

BGE STRIDE PROGRAM

Process & FAQ

Process for Operation Pipeline

- Step 1:** Work begins on the gas mains in your neighborhood. This will require excavating the road to access the mains, necessitating temporary lane closures and metal plates to cover excavations during off hours. Road excavations will also be temporarily patched and marked for final restoration as the project nears completion.
- Step 2:** If work is required at your property, you will be contacted to schedule an appointment with a representative from the contracting company hired to work in your neighborhood. Our contractors can answer any questions about the upgrade to your current gas equipment.
- Step 3:** Preparation work begins for the installation of gas equipment. Scope of work depends on meter configurations at each property. Interior meters require the extension of a vent pipe through the wall of the structure to the exterior. This requires drilling to install the vent pipe extension. Meters installed on the exterior of homes require a sleeve through the exterior wall to connect the meter to your interior gas piping. The contractor will require access to the exterior and interior of the property.
- Step 4:** A new service pipe is installed from the gas main in the street to the gas meter. We will work to minimize disturbances to landscaping and paved surfaces during the installation of the underground service pipe, however, the work will require several excavations. Previously removed sod will be used to temporarily patch lawns that are disturbed. Temporary concrete will likely be used if sidewalks are disturbed. All temporary patching will be replaced with permanent repairs once all services in your neighborhood have been completed.
- Step 5:** New gas piping equipment is installed. You will be contacted to schedule a time for the contractor to access the gas meter on your property. Your gas service will be temporarily turned off while the new equipment is installed and connected to your gas equipment. Gas service will be tested and restored. The contractor will re-light the pilot lights on all gas appliances. All work will be inspected after installation is complete. This appointment will take several hours to complete and during such time, gas appliances such as water heaters, furnaces, clothes dryers, ovens and stoves to be off during this time. BGE would prefer for as many meters as possible to be moved outside, so the contractor will discuss the options with you at the time of your appointment.
- Step 6:** Final restoration work is completed. Once all gas equipment in your neighborhood is upgraded, BGE's paving contractor will repave disturbed road surfaces, and replace temporary sidewalk patches with new concrete. Please note that there will be temporary road and sidewalk patches until final paving can be coordinated. Any disturbed grass will be re-seeded and stabilized. BGE will return during the growing season to verify new growth is well established. Final paving is weather and schedule dependent and may occur up to four to six weeks after mains and services have been installed and are operational.



An Exelon Company



Common Questions

Why is this upgrade necessary?

The underground gas mains in your neighborhood have served customers for decades, however, they are now reaching the end of their useful lives. It is time to replace the aging gas mains in order to continue safe and reliable gas delivery. In some cases, the new gas mains operate at a higher pressure, which requires upgrading your gas meter and adding a service regulator and/or vent line to accommodate the new system.

Am I required to participate?

In order to continue receiving natural gas service you will need to allow BGE to upgrade your meter and service line, at no cost to you. Existing meter equipment will not function safely with the new higher-pressure mains being installed and must be replaced. Customers who choose to opt out of participation will no longer receive natural gas supply.

Will my gas meter be relocated?

It may be necessary to relocate gas meters to accommodate a service regulator and to verify that meters are accessible and meet current standards. Customers are required to provide BGE unobstructed access to its equipment. This includes all piping up to and including the meter.

Additionally, customers authorize BGE to access and repair their equipment under the terms of the tariff. Failure to provide access to this equipment could initiate a process that may result in service interruption and/or termination per the Gas Service Tariff. Please see link to review Gas Service Tariff:

<https://www.bge.com/MyAccount/MyBillUsage/Documents/Gas/Gas-Supplier-Tariff.pdf>

What do the new gas piping and equipment look like?

Photographs of typical meter sets are available on **BGE.com/OperationPipeline**. Contractors can show examples of meters and vents during your initial consultation.

Do I need to be home when you perform the work?

The customer authorized to allow BGE to perform the necessary work will need to be present at the initial meeting to provide access to the current meter and discuss possible meter relocation. Subsequent appointments will require someone at the property to make the meter accessible and provide access to gas appliances that will need to be re-lit and inspected.

A contractor red tagged one of my appliances and stated that I need to hire someone to repair it? Why?

BGE is responsible for the piping that leads up to the meter. Customer appliances are considered downstream of the meter and are the responsibility of the customer. For safety reasons, BGE is required to test all gas appliances for leaks before leaving the customer's property. If there is a leak found, BGE will not re-light that appliance. They will red tag it, and the customer will need to get the appliance repaired.

Restoration

Will BGE repair lawns, landscaping, sidewalks and streets?

Any disturbances to areas, such as streets and sidewalks, will be restored to its original condition. It may be necessary to perform temporary patches before final repaving is completed. Trenches or holes dug in yards will also be temporarily refilled and then re-seeded when weather permits.

How long until you repair the area in which you dig?

