



Dear Customer:

In the coming weeks you may see NYSEG crews or company contractors installing a new gas main on East Ave, Burnham, Bailey, Cuyler, Church, W Godfrey, and E Godfrey. This work is essential to helping us maintain the safety and reliability of the natural gas delivery system. While the project will include the excavation of surrounding streets and other property – including potentially yours – NYSEG and its contractor will take every precaution to limit the inconvenience that this may cause.

It's also important to note that in response to the current coronavirus outbreak, all crews and contractors will be adhering to strict social distancing and other hygiene protocols to maintain the safety of workers and the public alike. We ask that you kindly maintain a safe distance should you see them working in your neighborhood.

Customer Expectations:

To perform the necessary work and ensure the safety of company and contractor personnel before the 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. Please do not disturb these markings.

During the first phase of the project, **DDS**, NYSEG's contractor, will install new natural gas mains. In most cases, this will mean temporary inconveniences, but we will work to ensure that you will have ready access to your driveway or parking lot. All of the excavated areas will be backfilled as quickly as possible, most on the same day they are excavated.

During the second phase of the project, new gas service lines will be installed in residences and businesses. **Please note that for your safety and the safety of our crews, this work will not be performed during the current coronavirus pandemic.** Once it is safe to do so, our contractor will contact you to set up a mutually agreeable time for them to enter the premises and perform the work. Again, this will not take place until the current coronavirus situation is resolved.

While we know that these projects are sometimes an inconvenience, it is important that we maintain the safety and reliability of our natural gas delivery system.

Should you have any additional questions or concerns, please do not hesitate to contact **Judy at 585-484-4245** any time during this project. When you call, please refer to the **Village of Newark Project**.

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