

# SAVE Construction Process

Virginia Natural Gas is continually improving the natural gas pipeline system that brings clean, safe, reliable and affordable natural gas to our customers.

We are currently enhancing our system by replacing older infrastructure with new state-of-the-art, corrosion resistant material that is more durable and less expensive to maintain through our Steps to Advance Virginia's Energy (SAVE) program. These investments will allow us to ensure every customer's energy needs are met safely and reliably now and well into the future. Our construction process is completed in the following phases:

**Phase 1**  
Notify Residents

**Phase 2**  
Replace Gas Main

**Phase 3**  
Replace Service Line  
and Relocate Meter

**Phase 4**  
Restore  
Project Area

## Phase 1: Notify Residents

Prior to beginning any pipeline construction project, Virginia Natural Gas will inform local area residents by mail that a project has been scheduled in their neighborhood. Current Virginia Natural Gas customers within the construction boundaries will also receive a door hanger immediately before the start of the work on their street. The door hanger will include the name and contact information of the contractor responsible for the work, as well as our Work in Your Neighborhood Project Hotline information.

## Phase 2: Replace Gas Main

During this phase, other underground utilities such as water, sewer, phone, cable, etc. will be located. Temporary spray-painted markings on streets, sidewalks, and along public rights of way will be placed by the utility to prevent underground construction damage. Our contractor will perform a camera inspection to check for cross bores, the presence of a utility line in a storm or sewer line, or any other pipe issues. These inspections are performed as a safety precaution to ensure that existing utility lines are not in conflict with other utility lines, tree roots or underground piping. If our contractor finds any existing issues during this process, they will be reported to the city to be addressed.

Next, our contractor will replace the gas main through construction methods such as open cut or directional drilling, depending on field conditions. The existing mains to be replaced are in public rights of way, typically in the street or just behind the curb of the street, or near the edge of the pavement. These methods help reduce the impacts of construction. Gas is put back into the main once the replacement has been made.



### Phase 3: Replace Service Line and Relocate Meter

In Phase 3, the individual service lines to homes and businesses will be transferred to the newly installed gas main. In some cases, the service line will need to be replaced altogether. The construction work to replace the service line begins in the right of way from the new main and will extend to the gas meter.

Next, if required, the meter will be relocated to a suitable and safe location. Existing underground utilities may again be marked with spray paint or flags during this phase. Gas service will be temporarily interrupted during meter relocation work. Virginia Natural Gas will work with the homeowner to determine the best location for the meter.

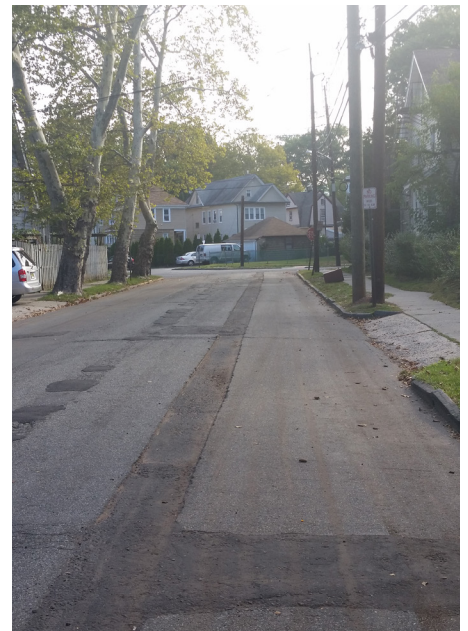
Once the service line work and meter relocation have been completed, our contractor will perform another camera inspection to ensure there are no cross bores. Then, the contractor will relight all working natural gas appliances inside the home or business. Customers should NOT attempt to relight appliances.

### Phase 4: Restore Project Area

Virginia Natural Gas contractors use temporary restoration materials such as wheat straw on soft surface areas and gravel or temporary asphalt patches on hard surface areas such as sidewalks, driveways, streets, etc. until permanent restoration can be completed at the end of the project. Using these temporary measures while work is ongoing helps stabilize the area.

Our contractors are responsible for final restoration at the end of the project. Please note the amount of time between temporary restoration and final restoration may vary based on a number of factors including weather, time of year (spring or winter) and project terrain.

We understand that you value the appearance of your property. Once the project is complete, our contractors will restore the areas impacted by construction to pre-construction conditions while adhering to all local paving and erosion control ordinances.



## Questions about the work in your area?

Please call **866.229.3578** or email **G2VNGCustomerCare@southernco.com**.  
All inquiries will be returned within two business days.