Most openings in asphalt or concrete are temporarily restored the same day the work is performed. Depending on the job, weather conditions, and the time of year, permanent restoration could take between a few days to a few months. All areas are evaluated on a case by case basis, however, if you discover an area that has not been temporarily restored or if restoration is deteriorating, please contact us so we can address the issue.

Why do I see asphalt placed on the trench, individual opening, or sidewalk? Does that mean the work is complete?

This is done to temporarily keep dirt and debris from washing into the street and sidewalk after underground main and service work has been performed. Permanent paving will occur after all necessary work in the affected area has been completed. This can take up to a few months.

Why do you only pave a portion of the street or sidewalk?

We work closely with the Maryland State Highway Administration and local municipalities when restoring roadways and sidewalks to their original condition. We typically restore walkways from joint to joint and pavement within the lane in which the opening was created, adhering to jurisdictional specification. However, if the street is scheduled to be repaved in the near future or was recently repaved, then we will take that into consideration in determining the appropriate remedy, as approved by the jurisdictional authority.

Will you restore the street and sidewalk in the winter?

Weather conditions dictate when we can perform permanent restoration. Concrete plants will typically make concrete only if the temperature is 30 F and rising. Overnight temperatures below 32 F negatively impact the installation of concrete. Similarly, hot mix asphalt plants require temperatures to be above 40 F and rising in order to manufacture asphalt. If we cannot restore to the original condition due to weather, we will temporarily patch the area and then restore it when the weather permits.

Meter Obstruction—Background

The Operation Pipeline Upgrade is a gas infrastructure upgrade that is required in order to keep BGE gas equipment in appropriate, safe operating conditions. This upgrade is approved by the Maryland Public Service Commission (PSC) as a BGE Gas Service Tariff. This Tariff governs the terms of gas service received by BGE customers and dictates that BGE always have unobstructed access to their equipment. This includes all piping up to and including the gas meter. Additionally, customers authorize BGE to access and repair this equipment under the terms of the Tariff. Failure to provide access to this equipment could initiate a process that may result in a customer's service being interrupted or terminated.

As the Operation Pipeline project is implemented, customers will be asked to schedule a service appointment and allow access to all relevant equipment.

What steps should I take as a customer when I receive notice that I need to schedule an appointment, but I have an obstruction in front of my meter or piping?

First, when you call to schedule the appointment for your service to be completed, you should let the contractor know that you have an obstruction in front of the meter or elsewhere. The contractor will plan to come in and assess the area to advise what needs to be done to accommodate access. Our contractors are always going to try to minimize removal. You and the contractor will work together to decide how best to accommodate the upgrade, and if you should hire a carpenter or other skilled tradesperson to complete this necessary work.

Why does BGE need access to the meter and the piping connected to it?

The upgrade that is performed is a gas pressure upgrade. To safely perform the equipment upgrade, there will need to be an insertion of the piping and that will require our contractors to have reasonable access to do the work. Additionally, for safety reasons and in the event of any leaks, BGE would need to access the equipment as quickly as possible.

What if I have drywall or paneling in front of my gas meter or piping?

If you have drywall, paneling, etc. in front of or around your meter that prevents BGE from easily accessing its equipment, it will need to be removed. In some cases, our contractors will remove it for the customer, but that is a decision made on a situational basis with the customer. Our contractors are not carpenters and are only there to perform the natural gas upgrade. They are not there for aesthetic repairs; however, they are happy to work with whomever the customer chooses to do their aesthetic repairs. If a customer has concerns about the removal and repairs, BGE suggests they coordinate with a carpenter or necessary tradesperson before the assessment of conditions appointment.

Will BGE repair the drywall or paneling after the work is complete?

Unfortunately, BGE will not repair the customers drywall, paneling, etc. after it has been removed to complete the work. BGE has 650,000 gas customers in the service territory that will be affected by the natural gas upgrade. This upgrade is necessary and has been approved by the Maryland PSC. It is being paid for through an approved rate-based increase. Each customer is paying a portion of the rate base increase for this upgrade. However, each customer's residence does not require drywall or paneling repairs. Therefore, it would not be a prudent use of rate payer money for BGE to cover the cost of individual drywall or paneling repairs which affects the overall gas customer base.

For safety reasons and in the event of an emergency, we suggest that customers consider a door or removable panel during repair or replacement of the obstruction. Ultimately, it is the customer's choice as to how their property will look after the repairs are made.

I would like to hire a carpenter to create an access panel to cover the drywall, paneling, etc., but I want to make sure that I'm staying within code when making this repair. How can I achieve this?

At the close of your appointment, our contractors can let you know where repairs can be made to accommodate the gas meter and piping in the future. If you decide, later this is something you would like to do, don't hesitate to contact BGE at **410.470.7700** to have someone come out to do an assessment of access to our equipment.

How can I get in contact with the project team for questions and comments?

The best way to reach the project team is by calling **410.470.7700** or by emailing **OperationPipeline@BGE.com** and someone will get in touch with you within 24 hours.