

SAVE Pipeline Replacement Projects

Frequently Asked Questions



What is SAVE?

Steps to Advance Virginia's Energy (SAVE) is our company's natural gas infrastructure modernization program. SAVE allows us to make necessary upgrades to our pipelines so we can enhance the safety, reliability and integrity of the natural gas distribution system. It is a multi-year plan approved by the Virginia State Corporation Commission.

Why do you need to upgrade the pipeline system?

We need to upgrade our pipeline system in order to meet our obligation to provide clean, reliable and affordable natural gas service to our customers for years to come. The program was established to replace aging, older pipe with new state-of-the-art, corrosion resistant pipes that are more durable, reduce methane emissions and less expensive to maintain.

What should I expect during the renewal project?

Prior to construction, we will notify property owners and residents of any upcoming work projects. Households and businesses located in the construction area will receive a construction notification letter and door hanger providing more information about our work. Construction will be primarily performed during the day, Monday through Saturday. During these times, please watch for lane closures, heavy equipment and utility workers in your area.

What will Virginia Natural Gas do to minimize the impact on my neighborhood?

SAVE project work will be performed with as little invasion and impact as possible to your neighborhood. Our utility workers and qualified contractors are trained in construction best practices designed to protect trees and plants located in the construction area. In addition,

we will complete yard cleanup as the project progresses and perform a final cleanup to restore property to pre-construction condition.

To minimize traffic disruptions, Virginia Natural Gas will be using a technique called directional boring, when feasible, under roadways. Underground directional boring avoids the need for open trenches across roads and other surfaces. However, we may need to temporarily close some streets in some locations during construction.

Will my natural gas service be interrupted during construction?

Natural gas service interruptions to homes and businesses in our construction areas will be minimal and brief during SAVE construction while we connect service to the new system. A Virginia Natural Gas representative will relight all the natural gas appliances in your home after construction is complete. We'll schedule a time that's convenient for you to come into your home and safely relight your appliances.

How long will construction last in my neighborhood?

Virginia Natural Gas is committed to completing our SAVE construction work as quickly and safely as possible. However, factors such as inclement weather and issues accessing the construction area may delay project completion. We will keep you informed of any project delays as they arise.

If you have questions about project work in your neighborhood, please call **866.229.3578** or email **G2VNGCustomerCare@southernco.com**. All inquiries will be returned within two business days.