



March 26, 2020

Re: Kokomo Natural Gas Project Update

Dear Customer,

Ensuring the health and safety of customers and our employees during the Coronavirus pandemic is vital. Meanwhile, we recognize that providing a safe and reliable source of energy is essential to everyday life. The Kokomo Natural Gas Project work being conducted in your area addresses both safety and reliability for the community. You recently received communications about the natural gas work for your area that is being conducted in multiple phases expected to start on April 14 - most of the work taking place outside along the street, and a small portion that requires brief entry inside each customers' homes.

PLEASE NOTE: We are reaching out to customers to ensure that the home entry phase of the Kokomo natural gas system upgrade will not happen as originally planned.

We continue to monitor the guidance provided by officials (including the Centers for Disease Control, as well as state and federal guidance) and allow it to inform and steer our home entry timing. In the meantime, there may be some exceptions where we must enter customers' homes to maintain safe operations. As always, safety precautions are taken for both the customer and the employee entering the home. For those cases where a customer does not want to provide access, we will work with each individual, one-on-one, to identify alternative options.

We are working with our **approved contractor, NPL**, to complete this work; and all of our employees and contractors carry a photo ID as well as drive marked vehicles.

These are challenging times for everyone and ensuring the well-being of others is our top priority at NIPSCO. Once we receive guidance that it is safe to resume normal work, we will reach out to you directly with a project schedule update. If you have additional questions or concerns, contact our customer care center at 1-800-4NIPSCO (1-800-464-7726).

Sincerely,

NIPSCO Customer Care Team



Northern Indiana Public Service Company

Your Safety is Important

We are upgrading the natural gas system in your neighborhood

Kokomo Natural Gas System Upgrade - July 2019 to 2022 Work in your neighborhood - March 2020 to December 2020

This short-term project will lead to long-term benefits:

- Enhanced safety features with additional layers of protection
- Reliability of your service for years to come
- Less future maintenance work in your neighborhood

WHAT WE ARE DOING:

We are committed to enhancing, modernizing and investing in our natural gas system to keep you safe. As part of that commitment, we're upgrading the natural gas system in your neighborhood. This upgrade will include installing 77 miles of new natural gas pipeline, installing a new natural gas service line and meter at your home or business and upgrading the regulator stations that serve your neighborhood.

Please be prepared for some digging and disruption as we complete this work. **We need to briefly turn off your gas service, potentially move the current location of your meter and possibly dig in your yard.** A NIPSCO representative will be reaching out soon to schedule the work and we estimate the entire appointment, including service interruption, to take approximately 4 to 6 hours. This time frame may vary depending on customer availability. We may need to enter your home or business more than once, and will contact you directly if that is the case.

