



Dear Valued Customer:

In our ongoing effort to provide you with safe and reliable natural gas service, this letter is to inform you that Washington Gas will begin construction to replace gas main and service lines in your neighborhood in the near future. This project is part of an accelerated system replacement program called Virginia SAVE (Steps to Advance Virginia's Energy Plan). This important program was approved by the Virginia State Corporation Commission and is part of our routine pipe replacement work operations. Through the Virginia SAVE program, certain portions of our natural gas infrastructure will be replaced in the coming years.

We have scheduled the replacement work on your street to take place over the next several weeks, and we will be working to complete this work as quickly as possible. However, construction schedules may be affected by weather and other unforeseen circumstances. Construction on or in front of individual properties will vary from a few days to longer periods, depending on conditions.

At some point during the replacement work, your gas service will need to be turned off for several hours while the construction crew replaces the gas line to your home. Our contractor, **INFRASOURCE**, will be on site to answer any questions you may have as well as contact you to set up a date to replace your service line. **It may be necessary for you to be home to perform this work, particularly if our meter is located inside your home. If we do need access to your home, the on-site INFRASOURCE representative will contact you in advance to coordinate this work. If your gas meter is outside of your home the replacement of your gas service line does not require you to be at home. However, we will require access at some point to turn your gas back on and to relight your appliance(s).** If you are not at home when the INFRASOURCE construction crew has completed their work, a card will be left with contact information and a telephone number you will need to call to have your service restored and your appliances relit.

Please feel free to contact me for anything else you may need pertaining to the work scheduled and the restoration.

Narciso Chavez Infrasource Coordinator 202-430-3955

We will do our best to minimize disruptions to your neighborhood. In most cases, we will be performing work only during daylight hours. While the work is in progress, our work crews will make temporary repairs to the roadway and sidewalk and will restore your property to an as-found condition. Permanent repairs will be performed as quickly as possible after all work is completed in compliance with local regulations. Additionally, if traffic lane closures or parking restrictions are required, both will be managed through an approved Traffic Control Plan.

For more information regarding the Virginia SAVE program, visit **washingtongas.com**. Should you have questions or need additional information regarding our pipeline replacement activities in your neighborhood or on your property, please do not hesitate to contact one of the project team leaders listed below, Monday through Friday, from 7:30 a.m. to 4:00 p.m.

Linden Fraser
703-372-5787 (Office)
703-201-8795 (Mobile)

Carl Knight
703-372-5787 (Office)
202-507-2271 (Mobile)

Upon completion of your service replacement and any restoration work, we invite you to take a short survey at: <http://tinyurl.com/ContractorSurvey> to tell us about your experience. We thank you for your cooperation and patience as we continue our efforts to provide you with safe and reliable natural gas service.

Sincerely,



*System Replacement
Utility Operations
6801 Industrial Road
Springfield, Virginia 22151*

Kelcey Wilson,
Washington Gas
Construction Manager