



PARDON OUR MESS

We are upgrading the natural gas lines in your neighborhood.

Sterling Point PH2

Portsmouth, VA

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

- Enhanced safety features
- Reliability of service for years to come
- Less future maintenance work in your neighborhood
- System support for amenities like fire pits, outdoor grills, pool heaters, etc.

We want you to know what you can expect during each step of the process.

Please be prepared for digging and disruption as we upgrade these gas lines. We may need to enter your home or business more than once to complete this work. We will need to dig in your yard, potentially move your gas meter and briefly turn off your gas service.

This will take some time, but we promise to put things back in order when we're done.

WHEN WE WILL BE WORKING:

Work is expected to begin May, 2019 and last approximately four months. Work will generally occur Monday through Friday from 8 a.m. - 6 p.m. On occasion, we may need to work evenings and weekends to honor customer appointments and deadlines. Schedules are weather dependent.

GET YOUR QUESTIONS ANSWERED:

If you have additional questions, please feel free to call our project line at (804) 777-3069 or email us at communityrelations@columbiagasva.com.

WHAT WE DO*:

- 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. We may also schedule time to enter your home or business to inspect your sewer and gas lines. Before work begins, please mark any known buried sprinkler or septic systems, invisible fences or cisterns at your home or business.
- 2. Install gas lines.** We will replace the main line and service lines that connect your home to our gas system.
- 3. We may move the gas meter.** We will schedule an appointment with you if we need to **relocate the meter to an appropriate place on the outside** of your home or business – at no cost to you. For your safety, your gas service will be off during this process.
- 4. Safety check and relight.** Once our gas work is completed, we will conduct a natural gas safety inspection outside and inside your home or business. After a successful inspection, we will relight your appliances.
- 5. Clean up.** We will repair or replace any sidewalks, driveways, landscaping, etc. disturbed by our work. Our goal is to restore everything as close to its original condition as possible.

*There may be days, weeks or months between some of these steps. See our FAQs for more details.

REPLACEMENT PROJECT IN YOUR NEIGHBORHOOD

WHERE WE WILL BE WORKING:

- Bidgood Drive (2300 - 2400 blocks)
- Bridges Avenue (5100 - 5200 blocks)
- Crocker Avenue (2400 block)
- Sterling Point Drive (2200 - 2400 blocks)

OUR TEAM IN YOUR NEIGHBORHOOD:

You will see us working with our contractors. All 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 areas.
- Do not park in marked construction zones.
- Please drive carefully in construction zones.
- Follow the direction of traffic signs and on-site crew.

MORE INFORMATION:

- Review the Frequently Asked Questions included in this mailing.
- Visit www.columbiagasva.com/projects for a video and other information about what to expect.
- Look for door hangers that may be placed on your front door with updates.
- Talk with members of our team on site during the project.
- Contact us via our project information line at **(804) 777-3069**.
- Email us at communityrelations@columbiagasva.com.
- Follow us on Facebook.
- Sign up for email updates by calling our customer care center at 1-800-543-8911.

Note: If you have received this information and you are not the current property owner, please forward this information to the landlord or property owner immediately.