

Dear Residents of Regent Square:

In 2011, Peoples Natural Gas launched the greatest improvement and modernization project in the company's history. This project will replace all cast iron pipelines throughout the company's 16 county service territory. It involves removing and replacing approximately 44 miles of old cast iron pipelines, some that have been in use since before World War I, with modern infrastructure by the end of 2012. Replacing these pipelines is necessary to modernize our system, maintain safe and reliable service to our customers and provide the necessary infrastructure for our communities to continue to grow.

We have received questions regarding the Regent Square piece of this project. We are happy to answer your questions and address the concerns that have been brought to our attention.

Timeframe

Peoples Natural Gas will be replacing pipelines in Regent Square in late summer. Construction activity will begin in the third quarter of 2012. The project is currently in the planning and design process. As part of this process, we will determine exactly what streets and sidewalks will be impacted by this project. The planning and design process for Regent Square will be complete in the next few months.

Notifications

We will notify you of the start of construction activity by letter one week before it begins. Your gas service may be temporarily disrupted during some construction activity as we change over customers to our newly installed mainlines. If this is the case, all affected customers will be notified via door hanger one day prior to the disruption. Typically, service disruptions last no longer than one working day and are usually just a few hours. You do not need to make any special accommodations for this disruption. Simply contact our customer service representatives at 1-800-764-0111 and we will come to your home to restore your service at your convenience-whether that is during the day or the evening.

Brick & Cobblestone Streets

Brick and cobblestone streets add to the charm of Regent Square. If our pipeline construction work takes place on brick or cobblestone streets, Peoples Natural Gas will replace the brick and cobblestone as part of the restoration process.

Sidewalks

We understand that as homeowners you are also planning spring projects that may include sidewalk replacements. While exact details are not yet available, we can provide you with a list of streets in which sidewalks *may* be impacted by our pipeline replacement project. In some areas, the impact may be minor, while in others, larger sections of the sidewalks may be under construction. In all cases, the sections of the sidewalks that are affected by this project will be restored to their original condition or better.

The sidewalks on the streets listed below may be affected by construction activity.

- Abbot Street
- Braddock Avenue
- Briar Cliff
- Charleston Avenue
- Forbes Avenue
- Henrietta Street
- Hutchinson Street
- LaClair Avenue
- Lancaster Avenue
- Macon Avenue
- Milton Avenue
- Overton Street
- Pebbles Street
- Sanders Avenue
- South Braddock Avenue
- Whitney Avenue

In 2010, Peoples Natural Gas was sold from a multi-state utility and was reestablished as a locally managed and run company. All of our management and coworkers live in the region and are committed to our communities. The employees of Peoples Natural Gas will treat Regent Square as we would our own neighborhoods. In some cases, it may be.

Thank you for the opportunity to address your concerns. Please be assured that this project is being undertaken to improve the service we provide to Regent Square. We understand that construction work on your streets may cause a short term inconvenience and we apologize in advance. We ask for your patience and understanding as we work to complete this extensive project. If you have any specific questions related to this project, please contact our local construction coordinator, Jim Barnett, at 412-244-4385.

Sincerely,



Ken Johnston
Senior Vice President & COO

cc: Ed Palombo
Jim Barnett
Bob Thomas
Bill Roland