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BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

2008 JUN -9 PM 3:25

In the Matter of the Application of Columbia Gas)
of Ohio, Inc. for Approval of Tariffs to Recover)
Through an Automatic Adjustment Clause Costs)
Associated with the Establishment of an)
Infrastructure Replacement Program and for Ap-)
proval of Certain Accounting Treatment)

PUCO

Case No. 07-478-GA-UNC


AFFIDAVIT OF DANIEL A. CREEKMUR
ON BEHALF OF COLUMBIA GAS OF OHIO, INC.

Now comes Columbia Gas of Ohio, Inc. ("Columbia") to file this Affidavit of Daniel A. Creekmur. Columbia hereby files said affidavit pursuant to the Public Utilities Commission of Ohio's June 4, 2008 Entry on Rehearing.

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician Sm Date Processed 6/9/08

Respectfully Submitted,

COLUMBIA GAS OF OHIO, INC.

A handwritten signature in black ink, appearing to read "Dan Creekmur", is written over a horizontal line.

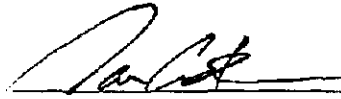
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Attorneys for
COLUMBIA GAS OF OHIO, INC.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Affidavit of Columbia Gas of Ohio, Inc. was served upon all parties of record by regular U.S. mail this 9th day of June 2008.



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Attorney for
COLUMBIA GAS OF OHIO, INC.

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THE STATE OF OHIO
COUNTY OF FRANKLIN

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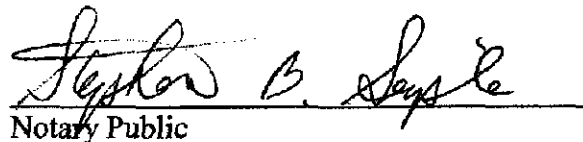
I, Daniel A. Creekmur, being first duly sworn, declare under oath that the correspondence, notifications, letters and door hangers were provided to customers within Columbia's service territory as stated below:

1. On February 2, 2007, Columbia Gas of Ohio, Inc. ("Columbia") issued a news release and posting to its website to inform its customers of the proposed riser replacement program. (See Attachment A and B)
2. On or around February 2, 2007, Columbia included information regarding its riser replacement program on its automated phone system ("TVR"). (See Attachment C)
3. In March and April 2007, Columbia mailed a letter to customers informing them that the results of the November 24, 2006 Staff Report identified them as having a prone to failure riser. (See Attachment D)
4. In May 2007, Columbia also mailed the letter marked Attachment D to customers informing them that Columbia's study and investigation of its customers identified them as having a prone to failure riser.
5. Until the July 11, 2007 Entry, Columbia left a door hanger at every location checked in conjunction with the riser survey and on every service call to inform customers whether their individual riser was identified as a prone to failure riser or whether their customer service line had a hazardous leak pursuant to leak inspections. (See Attachment E and F)

6. On July 11, 2007, Columbia issued a news release to inform customers of the July 11, 2007 Entry and used this news release to replace previous riser related information on its website. (See Attachment G)
7. After the July 11, 2007 Entry, Columbia worked with Staff to produce a revised letter that was mailed to customers beginning September 2007, which informed customers that they were identified as having a prone to failure riser. (See Attachment H)
8. On October 26, 2007, Columbia posted an update on its website informing customers that it is replacing leaking prone to failure risers and that final approval of the remaining riser replacement program was pending a decision at the Public Utilities Commission of Ohio. (See Attachment I)



Sworn and subscribed before me in my presence this 9TH day of June, 2008.



Notary Public

STEPHEN B. SEIPLE, Attorney-At-Law
NOTARY PUBLIC—STATE OF OHIO
My commission has no expiration date.
Section 147.03 R. C.

ATTACHMENT A

FOR IMMEDIATE RELEASE

Feb. 1, 2007



A NiSource Company

FOR ADDITIONAL INFORMATION

Contact name, (###) ###-####

Columbia Gas Proposes New Comprehensive Riser Safety Plan

DATELINE, Ohio – Columbia Gas of Ohio today said it will ask the state's utility regulatory agency to approve an unprecedented new program designed to improve customer safety. The program would also relieve customers of the burden of unexpected replacement costs for customer-owned natural gas piping.

Under the proposal, Columbia would spend up to \$200 million to identify and replace certain types of risers, a portion of the customer-owned natural gas piping that the Public Utilities Commission of Ohio (PUCO) has concluded may leak if improperly installed. In addition, Columbia could assume responsibility for maintenance and replacement of all customer service lines.

These lines are owned by the customer, not by Columbia Gas. The company's plan, if approved, would spare customers the sizable expense of replacing their riser on their own. It would also ensure that none of the risers in question are left in place because customers cannot afford to replace them.

Based on a study by the PUCO, Columbia estimates that up to 400,000 of its customers could have risers that may be prone to failure. These risers were installed by builders or subcontractors. PUCO Chairman Alan Schriber has called on utilities to replace failed risers immediately.

"The scope of this program far surpasses any our company has ever attempted," said Columbia Gas President Jack Partridge. "But it's an absolute necessity from a public safety standpoint, and we are committed to work with the PUCO, the plumbing community, and our customers to complete this important work as soon as possible."

