



Always There.®

“Moving Gas Meters Outside” FAQs

Q. Why is CenterPoint Energy moving my natural gas meter outside?

- A.** At CenterPoint Energy, we have been committed to providing safe, clean, reliable and efficient natural gas service to Minnesota communities for more than 145 years. As part of our system and technological advancements, CenterPoint Energy will be systematically moving residential natural gas meters from inside to outside of your home.

Q. What benefits are there to moving my natural gas meter outside of my home?

- A.**
- Less inconvenience to our customers when routine maintenance and inspections are required per federal and state regulations
 - We will typically no longer need to come into your home to perform routine tasks
 - In the event of an emergency, outside natural gas meter location provides emergency responders easier access to the natural gas valve that serves as the main shut-off to the natural gas feed into the home

Q. Will my yard or the road near my house be affected by moving my meter outside?

- A.** Possibly. The areas affected by our construction activity, whether it is your road or yard, will be restored safely, quickly and in compliance with all federal, state and local regulations.

Q. Who is responsible for the restoration of my street, yard, sidewalk or grassy boulevard after my meter is moved outside?

- A.** CenterPoint Energy uses professional landscape and street restoration contractors rather than our natural gas pipeline construction crews to complete the final property restoration.

Q. How long will it take for my street, yard, sidewalk or grassy boulevard to be restored after my meter is moved outside?

- A.** During the heavy construction seasons of spring, summer and early fall, CenterPoint Energy’s goal is to begin restoration work approximately two weeks after the natural gas meter movement work is completed. For projects completed in late fall when weather and frozen conditions exist, temporary restoration will be completed to make the area safe, with full restoration back to original condition the following spring.

Q. Will customers be charged for the movement of the meter from inside to outside or any work associated with it?

- A.** No. There is no charge for the movement or any work associated with it.

Q. What is a service line and why would I have to have it replaced?

CenterPoint Energy

- A. A service line is a natural gas line connecting your house to the main gas pipe located along the boulevards and under streets. As CenterPoint Energy moves residential natural gas meters from inside to outside of homes in the project areas, some houses may require replacement of the natural gas service line. Homes that require this will not be charged extra for this service.
- Q. How many homes or businesses are having their meters moved?**
- A. CenterPoint Energy has approximately 4,000 customers per year who will be having their natural gas meters moved from inside of their homes to outside of their homes over the next several years depending on the weather.
- Q. Who will be moving my natural gas meter outside and how do I schedule the movement?**
- A. A Michels Corporation construction foreman, an authorized CenterPoint Energy contractor, will work with you directly to schedule and perform this necessary work.
- Q. Will I need to allow the Michels Corporation construction foreman access to my home?**
- A. The Michels Corporation construction foreman will need access to CenterPoint Energy's natural gas meter inside your house to move the meter outside and relight your natural gas appliance pilot lights after the meter is relocated.
- Q. How will customers identify a contract employee?**
- A. Every contractor performing the inspections is required to carry a CenterPoint Energy contractor identification card that includes the employee's picture. If the person visiting a home or business has no CenterPoint Energy identification, customers SHOULD NOT allow him or her into their home or business.
- Q. How can I learn more about this project and how it will affect me?**
- A. To learn more about this project or to sign up for periodic construction updates via email, please visit our Construction Zone website at [CenterPointEnergy.com/Construction](https://www.CenterPointEnergy.com/Construction). To subscribe to updates regarding this construction project via text message, text *CNP GASMETER* to 468311.
- Q. Who can I contact if I have further questions?**
- A. If you have further questions, please contact us by calling CenterPoint Energy's Information Hotline at **612-321-5369** or our Communications Specialist, Hannah Gullickson, at **612-321-5546**. Please reference the "Moving Gas Meters Outside" construction project when calling the Information Hotline.
- Q. How can I learn more about natural gas safety and its benefits?**
- A. We are committed to educating the public about the benefits of natural gas and how to use it safely and efficiently. CenterPoint Energy provides information for you at [CenterPointEnergy.com/BeSafe](https://www.CenterPointEnergy.com/BeSafe).