



South Jersey Gas

Frequently Asked Questions About Your Natural Gas Service Replacement

Why are you replacing my service line?

Your natural gas line is being replaced to comply with our normal operating procedures and planned replacement schedule. This may involve replacing your neighbor's services and the gas main on your street as well.

Are you replacing my meter?

Your gas meter will only be replaced due to age or damage. In most cases, your existing meter will remain in use on your service line. If the meter does need to be replaced, a SJG qualified employee will complete the meter exchange.

Will SJG need access to my home?

Yes. Because we will need to shut off the natural gas service to replace the line, a crew member will need to enter your home to re-light your appliances. Additionally, if your meter is located inside your home, we will relocate it to an outside wall if possible and will make the reconnection to your existing fuel line.

How long do I have to be at home?

You need to be home at the start of work so we can ensure the proper shut off of your appliances before we begin your service replacement. While you do not need to be home during the service replacement, we would appreciate you being home at the completion of work so we can re-light your appliances and minimize inconvenience to you. If you are not able to be home at the completion of work, you may contact us at 1-888-766-9900 and one of our qualified representatives will be dispatched to re-light your appliances.

How long will I be without my gas appliances or heat?

Every effort is made to restore your gas service as quickly as possible. Typically, all work is completed within 8 hours. The time may vary due to extenuating circumstances.

How will I know who will be coming to my house and when?

You will be contacted in advance by an SJG or contractor representative, either in person or by telephone. SJG representatives carry identification as do our contractor foremen. All vehicles are marked accordingly as well.

Where will you be digging?

Typically, excavations are required at the gas main, just behind the curb and at least one opening at the house. However, this may

vary depending on soil conditions, gas pipe locations, other utilities (including private lines such as irrigation systems), etc.

Will you repair the area in which you dig?

Yes. All disturbances will be restored within a few weeks after the service work is completed. Grass areas will be reseeded and openings in concrete or asphalt areas may be temporarily patched until final restoration can be scheduled.

Will you repave my entire driveway?

No. Typically, restoration is limited to the opening required to replace/upgrade the gas service piping.

How long until you repair the area in which you dig?

Most openings in asphalt or concrete are temporarily restored the same day the service work is performed. Typically, final/permanent restoration to the opening(s) is scheduled approximately 30 days after all services along your street have been upgraded or replaced. Depending on the number of services to be replaced in your neighborhood, final restoration may take up to 60 days.

Why are there painted marks or flags on my property?

The State of New Jersey requires all utility companies that have underground facilities, such as natural gas piping, electric, phone, etc., to locate and mark their facilities prior to construction activity. The painted areas and/or flags indicate the presence of such underground facilities on your property and/or in the right-of-way. Be aware that this law, NJ One Call, applies to homeowners as well. Any project that requires digging needs to be reported to the NJ One Call Center (simply dial 811) prior to the start of work so that the utility companies can mark out their facilities. There is no charge for this service.

What do I do if I have an invisible fence, a water irrigation system or buried wires for exterior lighting system?

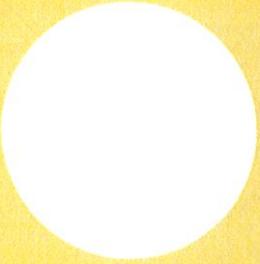
As these are not covered under the NJ One Call law, to minimize the chance for damage we ask that you mark out your underground systems with paint, flags or stakes. You may also contact the number on the notification letter to advise the representative of your underground facilities.

Where will my meter be located?

Typically, SJG requires gas meters to be located on the front or side of the residence.

I am not a South Jersey Gas customer. Why am I being contacted?

SJG strives to notify residents of upcoming work in their area as it may relate to them. While you may not be an existing SJG customer, your neighbor across the street may have a natural gas service pipe that is slated for replacement but the gas main may exist on your side of the street. For information on becoming a natural gas customer, visit us online at www.southjerseygas.com.



Sorry We Missed You

Date: _____ Time: _____

Maintenance to our facilities required your gas service to be shut off while you were not at your property. To restore your service, we must enter the property to light and perform safety checks on all gas appliances. Please contact our Customer Care Center by calling the toll-free number listed below and a serviceperson will be dispatched to perform this service.



South Jersey Gas

1-888-766-9900

**Thank you,
Division Operations**

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FOR YOUR SAFETY

Underground natural gas lines have been installed or upgraded in your neighborhood. If you are experiencing sewer problems, call **South Jersey Gas at 1-888-766-9900** before having any work performed on your sewer lateral.

NOTE: Please hang this tag around your sewer pipe as close to the main clean-out opening as possible.

If the clean-out opening is located outside or it is otherwise not possible to place tag near the opening, please do the following:

1. Hang the tag on your drain piping under your kitchen sink.
2. Make anyone who is going to do any work on your sewer lateral aware of this tag and its message.

DO NOT REMOVE

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