



Dear Neighbor,

Construction crews from CenterPoint Energy will be working on the natural gas mains and services in your neighborhood. Work in your area may include customer service lines being replaced, inside meters being relocated outside, general pipeline maintenance, locating and marking of all underground facilities, or other similar activities. **If any of this work will require interruption of your natural gas service, you will receive additional notice and details if you need to schedule an appointment for crews to access your home.**

Construction for some pipeline projects may take several weeks to complete. Traffic, street size, weather, and soil types are significant factors in determining the time it takes to complete the job. CenterPoint Energy will be working to minimize construction impacts, including parking, and traffic disruptions, throughout the project. Upon completion of the project, affected yards, sidewalks, and streets will be restored.

We know pipeline work may be disruptive to your neighborhood, and we appreciate your patience and cooperation. We will make every effort to minimize your inconvenience and ensure that we continue to provide the safe reliable service you've come to expect from CenterPoint Energy. If you have any additional questions, please contact our Customer service at [800-227-1376](tel:800-227-1376).

What to expect:

After service lines have been replaced or upgraded, a representative will relight your applicable natural gas appliances. Weather permitting restoration will begin as soon as feasible after completing work in a given area. Affected lawn areas, sidewalks, and pavement will be restored to original condition as best as possible

- Lawn areas will include leveling and ground and sowing grass seed.
- Where sidewalk is affected, the area will be secured until final repair is made.

- Where pavement is effected, a temporary fill will be placed in the hole or a steel plate will be placed over the hole for safety purposes until final pavement is placed.

Please note: After we have restored your property, we need your help in watering this area every few days, so your new grass will grow properly. It usually takes several weeks for the grass to fill in the affected areas.

Frequently asked questions:

Will there be any interruption in my gas service?

The gas service to your home will be turned off for a short period of time (usually less than four hours). An appointment will be made with you prior to any interruption.

Does the gas line to my property have to be replaced?

The service line will have to be replaced unless the service line was recently replaced with plastic pipe, and the meter is located outside your home.

If my meter needs moved outside, where will it be located?

In most cases, the meter will be located on the side of your home near the front of the resident. A representative from CenterPoint Energy will work closely with you to determine the best agreeable location for your new meter.

Do I need to be at home when to work is being done?

No, but you may need to coordinate with a CenterPoint Energy representative to gain access to your property to perform service work, including relighting your natural gas appliances.

Will traffic be blocked on my street?

There may be times equipment will temporarily block the street, but crews will be present to move it to allow you to pass.

Will there be any additional out-of-pocket costs to the customer?

Most customers will not experience any additional expenses as a result of this project.