



**DATE**

## **We'll Be Working In Your Neighborhood**

Dear Resident:

Duke Energy Ohio/Kentucky is committed to safely, efficiently, and reliably serving our natural gas customers. As part of this commitment, we have implemented an accelerated service line replacement program to replace aging metallic gas service lines using polyethylene (plastic) material.

The service line is connected to the natural gas meter for your home and, in order to replace it, we will need to briefly discontinue your gas service. After the service line is replaced, we will need access to the inside of your home to briefly inspect the pilot light before we can safely restore your gas service. So we are asking for your assistance in scheduling a convenient time for us to complete this important program.

We expect to be working in your neighborhood between **XX/XX** and **XX/XX**. In anticipation of that work, Duke Energy's contractor **\_\_\_\_\_**, will be stopping by your property to schedule an appointment. If you are unavailable when our contractor arrives, they will leave a door hanger providing information on how you can contact them to reschedule.

Please be aware that all contractors for Duke Energy must comply with the following:

- Wear visible contractor picture ID on the outside of their uniform that identifies them as a Duke Energy contractor.
- Have a contact phone number that our customers may call to verify the contractor's identify and purpose.
- Drive a vehicle having with a visible contractor logo.

If you would like more information on the ASRP Project please visit:

<https://www.duke-energy.com/ohio/natural-gas/inside-piping.asp>

We appreciate the opportunity to serve you and your cooperation with our service line replacement program. Should you have any questions regarding this program, please contact (866)317-7822.

Regards,

Duke Energy Gas Operations