

Westminster Drive, Parma Gas Pipeline Replacement Project

Frequently Asked Questions

Columbia Gas will be replacing the natural gas pipeline system in your neighborhood beginning in mid-February 2012. This important project includes upgrading your natural gas system with new pipelines that will provide safe and reliable service to you for many years to come.

To provide you with the new pipeline system, Columbia Gas will need to conduct the following work:

- **REPLACE the main line.** This pipe usually runs underneath your street or alley.
- **REPLACE the service line.** This pipe runs from the main line to the meter that serves your home or business.
- **RELOCATE any indoor gas meters** to the outside of the home or business if not already outside.

We realize that a project of this scope often raises a lot of questions, and we're committed to answering all of them. Below are answers to questions that we know you will have. We also are including ways for you to get up-to-date information about the project in person and on the phone.

When will this project start?

This project is expected to begin in mid-February 2012. We will notify you before the work directly impacting you begins, and a Columbia Gas representative will be available on site to provide you with updates throughout the construction process.

How long will it take?

We anticipate that work on your property will be completed in one day, however, the entire project is scheduled to be completed by late Fall 2012 as we will be replacing more than 27,000 feet of pipe in your neighborhood. Approximately 650 customers will be impacted. There may be some temporary disruptions in traffic, but no closures are anticipated.

Will I have to pay for this replacement?

The cost of building, maintaining and replacing the pipeline system is shared by all customers and is part of the monthly bill you pay. You won't have to pay specifically for this improvement to your neighborhood. This project will cost over \$2.5 million.

Why do you need to move my meter?

An outdoor meter eliminates the risk of shut-off due to access issues. This is a safety enhancement and a convenience to our customers.

Will you need to dig in my yard—and if so, who's going to fix it?

Because all natural gas pipelines are buried, some digging will be necessary. We pledge to do as little digging as possible. Please be assured that Columbia Gas will restore any landscaping or disruptions to property that occur as a result of the work as soon as weather permits. Initial restoration, such as leveling of surfaces, will be completed as the project progresses.

How can I get answers to my specific questions?

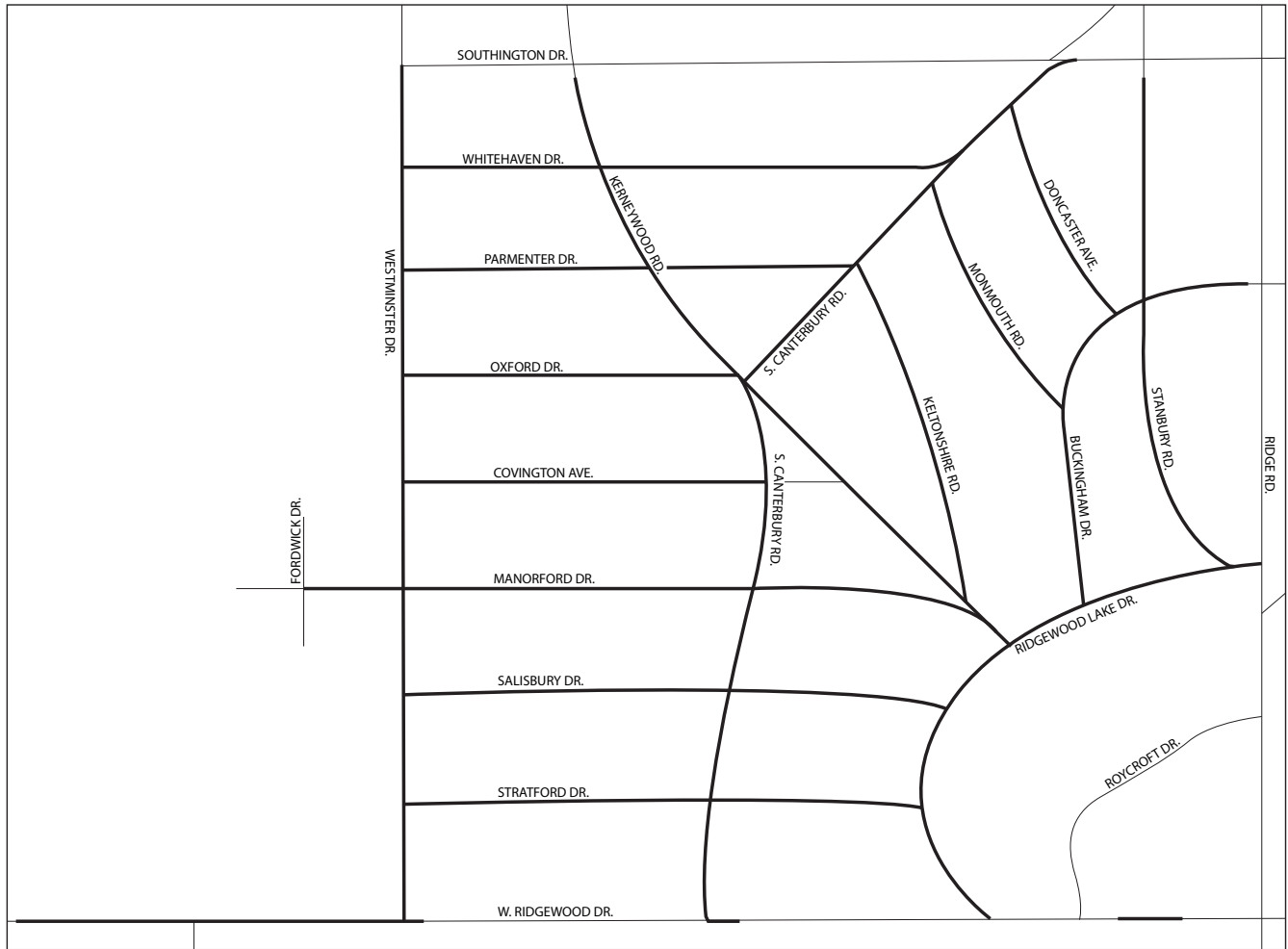
You can ask the Columbia Gas representative who will be in your neighborhood, call our customer service center at 800-344-4077, or visit us online at ColumbiaGasOhio.com to access this list of questions and answers and to view a video, "Replacing Your Pipeline."

—OVER FOR MORE DETAILS—

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Below is a map of the area where we will be working.

We know you will have many questions, and we intend to answer all of them. A Columbia Gas representative will be on site throughout the project to answer your questions or you can call 800-344-4077.



Work will be done on these streets

- Buckingham Drive
- Keltonshire Road
- Oxford Drive
- Roycroft Drive
- Westminster Drive
- S. Canterbury Road
- Kerneywood Road
- Parmenter Drive
- Salisbury Drive
- Whitehaven Drive
- Covington Avenue
- Manorford Drive
- Ridgewood Lake Drive
- Stanbury Road
- Doncaster Avenue
- Monmouth Road
- W. Ridgewood Drive
- Stratford Drive