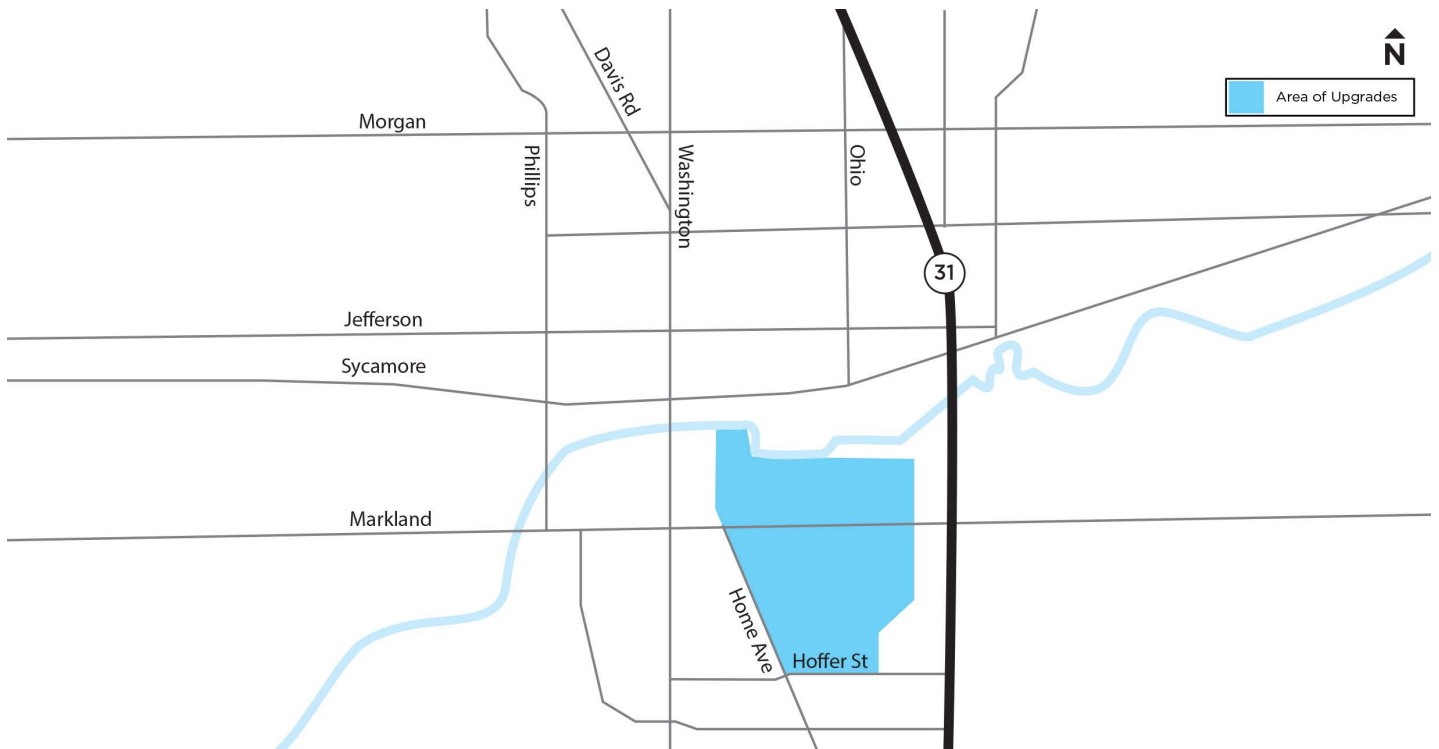
WHAT YOU CAN EXPECT:

- 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.
- 2. Schedule appointment.** We will schedule an appointment with you to complete the work at your meter. 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.
- 3. Install new equipment.** Your gas service will be temporarily turned off when we come to work on your meter. This outage will be brief, approximately 2 hours.
- 4. We may move your gas meter.** Indoor gas meters will be relocated to the outside of the home. We will work directly with you on identifying the right spot for your gas meter outside your home or business.
- 5. Safety check and relight.** Once our gas work is completed, we will conduct a natural gas safety inspection outside and inside your home. After a successful inspection, we will relight your appliances.

Clean up. We will restore any area that was disrupted as a result of our work. After the 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:

Kokomo Natural Gas System Upgrade - Section B



*Area of upgrade 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 and NPL. 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 Kokomo Natural Gas System Upgrade (Section B) 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 and by phone 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 Kokomo 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.



Northern Indiana Public Service Company

Your Safety is Important

We are upgrading the natural gas system in your neighborhood

Kokomo Natural Gas System Upgrade - July 2019 to 2022
Work in your neighborhood - March 2020 to December 2020

This short-term project will lead to long-term benefits:

- Enhanced safety features with additional layers of protection
- Reliability of your service for years to come
- Less future maintenance work in your neighborhood

WHAT WE ARE DOING:

We are committed to enhancing, modernizing and investing in our natural gas system to keep you safe. As part of that commitment, we're upgrading the natural gas system in your neighborhood. This upgrade will include installing 77 miles of new natural gas pipeline, installing a new natural gas service line and meter at your home or business and upgrading the regulator stations that serve your neighborhood.

Please be prepared for some digging and disruption as we complete this work. **We need to briefly turn off your gas service, potentially move the current location of your meter and possibly dig in your yard.** A NIPSCO representative will be reaching out soon to schedule the work and we estimate the entire appointment, including service interruption, to take approximately 4 to 6 hours. This time frame may vary depending on customer availability. We may need to enter your home or business more than once, and will contact you directly if that is the case.

