



Upgrading your natural gas delivery system

Frequently Asked Questions

PEOPLES GAS®

We Keep Life Moving



Just as you replace the roof on your house or the tires on your car over time, Peoples Gas is upgrading its natural gas delivery system to ensure long-term safety and reliability. Since 2011, Peoples Gas has been in the process of replacing nearly 2,000 miles of natural gas pipes. We continue to convert the system from low pressure to medium pressure and upgrade our high pressure supply lines.

You are our most important partner in this effort. If your gas meter needs to be moved, Peoples Gas will contact you to set up an appointment.

Answers to the questions below should help us work together to complete the improvements in your neighborhood in a reasonable time frame and with fewer inconveniences so you can continue to enjoy safe and reliable gas service.

Thank you in advance for your assistance!

What can I expect?

During construction, you can expect the following in your neighborhood:

- All Peoples Gas employees and contractors working on the project carry ID badges. We encourage you to ask them for identification before you provide them — or anyone — access to your home.
- Mapping of existing underground gas pipeline locations with yellow flags and/or yellow spray paint on streets, sidewalks and parkways.
- Marking of other existing utilities with the appropriate colored flags and/or paints: red=electric; blue=water; orange=communications; and green=sewer.
- Trenches and/or holes in streets, sidewalks and parkways so new polyethylene or steel pipe can be installed.
- Installing meter brackets on the outside of the building prior to the installation of new mains and services.
- Moving gas meters, regulators and shut-off valves from inside homes and businesses to outside.
- Installing service pipes from the new gas main to homes and businesses.
- Testing to ensure the new pipe system is operating correctly.
- Transferring service from old pipe to new pipe.

During work on side streets, there will be “No Parking” during assigned work hours. Every night, trenches and holes will be covered or filled and most construction equipment will be moved off site. As the project progresses, temporary repairs to streets, sidewalks and parkways will be made until full service is transferred to the new pipeline and permanent restorations are complete.



Will you need to come inside my home or business?

Yes. To upgrade our delivery system and ensure the reliable natural gas service you've come to depend on, our crews need to perform work both outside and inside your home or business.

- If your gas meter is indoors, we'll need to relocate it outdoors. To work with you in choosing a safe, appropriate outdoor location, we'll schedule an appointment to look at your existing meter location and determine the new location for the meter on the outside of the building.
- The transfer of service to the new pipe means every customer will experience a temporary disruption in service. We'll schedule an appointment to come inside, relocate the meter outside to the new bracket and re-light your gas appliances after this work is complete.

Will I be able to suggest to your crews where I'd like the meter located outside?

Safety is the most important factor in choosing the best location, and we'll work with you to select an appropriate spot that protects you and your family while keeping your gas service working properly.

My gas meter is located indoors. Is there anything I should do before your crews arrive?

We'll need full access to the meter, so remove any cabinets, dry wall or anything that could impede or block access to the meter. If someone else is providing access in your absence, please leave instructions with them about the location of the meter bracket to prevent a second visit. Also, to keep our employees safe please secure any pets or lock them in a room. We also ask that you inform our employees and contractors about any unsafe conditions or hazards, such as a broken stairway, prior to their entry into the premise.

How long will my service be off while you're switching service to the new pipe?

Our priority is to keep disruptions to a minimum and, in most cases, service is restored within four hours. You'll have advance notice of the disruption in service because we'll schedule an appointment to re-light your appliances. If we expect the move would require more time, we'll factor that into your appointment so you'll know in advance. Also, if we find an unsafe condition with an appliance or with customer-owned gas piping (all piping downstream of the gas meter), gas service to the appliance or to the building may not be restored until the repairs have been made.





Will my landscaping be restored?

Yes. Peoples Gas provides restoration at no expense to you. Restoration includes installing sod and shrubbery where it existed previously.

How quickly is restoration completed?

The actual restoration work generally only takes a few days, but work can't begin until all services on the block have been transferred. Once the final service is installed, restoration typically takes a few weeks. From November through April, temporary restoration will be made until crews can complete restoration in the spring.

What should I do if my sewer is clogged or backed up after you are done?

While every effort is made to avoid other underground facilities, there are instances in which a natural gas line can intersect with a sewer line. **If, after our mains or services have been installed, you find that your sewer line is clogged or backed up, please call Peoples Gas at 866-573-6867 before anyone attempts to clear it.** We will send a service technician to determine whether any potential conflict exists between the company's natural gas pipes and your sewer line.



How can I verify that a person seeking access to my home or business is an employee or contractor working for Peoples Gas?

All Peoples Gas staff wear an identification badge that should be visible. The contractors working on our behalf also carry identification and you should always feel free to ask for it if you have questions. You can also verify identity by calling 888-258-2885.

Who can I call if I have questions?

Keeping you informed is key to your satisfaction and our success. If you have questions about the project in your neighborhood, call our customer service representatives at 888-258-2885. Information is also available on our website, [peoplesgasdelivery.com](https://www.peoplesgasdelivery.com).



Important safety information

Know the smell of natural gas

At Peoples Gas, safety is our priority and this project is no exception. During the project, we lay the pipe, test the system and switch the natural gas service to the new pipeline.

Because natural gas has no odor in its native form, we add the harmless chemical mercaptan. The purpose of adding this odorant is to help you smell a leak; its odor is best described as rotten eggs or sulfur-like.

If you smell natural gas inside your home:

- Get everyone out of the house immediately.
- DO NOT use the telephone, a flashlight or any electrical switches.
- GO to a neighbor's house and call the Peoples Gas Emergency Line immediately at 866-556-6002.

A gas leak or damaged pipeline is indicated by the following:

- A strong odor
- A blowing or hissing sound from underground natural gas facilities or pipes
- Dirt blowing into the air or water bubbling
- Grass, plants or bushes turning brown over natural gas facilities
- Fire coming out of the ground

If you observe any of these conditions, call the **Peoples Gas Emergency Line** immediately at **866-556-6002** or **911** from another location.

When you call **866-556-6002**, remember to give your name and address, and speak clearly. Tell the representative what's wrong. Stay on the phone. The representative will tell you what to do.