



Always There.®

## CenterPoint Energy to replace natural gas lines in Excelsior

Dear Property Owner,

At CenterPoint Energy, we are committed to providing relevant information to our customers and the general public to minimize inconvenience or disruption due to our construction activities.

### ***What will CenterPoint Energy do?***

Beginning in mid-June and lasting into mid- to late summer of 2021, CenterPoint Energy's authorized contractors will work in Excelsior along the following roads: 3<sup>rd</sup> Avenue from Mill Street to Division Street; Hidden Lane; and Water Street from Oak Street to 3<sup>rd</sup> Street.

While Michels Corporation will replace the natural gas main, connect the natural gas service lines to the new main, and move any inside residential meters outside, Q3 Contracting will restore the areas affected by Michels Corporation's work outside the limits of the City of Excelsior's 2021 Street and Utility Improvement Project and Water Street Improvement Project. Although no full road closures are expected, parking and lane closures will occur, and two-way traffic will be maintained. The crews will close parking on both sides of Water Street and 3<sup>rd</sup> Street.

### ***What is CenterPoint Energy's COVID-19 protocol?***

The construction crews and personnel will continue to use the Covid-19 Customer Permission Flyer, which requests customer permission prior to entering homes. Personnel, contractors and CenterPoint Energy employees will continue to practice CDC guidelines regarding social distancing, sanitary practices and wearing face masks when entering customer homes.

### ***What if I have an inside gas meter?***

The customer will receive a CenterPoint Energy postcard in the mail typically within one or two weeks prior to the day when the Michels Corporation crews will perform the work. The crews will have CenterPoint Energy-authorized photo IDs stating that they are employees of Michels Corporation.

After the customer receives the postcard, the foreman will arrive at the customer's house to schedule an appointment that typically meets with the customer's schedule. If the customer isn't home when he arrives, he will leave a door tag with his contact information to schedule an appointment with him.

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Customers are advised to set aside a two- to four-hour time frame for the inside-to-outside gas meter move. They are also advised to mark their privately-installed utilities such as dog fences or sprinklers. Marking can be accomplished with tools such as spray paint or utility flags. The foreman will access the natural gas meter inside the house, move the meter outside, and relight the natural gas appliance pilot lights after the new meter has been relocated.

Customers with outside meters will be notified prior to the replacement or connection of the service lines to the new mains. Areas affected by our work will be restored to their original condition.

### **How can I contact CenterPoint Energy?**

For more information or to sign up for updates, please visit [CenterPointEnergy.com/Construction](https://CenterPointEnergy.com/Construction), click on “Project Sites” and “Excelsior.” Look for future communications via mailings or a door tag left by the CenterPoint Energy inspector. We appreciate your patience as we continue to upgrade our natural gas system, ensuring system reliability for years to come.

