



Customer Information

Union Gas will be replacing the below ground natural gas pipelines in your neighborhood during the next few weeks and / or months. This work will be undertaken by **NPL CANADA** under contract to Union Gas. An employee of **NPL CANADA** , or of Union Gas will meet with you to explain the construction process and determine where the new gas meter will be situated on the outside of your house.

NPL CANADA will be working along the street as well as on your private property to install the new gas lines. They will contact the municipality as well as all affected utilities to determine the location of any underground services. **But that inquiry will only determine where “public” underground utilities are located and will NOT determine where any “private” underground services are located.** Please advise our representative if you have any private underground services on your property that we should be aware of, for example; any type of sewer or septic systems, sprinkler systems, invisible dog fences, electrical wiring to lights or buildings, etc.

During the construction process, we will make every effort to avoid damaging anything on your property. If you experience an “out of service” you may advise the contractor’s site supervisor for repairs to be arranged, or call your local telephone or internet / television provider.

There is a small possibility that unknown buried facilities may be damaged, particularly sewage systems. Because of their non-metallic nature, sewer laterals to your home are difficult to locate accurately. Should you experience any difficulties with your sewer line in the future and you contact a plumber, please make aware of recent underground natural gas installations in front of your home and on your private property.

After the underground natural gas piping has been completed, **NPL CANADA** will arrange to have the new gas meter connected to your existing house gas piping by Union Gas. If you are home at the time the Union Gas representative will re-light your natural gas appliances. If you are away at the time, a card will be left on your door to advise you of the contact information to schedule a return visit to re-light your appliances.

NPL Canada representative: Acacio Vieira avieira@nplcanada.ca

Phone Number: (416) 578-5132