



## Installation Program FACT SHEET

**General Information:** Columbia Gas will install automated meter reading (“AMR”) devices on customer meters. The device will provide the opportunity to read customers’ meters remotely from the street on a monthly basis.

The work will be done outside at the meter, but in some instances inside access to the customer’s home will be required where a meter is located indoors. It is very important that local officials, notably Fire and Police, are aware of this project. The program involves a large number of installations and an aggressive schedule, so it will appear that there is a lot of activity in an area for the brief time that we’re there.

**Customer Contact:** Customers will be given advance information via postcard about when the device will be installed on their meter. Customers will be given contact information for the contractor performing the installation. Customers **do not** need to call or make special arrangements in advance.

If we are unable to get inside to perform the installation on an indoor meter, we will leave a door tag with a phone number to our project personnel that the customer can call and make access arrangements.

**Work Hours:** Installation work will typically take place during regular working hours. Some work may be completed in the evenings or on a Saturday.

**Identification:** Contractor personnel carry photo ID badges identifying them as contractors for Columbia Gas. Company personnel also carry Columbia Gas photo ID.

### Your Local Program

<b>Area:</b>	Pickerington, Ohio
<b>No. of Customers:</b>	Approximately 10,000 (may include areas outside the city limits)
<b>Dates:</b>	Start: February 20, 2012      Completion (estimated): April 30, 2012
<b>Local Contractor:</b>	Tru-Check Metering Solutions    Contact: Marty Gresh (678) 278-5909
<b>Columbia AMR Contacts:</b>	AMR Project Coordinator: Sandra Ross, (419) 528-1109. Communications: Ken Stammen (614) 460-6231; Pam Learman (614) 460-4253

Columbia Gas<sup>®</sup>  
of Ohio

*A NiSource Company*

P.O. Box 2318

Columbus, Ohio 43216-2318

Doing more for you.

## **IMPORTANT NOTICE**

Your neighborhood is scheduled for a meter reading upgrade in the next few weeks.

*See reverse side for details.*

# AUTOMATED METER READING

## What it is:

**Columbia Gas of Ohio is upgrading your service by installing our new Automated Meter Reading (AMR) system.** There is no separate charge to you for this upgrade. Once installed, our specially equipped vehicles will read your meter electronically—saving time, money and unnecessary interruptions in your schedule. The AMR installation will be done by Columbia employees or employees of our contractor, TruCheck.

Normal installation takes about 20 minutes and does not disrupt your service. We will notify you in advance if your meter requires an additional upgrade to support AMR and service must be interrupted.

If you have any questions or concerns regarding scheduling or installation, please contact TruCheck at 866-257-8178.

## When it will happen:

**When:** Within approximately the next month

**Who:** Uniformed technicians from Columbia Gas of Ohio or our subcontractor, TruCheck, will do the work.

**What:** AMR upgrade

All company and contractor technicians have photo identification from Columbia Gas of Ohio.

If we need to enter your property to access your meter and you are not home, we will leave a door hanger telling you how to make an appointment.

More information is available at **ColumbiaGasOhio.com**

March XX, 2009

# Doing more for you.

## IMPORTANT INFORMATION ABOUT YOUR COLUMBIA GAS METER

Dear Customer:

As part of its plan to do more for customers by improving service and customer convenience, **Columbia Gas of Ohio is upgrading the way it reads natural gas meters through the installation of a radio-based Automated Meter Reading System (AMR)**. Installation of this new technology was authorized by the Public Utilities Commission of Ohio as part of Columbia's recently approved base rate case. Once installation is complete in your community, it will allow us to eliminate every-other-month estimated meter readings and obtain an actual monthly meter reading. The new AMR system will be remotely accessed from a marked vehicle that will simply drive the meter reading routes. **The installation will be done at no separate charge to you.**

Your meter has been identified as one that will require an additional upgrade to accommodate the new AMR system. **We need your assistance to complete this transition.**

We will need to interrupt your natural gas service for approximately one hour to rebuild your meter assembly and install the AMR. As a result, **we will need to make an appointment so that Columbia Gas personnel can gain access to your home or business, rebuild the meter assembly and reestablish your service** by relighting your natural gas equipment as part of the AMR system installation process.

Again, Columbia Gas needs approximately one hour of your time to install the new AMR system. **Please contact me at XXX-XXXX between the hours of XX and XX or by email at XXXXX to schedule an appointment that fits your schedule.**

We look forward to working with you to complete the upgrade of your meter and installation of the AMR device. We are confident you will find the new AMR system worth the effort.

Very truly yours,

NAME

Columbia Gas<sup>®</sup>  
of Ohio

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Doing more for you.

SORRY WE MISSED YOU!

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

A.M.

P.M.

In order to complete the installation of your new Automated Meter Reading System (AMR), our service representative needs access to your natural gas meter. Please contact us at the number listed below as soon as you can to let us know when someone will be home to admit our employee.

We look forward to working with you to complete the installation of your AMR device. We are confident you will find the new AMR System worth the effort.

**Telephone No.** \_\_\_\_\_

Thank you for your cooperation

**TruCheck**  
UTILITY METERING SOLUTIONS

Authorized Contractor For

Columbia Gas<sup>®</sup>  
of Ohio

A NiSource Company

For company use only

Meter #: \_\_\_\_\_

Route #: \_\_\_\_\_

Employee #: \_\_\_\_\_