

What You Need to Know About Gas System Upgrades Coming to Your Area

Dear Valued Customer:

As customers like you rely upon electric and gas to power their daily lives, PSE&G is considered an essential service. We continue this critical work to keep the power system safe and reliable, and we're taking prudent measures and maintaining safety as our number one priority.

PSE&G will be replacing old gas pipes on your street with new piping – in an effort to provide the continued safety and reliability of your gas service. **In light of the COVID-19 pandemic, and in the interest of maintaining the safety of our customers, our employees, and their families, PSE&G workers and PSE&G contractors follow safety protocols guided by the CDC and NJ State Department of Health, as well as all directives from the Governor's Office and county/municipal governments.**

Please read on for more information about this project:

- To upgrade the gas lines, we dig trenches, primarily in road surfaces, and lay new pipes block-by-block to minimize disruptions. At the end of each workday, the trenches are filled in and protective plates are secured.
- When possible, we avoid digging on properties. If we have to dig on your property, PSE&G/Contractor will restore any disturbance after the service line is installed. Grass areas are repaired and seeded, and concrete or asphalt openings are patched until final restoration work is scheduled.
- After construction, a PSE&G technician will need access to your home to connect the service line and gas meter to the new gas main. We contact homeowners to arrange a date and time to do this work. On the day of your scheduled appointment, our technicians will ask you a series of pandemic-related safety questions.
- During the reconnection, you can expect to be without gas service for about four hours. If your meter is inside, we will move it to the outside of your home or business. Our technician will reconnect and relight all appliances. If you are not able to legally provide access to the property in question and require landlord approval, please let us know when we contact you. **PSE&G technicians will be wearing personal protective equipment and will maintain physical distancing throughout the appointment and we ask that you also keep a safe distance from our technicians. Please allow technicians through the nearest entryway in proximity to the meter set location.**
- When work is finished, we repair roads with temporary pavement until the project is complete and the ground settles. This generally takes 45 to 90 days. Final restoration may take longer depending on the weather conditions, size of the project, time of year or at the request of the town. PSE&G will then have their contractors restore roads with permanent paving in accordance with town/county ordinances and paving requirements.

As with any construction project, you may experience an increase in traffic, loud noise, and presence of heavy equipment and machinery. For more information on this project, as well as a video about the upgrade work, please visit pseg.com/gaswork. If you have any questions, please call 1-833-661-XXX.

If anyone in the household has a serious medical condition that may be aggravated by an interruption in gas service, please contact us immediately at 1-800-436-7734 (PSEG).

Sincerely,

PSE&G Gas Construction Team