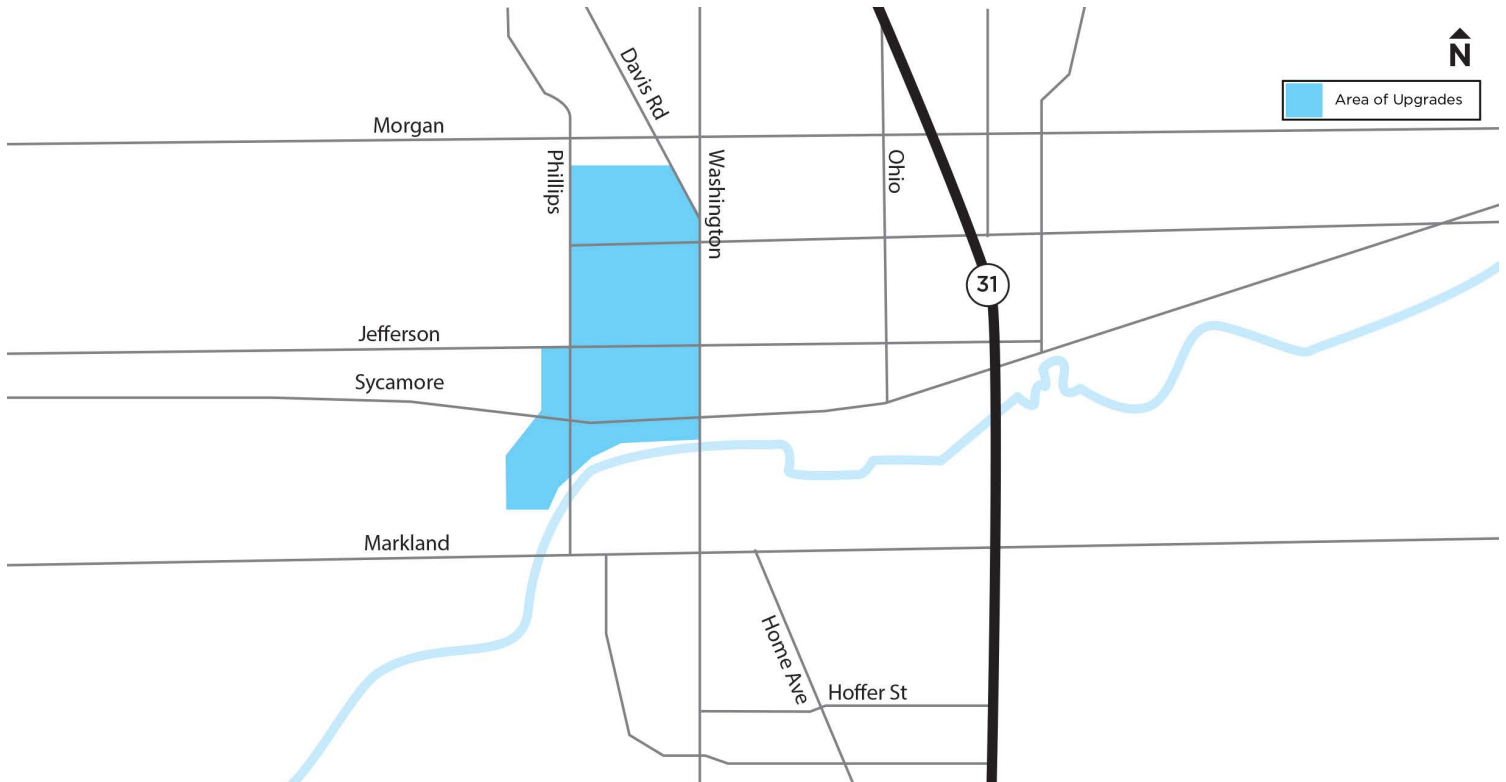
WHAT YOU CAN EXPECT:

- 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.
- 2. Schedule appointment.** We will schedule an appointment with you to complete the work at your meter. 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.
- 3. Install new equipment.** Your gas service will be temporarily turned off when we come to work on your meter. This outage will be brief, approximately 2 hours.
- 4. We may move your gas meter.** Indoor gas meters will be relocated to the outside of the home. We will work directly with you on identifying the right spot for your gas meter outside your home or business.
- 5. Safety check and relight.** Once our gas work is completed, we will conduct a natural gas safety inspection outside and inside your home. After a successful inspection, we will relight your appliances.

Clean up. We will restore any area that was disrupted as a result of our work. After the 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:

Kokomo Natural Gas System Upgrade - Section E



*Area of upgrade 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 and NPL. 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 Kokomo Natural Gas System Upgrade (Section E) 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 and by phone 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 Kokomo 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.