NORTH SHORE GAS®

North Shore Gas Company
200 East Randolph Street
Chicago, IL 60601
www.northshoregasdelivery.com

June 2026

Subject: Gas main upgrade notice

Dear North Shore Gas Customer,

As part of our ongoing efforts to provide the safe and reliable delivery of natural gas, we'll soon be updating the natural gas mains in your neighborhood. Gas mains are the large pipes running in or near the streets that bring natural gas to homes and businesses.

Prior to the construction project, here are some things you should know:

- **There may be extensive excavation in your area.** Within six weeks of the completion of this project, we plan to restore any disturbed areas, primarily through the placement of black dirt, grass seed and repaving, if needed.
- **If you already have gas service, work may need to be performed on your natural gas service line.** Prior to performing any work on the service line, we will need you to provide the location of any private underground lines, such as for sprinkler systems and invisible dog fences, so we can avoid contact.
- **We may need to enter your home to determine the location of your sewer line.** If the location of your sewer line can't be determined by other means, we'll contact you to schedule an appointment for access into your home. Although we exercise every caution to locate and avoid your sewer line during construction, if you notice a problem with your sewer drain during or after the work is completed, contact us right way at **866-573-6867**. Do not attempt to clear the sewer line. The sewer line and natural gas line could intersect, causing an unsafe condition.
- **If you have a gas meter inside your home, it will be moved outside.** Locating meters outside increases safety and reduces service delays. If your meter is inside, we will contact you to schedule an appointment for this work. During that time, gas service may need to be interrupted for up to four hours. When finished, we will promptly assist in relighting all of your natural gas appliances. There is no fee for this service.

We are committed to working quickly and efficiently to minimize any disruptions. If you have questions, please call us at 866-556-6004.

Sincerely,

Customer service