



Pipe Retirement Program

Peoples Gas is retiring old cast- and ductile-iron mains, which are pipes that bring natural gas to your block and are installed under the street, parkway or sidewalk.

This step-by-step guide illustrates the steps we take to modernize the mains and the process taken to connect your homes and business to them.

We'll partner with you to make this process as smooth and seamless as possible. While we'll keep you informed every step of the way, your direct involvement is only needed during steps 1 and 4.

PEOPLES GAS®

We Keep Life Moving®

STEP 1

Determining where to connect the natural gas service line to your home or business

Before construction begins, we need to identify where the service lines enter your home or business. Service lines bring natural gas from the main to your building and are located under your lawn and/or sidewalk.

Peoples Gas will contact you to set up this initial appointment.

STEP 2

Locating your sewer lines

A Peoples Gas contractor locates your underground sewer lateral before construction begins.

STEP 3

Installing natural gas mains and some service lines

You'll notice colored flags and paint around yards and sidewalks, indicating where other existing underground utilities are located. Lawns, sidewalks and other surfaces disturbed during construction are temporarily restored until the old natural gas main is retired (see Step 5).

STEP 4

Building reconnected to service line or connected to new natural gas pipes

After the new pipes are installed, appointments are made to connect your building and turn on your gas. Peoples Gas will connect the service line to your building, install a natural gas regulator and relight the natural gas appliances.

STEP 5

Retiring the old main from service

After all buildings in the area are connected to the new main, the old main is retired from service.

STEP 6

Restoring property

After all the construction is complete, restoration crews restore the areas that were disturbed. Restoration is done when the weather is warm enough for asphalt to set, concrete to cure and sod to take root, which is normally from May through November.



For frequently asked questions, maps and schedules, go to www.peoplesgasdelivery.com/services/pipe-retirement-program. If you have questions or concerns, contact us at customerservice@peoplesgasdelivery.com or call 866-556-6001.

Para traducciones: Le proporcionamos esta información como cliente. Si desea recibir una traducción, llama al 866-556-6003.

All employees and contractors wear ID badges, so always ask to see identification before you provide them — or anyone — access to your home or business.

STEP 1



Locating where the natural gas service line enters your home or business

Customers must be home for steps 1 and 4.

STEP 6



Final restoration

STEP 2

Locating the sewer lines



STEP 3



Construction begins to install new main and some service lines

STEP 5

Old main retired from service

STEP 4



Building reconnected to service line or connected to new main

Natural gas regulator

New gas service line

Sewer line

Existing gas service line

New gas main

Existing gas main