DUH6WHHO Natural Gas System
Upgrade - Section



*Project area not to scale

OUR TEAM IN YOUR NEIGHBORHOOD:

Work is scheduled to occur Monday through Friday from 7 a.m. - 5 p.m. We may need to work weekends and evenings to honor customer appointments.

You will see us working with our contractors Meade All of 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 area.
- Do not park in marked construction zones.
- Please drive carefully in construction zones and follow the direction of traffic signs and on-site crew.

MORE INFORMATION:

- 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.
- Contact us at **1-800-4-NIPSCO** (1-800-464-7726). Please reference **DUH6WHHO** (Section) when calling.





FREQUENTLY ASKED QUESTIONS

WHY ARE YOU PERFORMING THIS WORK? WAS MY SYSTEM NOT SAFE BEFORE?

The safety of our customers and our communities is our number one priority. While your current system is safe and has performed well, we are always leveraging new tools and technology to modernize and enhance the safe operation of our natural gas systems. The work we are doing is a safety enhancement and adds an additional layer of protection into the system.

WILL I BE NOTIFIED WHEN YOU NEED TO GET INSIDE MY HOME?

Yes, we will contact you both in person to discuss the required work at your home. If you aren't available when we visit, a door tag will be left with contact information to schedule an appointment. We will also try calling you at the phone number on your NIPSCO account. Typically, we try to contact you in advance so we can schedule an appointment with you to perform the work.

WHEN AND HOW LONG WILL MY GAS BE TURNED OFF?

Your gas service will be temporarily turned off when we come to install your new meter. This outage will be brief, lasting approximately 2 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.

WHY DO YOU NEED TO MOVE THE GAS METER?

Moving gas meters to an appropriate place outside of your home provides NIPSCO and first responders with easier access to gas meters in an emergency. It's also more convenient.

Once it's moved, we won't need access inside your home or business for routine inspections.

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

Because natural gas lines are buried, in some cases we may need to dig in your yard. When we make personal contact with you 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 and work with you to restore everything as close to its original condition as possible. 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.

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

We will work with the City of Gary 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.



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**.

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.

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.

