

Frequently asked questions

What color will the barricades be?

Can they be painted a different color?

Most barricades are painted yellow but can be painted gray to match the standard color of the natural gas meter. If desired, property owners may paint a barricade in any color of their choice following its installation.

What do the barricades look like?

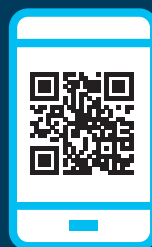
The two main barricades used are bollards and guard rails. Bollards are typically 4-inch diameter, steel posts that stand approximately 36 inches above the ground surface to protect a natural gas meter or other above-ground piping. Guard rails are typically a configuration of two 2-inch posts connected by two 1-inch horizontal pipes. In some cases, more than one barricade may need to be installed to provide adequate protection of the meter.

Why now?

The project is part of an ongoing safety program to prevent damages to natural gas facilities including natural gas meters. Although it may have not been necessary in the past, changes over time to the landscape in and around the natural gas meter may necessitate additional protection of a meter set.

Will there be a charge for this work?

Typically, the cost of the barricade installation is free of charge for customers. Costs for other alternatives will be discussed with you if applicable.



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information



Natural gas facility and meter vehicular protection



Natural gas facility and meter vehicular protection

The safety of our customers, employees and the communities we serve is our number one priority. Part of our responsibility for maintaining the infrastructure includes keeping the pipeline and all other natural gas facilities safe. This includes the safety of the natural gas meter at your premises.

Background about natural gas meter safety

We have developed a program to identify and make safe locations where natural gas meters and other facilities may be subject to vehicular damage. If your property is identified as having one of these meters, it is important that we remedy the issue. The most common and efficient way to protect a natural gas meter or facility is to install one or more barricades. However, there are other options that may or may not be considered for securing a natural gas meter or facility at a particular location. A company representative can discuss the possible options for protection of the meter or facility at your premises. Failure to protect a natural gas meter or facility from vehicular impact could result in possible damage to property or bodily injury.



Installation for protection

Once a protection method has been identified, a Nicor Gas crew or one of our trusted contractors will perform the necessary work to ensure the protection of natural gas facility or meter on your property. In most cases, the work can be done without the property owner being present. You will be notified in advance if someone needs to be home while we work to allow access to closed or fenced-in areas.

Reporting damaged facilities

If you believe there is damage to a natural gas meter or facility on or near your property:

- **Leave** the area immediately. Keep everyone away from the area until Nicor Gas or emergency personnel says it's okay to return.
- **Avoid** touching anything that may cause a spark. This includes lighters, matches, cigarettes, flashlights, light switches and telephones in the area of the suspected leak. You should even wait until you are a safe distance away before using your cell phone.
- **Call** our 24-hour emergency response line, at **888.Nicor4U (642.6748)** from a safe location to report damages to a natural gas facility or meter
- **Call** emergency responders at 911 if you see/hear/smell any of the following:
 - **Look** for discolored vegetation, blowing dirt or continued bubbling water in the area of a buried gas line.
 - **Listen** for a hissing sound.
 - **Smell** for the distinctive "rotten egg" odor of natural gas

Frequently asked questions

Why do you need to install protection on my property?

The safety of our customers, employees and the communities we serve is our top priority. In addition, in accordance with local, state and federal regulations, we are required to protect our natural gas facilities including the meter at your premises.

If, upon inspection, we have determined that the natural gas meter at your location needs protection from potential vehicular damage, we may need to install barricades or, in some cases, move the meter.

What other options do I have as a customer (i.e. "I do not want barricades.")?

Installing barricades is the most practical way to protect natural gas facilities, such as a meter. Where appropriate, a Nicor Gas representative in your area can discuss whether there other alternatives, such as relocating the meter or other facility.

Do I need to be there at the time of installation?

It is not necessary that you are home at the time of installation. Property owners will be notified if they need to be present to allow contractors access to locked or fenced-in areas on the planned installation date. It is important that the meter set is free from debris, obstacles and vehicles, and has adequate space surrounding it so our crew can work safely.

Will you make a mess on my property?

We always strive to minimize impact on your property during the meter protection installation, and will restore the disturbed area back to pre-installation conditions prior to the completion of the project.