

Pipeline

to a Safe, Reliable Tomorrow

Columbia Gas[®]
of Ohio

A NiSource Company

State Road, Parma Gas Pipeline Replacement Project

Project Overview and Frequently Asked Questions

Columbia Gas will be replacing the natural gas pipeline system in your neighborhood. This important project will replace an aging pipeline system with a new pipeline that will provide safe, reliable service to you for many years to come.

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

- **REPLACE the main gas pipeline** that runs underneath your street or alley.
- **REPLACE your service line** that connects the main pipeline to the meter that serves your home or business.
- **RELOCATE your gas meter outside** the home if it's 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're also including ways for you to get up-to-date information about this important replacement project in person, on the phone, or online.

Frequently Asked Questions

When will this project start?

This project is scheduled to begin in March 2009 and to be completed in early Fall 2009. We will contact you before the work begins, and you will receive updates throughout the construction.

How long will it take and will it disrupt traffic in the area?

We anticipate that work on your property will be completed in one day, however, the project will last several months as we replace nearly 8,200 feet of pipe in your neighborhood at a cost of approximately \$1 million. About 450 customers will be impacted. There will be some temporary disruptions to one lane of traffic on State Road, 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.

Why do you need to move my meter?

Having an outdoor meter eliminates the need for us to enter your home to read your meter and eliminates the risk of shut-off due to access issues. This will be 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 necessary and we will restore your landscaping.

How can I get answers to my specific questions?

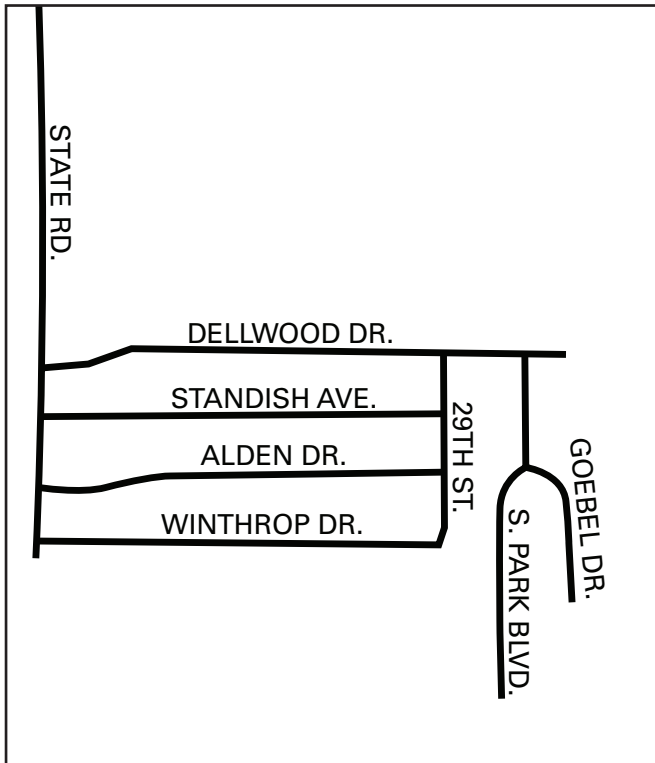
You can ask the Columbia Gas representative who will be in your neighborhood, call our customer service center at 800-344-4077, or visit us online at ColumbiaGasOhio.com to access a list of questions and answers about this replacement project.

—OVER FOR MORE DETAILS—

State Road, Parma Gas Pipeline Replacement Project

Below is a map of the area where work will be done and a list of specific streets.

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.

State Road (*between Winthrop Avenue and Grantwood Drive.*)

Winthrop Avenue

Standish Avenue

Alden Avenue

Dellwood Drive

South Park Boulevard

Goebel Drive

West 29th Street