

Dear Customer:

This letter is to inform you that NYSEG will begin replacing the natural gas main on **Genesee Street** in the **City of Auburn**. The project will be completed in two phases. The first phase is scheduled to begin on or about September 12, 2016 and will focus on the south side of Genesee Street from Loop Road to 160 Genesee Street. The first phase is estimated to be completed by November 30, 2016. The second phase is scheduled to begin on or about March 1, 2017 and will focus on the north side of Genesee Street from North Street to 161 Genesee Street. The second phase is estimated to be completed by May 31, 2017.

Here is information about the project that you may find useful:

- To ensure safety, before work begins, NYSEG and other utilities will mark water, natural gas and other underground lines in the work area – possibly on or near your property.
- During the first stage of the project, our contractor, **Dekatherm Inc.** will install the new main within the roadway during off-peak hours. All of the excavated areas will be backfilled as quickly as possible, most on the same day that they are excavated.
- The next stage of the project will include energizing the new main and installing new natural gas services during standard working hours. **Dekatherm Inc.** will coordinate with each customer to schedule the installation of the new gas service. There will be a brief interruption to your gas service during the transfer from the existing to the new gas facilities.
- In the last stage of the project, **Dekatherm Inc.** will complete the final restoration.
- If there are any concerns or issues during the construction of this project, please contact NYSEG's Construction Supervisor, Mark Oropallo, at (315) 253-9094 x 753.

We know that these projects are sometimes disruptive, but it is important that we maintain our complex natural gas delivery system that provides essential energy to your community.

Thank you for your understanding and patience as we complete this important project.

Sincerely,

Joshua Sheldon

Joshua Sheldon
NYSEG Gas Field Planner
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