

## Infrastructure Improvements Information Sheet

Atlanta Gas Light is committed to providing a safe, natural gas system to the communities it serves. As part of our infrastructure improvement efforts, we will be replacing the gas mains, and possibly service lines, in your immediate area with newer, more advanced pipe to ensure an even safer and more reliable natural gas pipeline system.

### Infrastructure Improvement Construction

The pipeline replacement work is completed in several phases.



**Pre-Construction** – Crews will mark the gas lines in your area as well as the other underground utility lines to help prevent accidental damage or disruption to these services during the pipeline replacement work. It is important that these markings and flags remain visible throughout the life of the project for the safety of the public and the crews at the job sites. The paint used to mark the lines is not permanent and will wash away gradually.



**Main Replacement** – Crews will replace the gas mains that often run along the street or behind the curb. In multi-unit residential or business complexes, you may notice this work in common areas. We will work with property management to ensure access to parking and other amenities during this work. The three primary methods used to replace the main are: open cut, directional drilling and pipe splitting. The “open cut” method involves excavating a narrow trench to gain access to the pipe. Directional drilling helps to reduce construction impacts because it uses two smaller excavated areas where crews can “push” the pipe through one hole and “pull” it out the other. The third method, pipe splitting, also helps reduce construction impact because new pipe is inserted in old abandoned gas lines that were previously split. Similar to directional drilling, crews open two excavated areas on either side of the pipe to be replaced and pull new pipe through an existing hole. **Customers will receive a doorhanger one week prior to this work in their area.**



**Service Line Replacement** – Once the new gas main is installed, the individual service lines to homes and businesses will need to be connected to the new gas main or replaced altogether. In multi-unit residential or business complexes, you may notice this work in common areas or next to individual buildings. Depending on the amount of gas main replaced, the actual work to connect the existing service or replace it entirely could happen several weeks after the initial gas main replacement. This gap in timing results from the need to have all of the new gas main installed before gas is introduced into the main. **Customers will receive a doorhanger 2 days prior to service line work on their property.**



**Relight** - Connecting and/or replacing the service line will cause a brief disruption in your gas service. Once the service line is connected to the new main, an Atlanta Gas Light contractor or field service representative will schedule a time to enter the residence or business to relight all working natural gas appliances. This step is coordinated with the occupant, resident, or property owner so that someone can be onsite. **Customers should NOT attempt to relight their appliances.**



**Restoration** – Final restoration and clean-up will be conducted at the end of the project. Contractors may use temporary restoration methods during the course of the project, such as asphalt patches on hard surface areas until permanent restoration can be completed or straw or hay in grassy/soft surface areas. The temporary restoration methods are designed to stabilize the area and allow for the project work to move forward. The time period between the start of a project and final restoration can range from several weeks to several months based on construction variables, including weather and terrain. Atlanta Gas Light contractors are responsible for final restoration at the end of the project. It is Atlanta Gas Light's goal that any area disturbed by the pipeline replacement work will be restored as closely as possible to its pre-construction condition once the project is complete, while adhering to all local paving and erosion control ordinances.

Thank you for your patience and cooperation as Atlanta Gas Light works to improve the safety and reliability of the natural gas system in your area.

Customers with questions about the work in their area are encouraged to call our Infrastructure Improvements line at **404-584-3130** or [constructioninformation@southernco.com](mailto:constructioninformation@southernco.com).