Columbia Gas of Ohio
A NiSource Company

September 3, 2010

Pipeline
to a Safe, Reliable Tomorrow

Columbia Gas of Ohio Spending $1.7 Million Improving Gas Pipeline System
Twin Lakes, Parma area to benefit

As your natural gas distribution company, our top priority is the safe and dependable 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 a service to our valued customers, **we will be replacing portions of our pipeline system** in communities across Ohio to ensure the **safest, most reliable delivery of natural gas** to all of our customers. **Your neighborhood is one that will benefit from an updated delivery system.**

Public Meeting

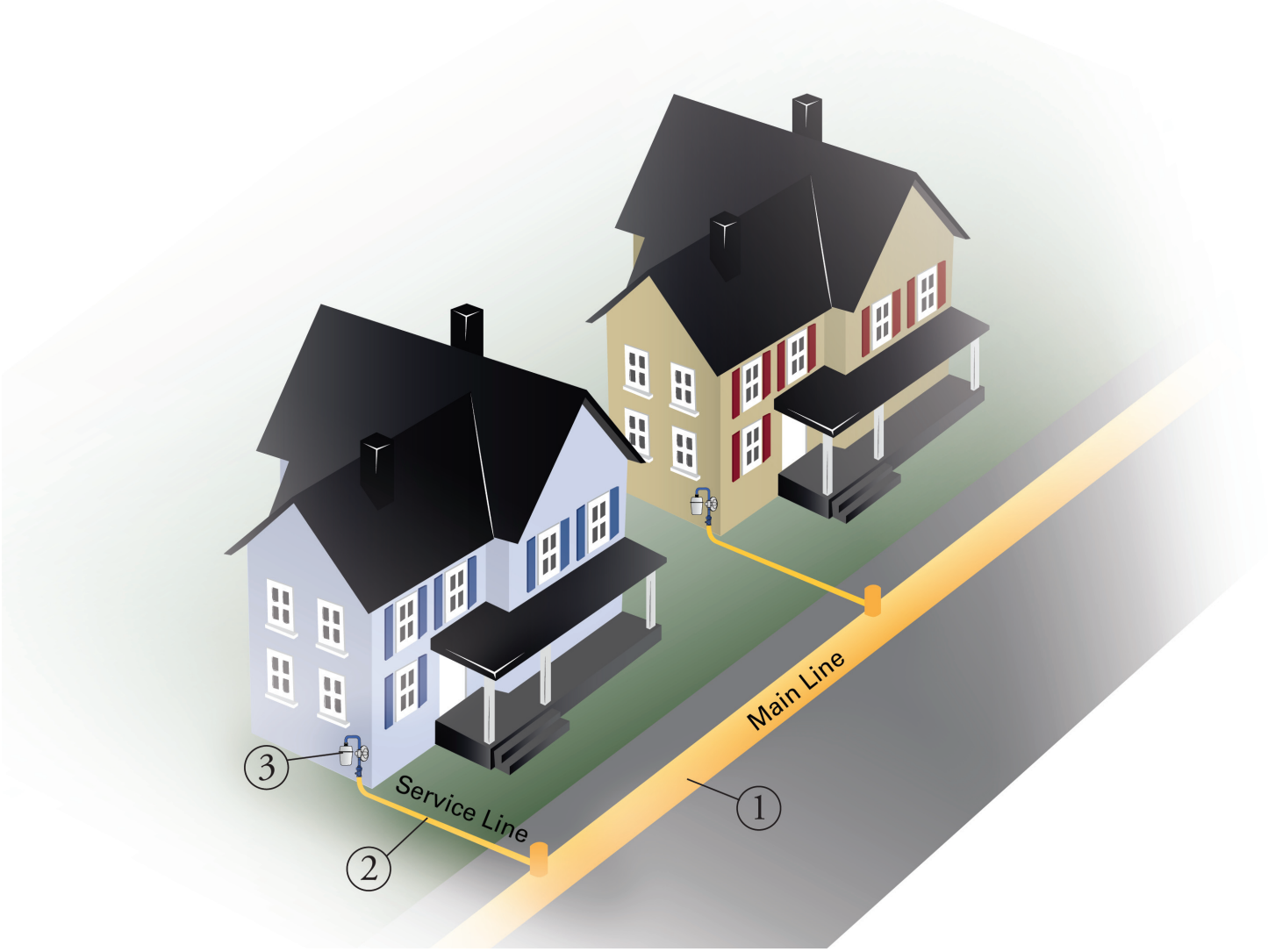
In order to accommodate those who could not attend the initial meeting, a second public meeting to discuss the project will be held on Thursday, September 16th at 6:30 p.m. at St. Charles Parish Monaghan Hall, 5891 Ridge Road, Parma, Ohio.

The pipelines that bring natural gas down your street and 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, the age and condition of these facilities can impact their safety and reliability. While your current system has performed well, it is now time to replace this aging pipe, 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. **We will be providing you more information with specific details about the project**—such as when the work will start and when individual streets will be done. You will receive this information before construction starts.

We know you will have many questions and we intend to answer all of them. Enclosed with this letter is a fact sheet with 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. You will also be provided the representative's phone number.

– SEE OTHER SIDE FOR DETAILS –



The graphic above shows a typical gas pipeline system in a neighborhood. The main line carries natural gas in pipes 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 occurs in your neighborhood, the following steps will occur:

1. **REPLACE the main gas pipeline.** This pipe usually runs underneath your street or alley.
2. **REPLACE the service line**—the pipe that runs from the main gas pipeline to the meter connected to 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. Relocating your meter means you no longer will need to have someone present when the meter is read.)

We realize a project of this size will cause some inconveniences to you and we apologize for this disruption. But when it is done, your neighborhood will have the most modern, safe and reliable gas delivery system anywhere. **We appreciate your patience and understanding.**

To learn more about our infrastructure replacement program, visit ***ColumbiaGasOhio.com.***