

Dear Customer:

Nicor Gas will be working in your neighborhood to perform an important system upgrade in the near future. We will be replacing the service pipe from the gas main to your gas meter. If your gas meter is inside your home, we'll move it outside for no charge.

During installation, the gas service to your home or business will be turned off for a short time. After the service is turned back on, we'll need to come inside your home or business to relight your natural gas appliances. If you're not at home when the gas is turned off, we'll leave a card on your door asking you to call us when you return. After you call, a Nicor Gas representative will come out to relight your natural gas equipment and conduct a free safety inspection.

If you have an inside meter or would like to make an appointment online, visit nicorgas.com/appointment or, call our Scheduling Department at 1 800 730-6114 extension 7771 between 7:30 a.m. and 4:30 p.m., weekdays. We'll work with you to arrange a convenient time to complete the work.

We apologize for any inconvenience this work may cause you. To reduce disruption, your gas service will only be turned off when we're connecting the service pipe to your home or business. Our crews will do their best to complete the work as quickly as possible. Any damage to landscape and/or pavement will be repaired to the original condition after the entire project is completed. Keep in mind that work completed late in the year may delay landscaping or paving until spring.

With your cooperation, we'll be able to complete an important system improvement and maintain safe and reliable natural gas system for you and all Nicor Gas customers. If you have questions about any part of this project, please call our toll-free number, 1 800 730-6114 extension 7771.