

SYSTEM MODERNIZATION PROJECT IN IRVING, TX

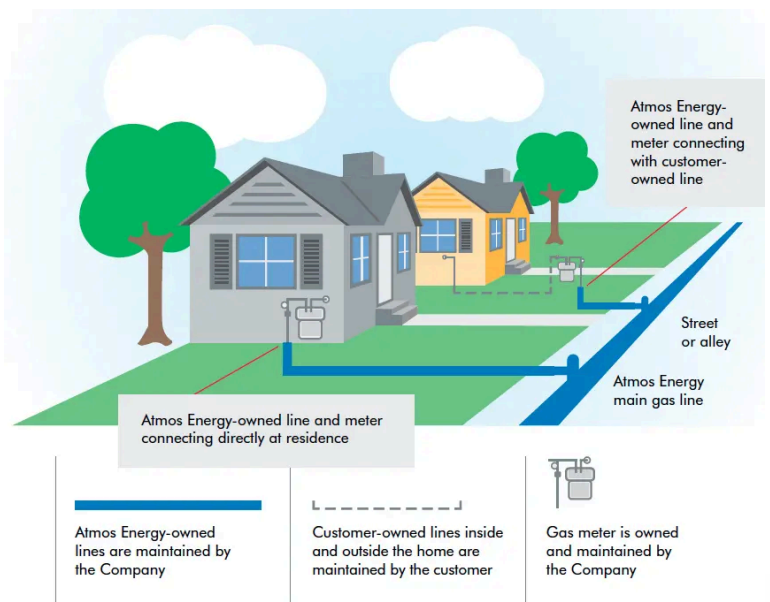
As part of Atmos Energy's ongoing investment in the safety and reliability of our natural gas system, we are replacing natural gas pipe in the University Hill neighborhood in Irving, TX.

Pipe Replacement Process:

1. A construction crew will dig a trench or bore along the street to prepare for the replacement. The crew will then lay new pipe in the trench or pull new pipe through the bore hole.
2. The crew will install the new service line from the main to the gas meter located at your house. This will cause a temporary disruption to your natural gas service.
3. Gas will flow into the pipe. Service is now ready to be restored.
4. An Atmos Energy employee will contact you to set an appointment for a safety inspection inside your home. If contact is not made, we will leave a door tag with instructions to set an appointment.
5. Someone 18 years of age or older must be present to restore service. During the appointment, your gas piping and appliances will be inspected for safety. This is not a substitute for routine or manufacturer-recommended safety inspections and maintenance of your appliances and gas piping. Your gas piping and appliances are your responsibility and should be inspected periodically.
6. If your house piping fails the safety test, it is your responsibility to hire a plumber and make any repairs. After your gas piping and appliances pass the safety checks and you receive a city inspection, your natural gas service will be restored.

Homeowner Safety and Responsibility

Beyond the natural gas meter, the customer is responsible for installing, maintaining and repairing any lines and appliances, as it is their private property. In the same way electricians must make repairs to your electrical wiring and plumbers must repair water leaks, Atmos Energy does not maintain or service the gas lines from the gas meter into your home or to your natural gas appliances. If a customer-owned gas line fails a safety test, Atmos Energy technicians will disconnect gas service at the home and will ask the customer to contact a licensed plumber to make the repairs. Atmos Energy recommends all customers have their appliances and gas lines inspected periodically and repaired as needed.



For more information about customer-owned lines and house piping visit atmosenergy.com/homesafety

Smell gas? Act Fast! If you suspect a gas leak, leave the area immediately! Then from a safe distance call 911 and Atmos Energy's 24/7 emergency line at 866.322.8667.

