



System Replacement  
 Operations, Engineering, & Marketing  
 6801 Industrial Road  
 Springfield, Virginia 22151

Dear Customer:

This letter is to inform you that Washington Gas will begin construction to replace natural gas main and service lines in your neighborhood during the next few weeks. Replacing existing gas lines with new pipe is routinely performed throughout our natural gas distribution system located in the Virginia, District of Columbia and Maryland service territories in order to ensure safe and reliable gas service.

We have scheduled the replacement work in your neighborhood to take place over several weeks and we will be working to complete the 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. Please be advised, there is no charge to you for the work that is being performed.

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, **NPL Construction Company**, will answer any questions you may have and will 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 set is inside. If we do need access to your home, the on-site NPL supervisor will make this determination and contact you in advance to coordinate the work. If your gas meter is outside and the replacement of your gas service line does not require you to be at home, we will need access at some point to turn your gas back on and relight your appliance(s).** Again, there is no fee for any of this work. If you are not at home when the NPL construction crew has completed their work, a card will be left with information and a telephone number you will need to call to have the gas turned on and your appliances relit.

Washington Gas is making every effort to minimize the disturbance in your neighborhood during this work. **When applicable**, we will use an innovative excavation technique called *keyhole* technology where we make a small *keyhole* – an 18- to 24-inch round opening in the street – as opposed to traditional larger square excavation with jack hammers and excavators. One advantage of this technology is that we can permanently repair most of the street excavations on the same day, therefore minimizing additional traffic disruptions and road closures. Please be advised that some of the equipment used in this process creates noise for brief periods of time. However, we will be performing work only during daylight hours. In some instances, we will make temporary repairs to the sidewalk and lawn areas which will be scheduled for permanent restoration shortly thereafter. In all instances where we performed excavation, Washington Gas will work to restore the area to as closely to as-found condition as is possible.

If you have questions or need additional information regarding our activities, you may reach members of the project team listed below Monday through Friday, from 7:30 a.m. to 4 p.m.

Kevin Barbier  
 Washington Gas  
 Supervisor Construction  
 703-268-8213 (Mobile)

William Askin  
 Washington Gas  
 Supervisor Construction  
 703-750-4968 (Office)  
 703-966-0601 (Mobile)

Donald Good  
 Washington Gas  
 Supervisor Construction  
 703-408-6461 (Mobile)

Anthony Negri  
 Washington, Gas  
 Supervisor Construction  
 703-750-5887 (Office)  
 703-279-7673 (Mobile)

We thank you for your patience during the project and apologize for any inconvenience.

Sincerely,

Les Lanier, Manager -- Construction  
 Operations, Engineering & Marketing

*Everyone got this notice (Greenwich Hill)*  
*numbers for residents to call*