



Access Needed to Connect Your Gas Service to the Upgraded Distribution Line

Dear Valued Customer:

PSE&G has been replacing old gas pipes on your street with new piping – in an effort to ensure the continued safety and reliability of your gas service. In accordance with the New Jersey Governor's restart and recovery plans, PSE&G crews restarted service upgrades in June and will soon need access to your residence to complete this work. PSE&G workers and PSE&G contractors follow safety protocols guided by the CDC and State Department of Health, as well as all directives from the Governor's office and county/municipal governments.

As part of PSE&G's gas system upgrade in your area, we need to coordinate access to multiple properties in your neighborhood on the same day. This access is needed to upgrade your gas line and the gas distribution line in the street. On the day of your scheduled appointment, our technicians will ask you a series of pandemic-related safety questions.

During this in-home/on-property work, PSE&G technicians will be wearing personal protective equipment and will maintain physical distancing throughout the appointment.

We will need access to your home on **<date>**. However, work will not be performed in cases of inclement weather. If you do not have access to the meter, please give this letter to the property owner or responsible person. An adult must be present to allow our employees access. The property owner does not need to be present the day the work occurs.

If your meter has already been moved outside, you (or another designated adult) will not need to be present until mid-afternoon, when service is typically restored. This allows PSE&G employees to relight all your gas appliances, ensuring they operate safely after the system is upgraded. Crews usually remain in the area until early evening.

If your meter has **not** been moved outside, we will need to shut it off at approximately **8 a.m. <time>**. This requires a technician to enter your premises briefly, returning later in the day to turn your service back on. **Please allow technicians access through the nearest entryway in proximity to the meter set location.**

For more information on this project, as well as a video about the upgrade work, visit pseg.com/gaswork. If you have questions, please call our dedicated Gas Construction hotline at 1-833-661-XXXX.

If your gas service is off and there are no PSE&G personnel present on your street doing restoration, please call 1-800-350-7734 (PSEG). Upon calling, be sure to advise the operator that your service is off as a result of a gas system upgrade.

PSE&G employees always carry company identification, and a PSE&G inspector is always available to address any concerns or issues before or during the work.

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).

We apologize for any inconvenience this work may cause you. Thank you for the opportunity to serve you.

Sincerely,

PSE&G Gas Construction Team