



Always There.®

CenterPoint Energy's updated COVID-19 protocol as of mid-April 2020

*Text-to-subscribe for updates regarding this construction project by sending
CNP NOKOMIS to 468311*

Dear Property Owner,

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

Due to coronavirus concerns, since early March CenterPoint Energy has delayed meter work that requires entering customer homes or disrupting customer gas service.

As social distancing practices and proper use of PPE, face masks and gloves have become normalized and as customers are willing to allow properly protected personnel into their homes to complete required work to modernize gas facilities, which is essential work, CenterPoint Energy authorized contractors will enter customer homes to complete work only with customer permission.

Project description: CenterPoint Energy's project is in progress and is anticipated to finish in summer 2020 with work from CenterPoint Energy's authorized contractors. While Michels Corporation will finish the natural gas main replacements and connect the natural gas service lines to these new mains, Q3 Contracting will restore the areas affected by Michels Corporation's construction.

Installing replacement gas mains: According to the Governor of Minnesota's order, gas main replacement is an essential work function. This allows for the modernization of related gas facilities. The gas main work requires excavations in various locations in the right-of-way (front yard) to facilitate the installation work.

Connecting service lines to the new mains: Due to coronavirus concerns, CenterPoint Energy has delayed work that requires entering customer homes, such as moving gas meters outside. The purpose of this letter is to advise that with customer permission, crews will now enter homes to complete necessary gas meter work. If you choose not to allow crews to enter your home, gas service will not be interrupted, and we will reschedule for a time better suited to concerns you may have. Crews will continue to replace service lines. Crews may have to dig in the ground on your property in the utility easement and next to your home to complete the task of service line replacement.

Please note: If your service line has already been replaced, you may disregard this letter.



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How can I contact CenterPoint Energy? For more information or to sign up for updates, please visit CenterPoint Energy’s Construction Zone website at [CenterPointEnergy.com/Construction](https://www.CenterPointEnergy.com/Construction). In addition, you can contact one of the following CenterPoint Energy resources. Please reference the **Minneapolis - Nokomis Area project** or the number **88104238**:

- Communications Specialist, Hannah Gullickson, at 612-321-5546
- Information Hotline at csv.constructionservices@centerpointenergy.com
- Restoration Questions at csv.restoration@centerpointenergy.com

We appreciate your patience as we continue to upgrade our natural gas system. CenterPoint Energy has provided safe, clean and efficient natural gas service to Minnesota communities for more than 145 years. We are proud of this record and strive to improve it by educating the public about the benefits of natural gas at [CenterPointEnergy.com/BeSafe](https://www.CenterPointEnergy.com/BeSafe). We appreciate your business and look forward to continuing to serve you.

