

December 29, 2011

Pipeline

to a Safe, Reliable Tomorrow

Columbia Gas of Ohio to Improve the Gas Pipeline System in the Theota and Bradley Avenues, Parma Area; A \$2.5 Million Investment in Your Community

As your natural gas distribution company, our top priority is the safe and reliable delivery of natural gas service to your home or business.

We constantly study our gas pipeline system to be sure it meets our service expectations—in neighborhoods both old and new. As part of our ongoing commitment to ensure the safest, most reliable delivery of natural gas to all of our valued customers, **we will be replacing portions of our pipeline system** in communities across Ohio. **Your neighborhood is one that will benefit.**

Public Meeting

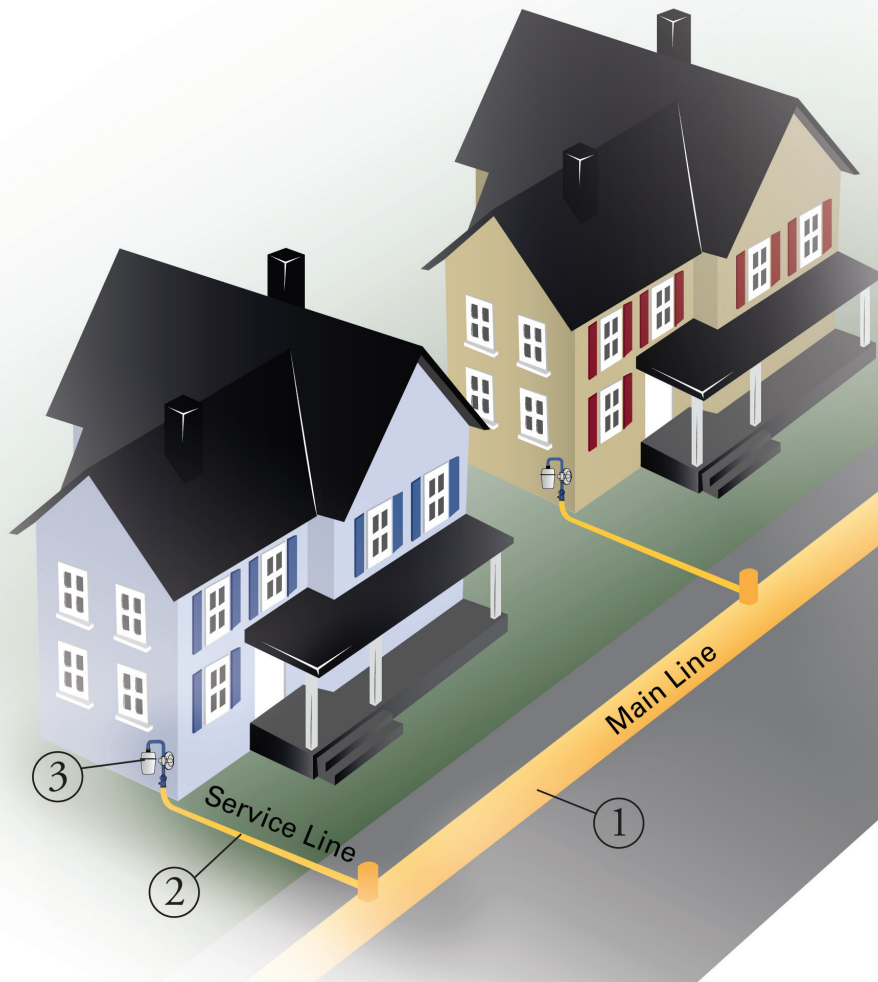
A public meeting to discuss the project will be held at 6:30 p.m. on Thursday, January 12, 2012, at St. Charles Borromeo Church, Parish Activities Center, Borromeo Room, 5891 Ridge Road, Parma.

The pipelines that bring natural gas into your home or business are often steel pipe. Just like other important parts of the infrastructure in our communities, such as highways and bridges, age and condition can impact their safety and reliability. While your current system has performed well, it is now time to replace the pipelines, usually with much longer lasting, specially-designed, plastic pipe.

A graphic of the gas pipeline system and connection to your home or business is on the other side of this letter. You will receive information at your home or business during construction regarding any work to be done at your address.

We know you will have many questions, and we intend to answer all of them. Enclosed with this letter is a list of frequently asked questions and a map of the project area. In addition, a Columbia Gas representative will be on site throughout the project to answer your questions.

– SEE OTHER SIDE FOR DETAILS –



The graphic above shows a typical gas pipeline system in a neighborhood. The main line carries natural gas under the street or alley. A connection at each house or business allows gas to flow into the service line and into the building.

As the project is completed in your neighborhood, the following steps will occur:

- 1. REPLACE the main line.** This pipe usually runs underneath your street or alley.
- 2. REPLACE the service line.** This pipe runs from the main line to the meter that serves your home or business.
- 3. RELOCATE any indoor gas meters** to the outside of the home or business.
(If the meter already is outside your home or business, this step will not be necessary.)

We realize a project of this size may cause some inconveniences, and we apologize for this disruption. When your newly installed natural gas delivery system is complete it will continue to provide years of safe, reliable service to your home or business. Please be assured that Columbia Gas will restore any landscaping or disruptions to property that occur as a result of the work, as weather permits. **We appreciate your patience and understanding.**

This information is also available at ***ColumbiaGasOhio.com.***