

# SERVICE REPLACEMENT NOTICE



Washington Gas is committed to providing its customers with safe, reliable natural gas service. As part of its ongoing pipeline replacement work, Washington Gas has initiated accelerated pipe replacement programs in Virginia, Maryland, and the District of Columbia to upgrade its natural gas distribution system.

## WHAT YOU NEED TO KNOW

- Washington Gas, or one of its designated contractors, will notify you if your service line needs to be replaced as part of our planned replacement program.
- Washington Gas uses qualified contractors to perform this construction work.
- All work is done under local permitting requirements.
- No Parking signs will be posted in advance, per jurisdictional requirements, where needed. Miss Utility markings will be made on the ground to mark utilities prior to the start of excavation.
- Our contractor will contact you before the start of construction on your property.
- Please note construction schedules may change due to weather, other prioritized utility work and local events.

## IF YOU HAVE AN INSIDE METER

- All inside meters will be relocated to the outside, whenever possible.
- Crews will need access to your gas meter. Any obstructions must be moved prior to arrival of the crews.
- An adult must be present to allow the crew access to the meter inside the property. The new meter will be placed outside in close proximity where the existing service line currently enters the building wall.
- In order to relocate the meter to the outside, we will need to penetrate the building wall with a core drill to re-connect the new service line to your houseline.
- When the old gas line is removed there will be a hole in the building wall which will be plugged and sealed by a qualified Washington Gas contractor.

## DAY OF YOUR SERVICE REPLACEMENT

- Your gas service will be interrupted during this construction.
- Every effort will be made to minimize the amount of excavations; however, the amount of excavations will be determined by field conditions on a case-by-case basis.
- Excavation will be required at the building wall where the meter is located, curb cock, and at the main.
- For large main projects, there will be open trenching in the right-of-way to replace the main. Excavations will be made safe at the end of each work day.
- Once your service line has been replaced, an adult needs to be present to allow crews access to the property to re-light the gas appliances.
- If access is not provided or you are unavailable after the service replacement is done, please call (703) 750 -1000 to request a re-light. A “will call” order will be placed in the system for your re-light.
- Meter guards such as posts or bollards, must be installed if the meter is in an area exposed to potential damage from vehicle traffic.

## AFTER OUR WORK IS COMPLETED

- Yards and landscaping will be restored to like conditions within approximately 5 days. You will need to water landscaping as needed.
- Hard surface restoration, such as driveways, walkways, etc. will be temporarily patched. Another WGL contractor will complete the permanent repairs, within 8-12 weeks, weather permitting, after all work has been completed in compliance with local regulations.
- Public sidewalks and roadways will be temporarily patched and the permanent restorations will follow the completion of the project and will meet the state or local Department of Transportation specifications. Final restoration should be completed within 8-12 weeks, weather permitting.
- Limited permanent restoration will take place between November and April due to winter weather conditions.

**If temporary restorations are not made to your satisfaction, please contact Washington Gas.**

If you need additional information regarding our activities in your neighborhood, please visit: [www.washingtongas.com](http://www.washingtongas.com) and click on “View Major Projects”.

For questions, please feel free to contact:

WGL Construction Line (MD & VA): **703-750-5100**

WGL Construction email (MD & VA): **Construction@washgas.com**

PROJECTpipes Hotline (DC Only): **202-624-6400**

PROJECTpipes email (DC Only): **dhope.projectpipes@washgas.com**