

## Utilities

### Riser Safety Program

provided by Columbia Gas of Ohio, A NiSource Company

#### Fact Sheet

Area:	Zip Code 43085 (Worthington)
Estimated Start Date and Duration of Work:	Start Date " April 13, 2009 Estimated Completion " June 30,2009 Approximately 3,300 customers
Local Contractor:	Northern Pipeline ( NPL ) 866-380-4539
Columbia Gas Riser Safety Program Contacts:	Tim Nuber 614-989-4806 Barry Wolf 614-989-5070 Riser Safety Program Office Support Group 614-460-4238

#### General Information

The Riser Safety Program will replace risers identified by the PUCO as being potentially prone to failure. The riser connects the customer service line to the meter setting. It is very important that local officials, including Fire and Police, are aware of this project. This work is performed at the gas meter on the customers' property, and we will need to enter their premises to complete a safety check prior to restoring service. Although we perform this type of work across the state every day, the Riser Safety Program involves a large number of replacements and an aggressive schedule, so it will appear that there is a lot of activity in an area for the brief time that we're there.

#### Customer Contact

Customers will be contacted in advance and given information about when their riser will be replaced, as well as contact information for the contractor. Customers do not need to call or make special arrangements in advance.

#### Restoring Service

We will need access to the customer's home or building to restore gas service once the work is complete. We must check for leaks and safe operation of gas-burning appliances. Crews will remain in the area until approximately 9:00 p.m. to restore service for customers not restored during the day. If we are unable to get inside to restore service, we will leave a phone number to our project personnel that the customer can call when they get home.

#### Work Hours

Work will begin early in the morning and may continue into the evening. Saturday work is likely. As mentioned above, crews will be in affected neighborhoods well into the evening to restore service to affected customers.

#### Restoration

In most cases, any digging that is necessary will be done by hand with a shovel. If there is any disturbance to the surrounding area, we will restore it as soon as possible and as weather permits. If customers have concerns about restoration, they should contact the contractor at the number provided.

#### ID Badges

Contractor personnel carry photo ID badges identifying them as contractors for Columbia Gas. Company personnel also carry Columbia Gas photo ID.