



[Month] [Day], [Year]

[Name]

[Address]

[Address]

[City], [ST] [ZIP Code]

As part of our commitment to provide you safe and reliable natural gas service, we've been working to improve our natural gas facilities in your neighborhood near your property at <<SERVICE ADDRESS>>. The final phase of this project is scheduled to begin the month of #month, if weather permits.

During this phase, crews from MidAmerican Energy and our contractor, Intren, will be replacing natural gas mains, service lines and gas meters in your neighborhood. You will notice work beginning at the corner of 3rd Ave. and 25th St. in East Moline, and heading west in coming weeks.

If your meter is located outdoors, your home service line replacement will happen in two steps:

1. Installation - A crew from Intren will install a new service line outside your home. You will not need to be home during this step, and we will notify you with a door tag before work on your property begins.
2. Changeover - Once all of the new gas mains and services have been installed in your area, we will need to access your home to connect the new service line to your meter and relight any natural gas appliances. A representative from Intren or MidAmerican will be making contact with you to schedule this work. If we are unable to make contact with you directly, we will leave a door tag with instructions for scheduling your meter changeover and relight. If we cannot make contact with you after multiple attempts, we will perform your changeover and provide instructions for making an appointment to restore your natural gas service.

If your meter is located indoors, your home service line and meter replacement will happen in three steps.

1. Planning - A crew member will visit your home to locate your indoor meter and plan where your new meter will go on the outside of your home. If you are not home to allow access to the meter, a note will be left with instructions for rescheduling.
2. Installation - A crew from Intren will install a new service line on your property outside your home. You will not need to be home during this step, and we will notify you with a door tag before work on your property begins.



3. Changeover - Once all of the new gas mains and services have been installed in your area, we will need to access your home to move your meter outside, change service to the new system and relight any natural gas appliances. A representative from Intren or MidAmerican will be making contact with you in person to schedule this work. If we are unable to make contact with you directly, we will leave a door tag with instructions for scheduling your meter changeover and relight.

Contact us using the project hotline number – 800-329-6265 – as soon as possible if you have privately owned underground utilities in your yard, such as irrigation systems or wires and pipes connected to detached garages or sheds, to avoid damage to your facilities.

MidAmerican assumes responsibility for all lawn repair that may be needed on your property after the project is completed. We will contact you again to notify you once work in your area is complete. If the project timeline changes, we will update you of the new project timeline using automatic phone call out.

Improvements to our natural gas system are just one way we work to remain obsessively, relentlessly at your service. All of this work will be performed at no cost to you. Call the project hotline at 800-329-6265 if you have any questions or concerns. For more information on the project visit MidAmericanEnergy.com/gas-upgrade or use your camera to scan the QR code below!

Sincerely,

Bryan Loveless
Project Director

Use your cell phone
camera to read the

