

# Enhancements

## to your natural gas system in Western Springs

**InvestingInIllinois**  
A Nicor Gas system improvement initiative

Investing in Illinois: A Nicor Gas System Improvement Initiative is a multi-year initiative to modernize aging natural gas infrastructure. Nicor Gas, with its contractor KS Energy, will be modernizing the system that delivers natural gas safely and reliably to your neighborhood and we want to keep you informed of our work. Highlighted below are the major steps involved in the project that we will soon be starting in your neighborhood. **With the ongoing COVID-19 pandemic, please recognize that our employees and contractors have been advised to take precautions when interacting with customers and taking all necessary hygiene precautions, as recommended by the Centers for Disease Control and Prevention.**

### Inspect Sewers

Sewer inspections are part of Nicor Gas' safety practices. If your sewer service is not accessible from the street, Nicor Gas' contractor KS Energy will schedule an appointment to inspect the sewer line from inside your property. There will be no interruption to your natural gas or sewer service during the inspection. Vital information from the inspection will be marked on lawns and sidewalks with spray paint.

### Identify New Meter Location & Utilities

Nicor Gas or our contractor KS Energy will contact you to schedule an appointment to locate your existing natural gas line and natural gas meter. We will identify where the new meter(s) will be placed outside of your property, if applicable, and locate your existing natural gas line. Any obstruction (drywall, furniture, enclosures) must be removed before the appointment so we can access your natural gas piping.

During this step, water, sewer, electric and cable utilities will also be located and identified with spray painted markings and colored flags. It is important that these markings always remain visible for your safety. Private utility lines, such as sprinkler systems, are your responsibility to identify and mark at the time other utilities are marked.

### For Your Safety

These improvements are part of the Natural Gas Consumer, Safety & Reliability Act and costs are recovered under the Qualified Infrastructure Charge. All Nicor Gas employees and contractors will have Nicor Gas, AGL Resources or Southern Company Gas-issued ID cards and will present them if requested. The Nicor Gas contractor working on this project is KS Energy.

### Install the Natural Gas Main & Natural Gas Line

Nicor Gas' contractor KS Energy will install a new natural gas main in your neighborhood and will also install a new natural gas line that connects your property to the natural gas main. Utilities may again be marked with spray paint and flags.

### Connect the System & Retire Facilities

Nicor Gas or our contractor KS Energy will contact you to schedule an appointment to move your natural gas meter outside and reconfigure your inside piping. Your natural gas will remain off for approximately three hours. If there is more than one meter, the process may take longer. As a safety measure, we will remove or seal the retired natural gas line inside your property. If there is any remaining pipe inside your property, please call the "Project Related" contact noted on this newsletter to verify if this pipe contains natural gas if you will be doing any work on or around it.

### Restore Landscaping & Pavement

We understand that you value the appearance of your property. Nicor Gas, or one of its contractors, will restore landscaping and paving impacted by our construction to the condition in which we found it. Temporary restoration of some areas may be necessary until permanent restoration can be completed.

### Our Commitment

We take great care in implementing construction practices that limit disturbances and we understand your time is valuable. We appreciate your understanding and thank you for allowing us to continue to provide you with safe and reliable natural gas service.

