

## What to Expect

We realize construction projects of this scope often raise a lot of questions, and we're committed to answering all of them. To start, here are five primary steps to expect while natural gas mains on your street are replaced.

**Step 1.** Neighborhood Notification

**Step 2.** Underground Utility Marking

**Step 3.** New Main Installation

**Step 4.** New Service Line Installation

**Step 5.** Property / Neighborhood Restoration

### Step 1

## Neighborhood Notification

At least three days before pipeline work begins, PGW crews and/or contractors notify residents and businesses in the immediate neighborhood using door hangers. In general, daily work hours based on the City posted hours of operation are Monday to Friday, 7 a.m. to 3 p.m. or 9 a.m. to 3:30 p.m. for specific sections. Parking restrictions will also be posted on impacted streets using standard parking notices.

### Step 2

## Underground Utility Marking

Pennsylvania law requires all companies with underground facilities locate and mark their utility lines before excavation work begins. This is a simple yet critical step to prevent potential damage to existing subsurface utilities during excavation which could be both dangerous and/or inconvenient to the community.



A PGW representative will mark the location of all existing PGW natural gas service lines in your neighborhood with yellow paint. The proposed excavation for new natural gas service lines will be marked in white paint. This paint is not permanent and will fade and wash away with time. Other agencies use different colors i.e. blue for water/sewer, red for electric, orange for communications to mark the location of their utility lines.



### Step 3

## New Main Installation

Natural gas mains are typically located in the street, close to the curb; installation of new, state-of-the-art natural gas mains is typically located in the street right next to the curb.

To install a new natural gas main, PGW contractors will dig a trench and other holes along the street and/or sidewalks so that new plastic or coated steel pipes can be installed.



During this process, cars parked in the work zone must be relocated to an area where work is not being performed. "No Parking" signs will be posted prior to the start of work. If cars are not moved, our contractors will relocate vehicles to the nearest location outside of the work zone.



When work is completed at the end of each day, trenches and holes will be covered and all equipment will be stored out of the way throughout the length of the project.



[See reverse side](#)

# 5 STEPS OF PIPELINE IMPROVEMENT

## Step 4

### New Service Line Installation



Natural gas service lines run from the main outside your home and connect to the gas meter that serves your home or business. After a new main is installed (Step 3), service lines will also need to be replaced, requiring re-excitation of the street.

To complete this work, an authorized adult, 18 years or older, will need to allow a PGW contractor into your home to access to your natural gas meter and appliances.

A worker will need to enter your property at least two times during Step 4.

1. Crews will investigate the accessibility to your existing gas meter and upgrade the service into your property. This will involve disconnecting your service temporarily.

2. Crews will replace your meter, re-light all your natural gas appliances and complete safety checks.

A PGW representative will contact you directly to coordinate service line installation and meter inspection. If you are unavailable, a door tag will be left with contact information for you to schedule a more convenient time for your service to be restored.



**Please note:** The meter is the property of PGW. You have the responsibility to give the utility access to the meter and keep it free from obstructions.

## Step 5

### Property/Neighborhood Restoration

After your gas service has been restored; PGW will begin to restore the area back to its original condition. Restoration occurs in two steps:

1. PGW will immediately “backfill” open trenches and holes that resulted from pipeline improvement work with dirt, rocks and temporary paving. This “backfill” is in preparation for final and full restoration of your property.

2. PGW will restore worksites to the same or better condition, including sidewalks, lawns and driveways. Due to weather and seasonal conditions beyond our control, full restoration may take additional time to complete.

Please be aware that there may be several days or even weeks between some of the steps in the pipeline improvement process. We ask for your patience during this times.



## Have Questions?

You can speak to a PGW representative on the job for construction-related questions or contact the PGW Public Affairs office. For a listing of PGW worksites by zip code, visit: [pgworks.com/worksites](http://pgworks.com/worksites).

**Public Affairs - 215-684-6880**  
**Email - [feedback@pgworks.com](mailto:feedback@pgworks.com)**