The program's total cost would depend primarily on the number of these risers the company finds. As recommended by the PUCO, Columbia has begun a statewide riser survey and is mobilizing additional resources to complete it as soon as possible. The survey will include a check for leaks on customer-owned service lines. The company will mail notification letters to customers who own the riser types in question. Leaking risers will be dealt with immediately.

"This program is unprecedented and it will be costly," said Partridge. "But it's the right thing to do, and the potential benefits to our customers are significant and undeniable. Chairman Schriber has rightly focused Ohio's natural gas utilities on a situation that requires attention and action."

A riser connects the natural gas service line from the street to a building's gas meter. It is installed by a builder or contractor and, along with other portions of the gas piping system on the customer's property, is owned by the customer, not the gas company.

Columbia Gas of Ohio, with headquarters in Columbus, is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI). Serving approximately 1.4 million customers in 64 of Ohio's 88 counties, it is the largest natural gas utility in the state. NiSource distribution companies serve 3.8 million gas and electric customers primarily in nine states. More information is available at www.columbiagasohio.com.

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ATTACHMENT B

Riser info on columbiagasohio.com

Riser Safety Program

What is the riser safety issue?

What is Columbia doing?

How does this benefit me?

Tell me about riser safety inspections...

What can I do if I have a riser that's susceptible to leakage?

Will my gas line insurance policy cover replacing my riser?

About The Program

In response to a request from the Public Utilities Commission of Ohio (PUCO), Columbia Gas has moved quickly to address the issue of natural gas riser safety.

Risers are owned by the customer, not by the gas company, and we are not obligated to replace them.

However, we have a plan that will resolve the issue quickly and completely and is fair to everyone. Customers would pay a few dollars per month, but would never be confronted with bills of hundreds – or even thousands – of dollars to repair their outside gas lines.

The PUCO asked us to come up with a plan, and now it is up to them to approve it. We can't be sure when their final decision will be made.

What is a riser and what does it do?

A riser is a pipe that carries gas from the customer service line to the meter setting and the meter. It rises out of the ground, hence the name riser. If your gas meter is outside, you have a riser. Even some customers with an indoor meter have a riser.

[Click here to see how gas pipes are connected to a typical home.](#)(link to A Typical Riser Installation.gif)

Who owns the riser and other gas piping, and who installed it?

The customer owns the riser, customer service line and meter set, as well as piping that carries gas from the meter to appliances throughout the home.

Risers are installed by builders and contractors, not by Columbia.

What is the riser safety issue?

A study by the PUCO has determined that certain types of risers may leak if improperly installed. As a result of the study, the PUCO chairman asked the state's natural gas utilities to take action to keep customers safe.

What is Columbia doing?

At the PUCO's request, Columbia Gas is identifying all customer-owned natural gas risers. We are going beyond this request by also checking for leaks on the customer's outside gas lines. We expect to complete this massive undertaking by the fall of 2007, regardless of whether the PUCO approves other parts of our plan.

Since risers are owned by the customer, Columbia is not obligated to replace them. However, we have asked the PUCO for permission to replace all risers that are susceptible to leakage if improperly installed -- even if they are not leaking now. Columbia believes this is the best way to satisfy the PUCO's desire to keep customers safe.

The PUCO has also asked Ohio's gas companies to consider taking responsibility for maintaining customer-owned gas piping between the gas main and the gas meter. Although this is a big undertaking, we believe this could have benefits for our customers.

How does this benefit me?

As things stand today, about a third of Columbia's customers will face a tough choice: pay several hundred dollars to have a contractor replace their riser or do nothing and worry about their family's safety.

What will happen if hundreds or thousands of your neighbors try to have their riser replaced at once? Contractors and supplies will scare, and prices may zoom. Columbia can use its buying power and management expertise to replace risers at a lower cost than our customers can.

Some customers can't afford to replace their riser. Our proposal ensures that no one is stuck with a riser that is susceptible to leakage.

What if I don't have a riser that the PUCO is worried about? What's in it for me?

All customers would be spared the shock of a big bill for fixing customer-owned gas piping -- not just the riser but all piping up to the gas meter. These repairs can sometimes cost thousands of dollars!

The PUCO has asked Ohio's gas companies to consider taking responsibility for maintaining these pipes. Columbia is willing to agree because it will save customers a lot of money in the long run. Also, we can do more to ensure our customers' safety if we perform maintenance and new construction ourselves.

How much will this cost?

If the PUCO approves, there will be no out-of-pocket cost to customers who have their riser replaced. Ditto for customers who need a new customer service line or other expensive repairs on their outdoor gas lines.

Columbia estimates that replacing risers could cost up to \$200 million, depending on how many risers need to be replaced. We would recover this cost through a monthly charge. At a cost of \$200 million, customers would pay less than \$2 per month. The cost of future repairs would be recovered through a similar charge.

It comes down to a choice between living with the threat of a big repair bill or paying a few dollars a month and knowing that Columbia will fix your gas piping up to the meter, no matter how expensive the repairs are.

Tell me about riser safety inspections...

A Columbia Gas crew will come to your home to identify your riser and check for leaks on your outdoor service lines and riser. This is part of our response to the PUCO's request to keep customers safe. We will be visiting the homes of more than one million customers and expect to complete our inspections by this fall, regardless of whether the PUCO approves other parts of our plan.

How will I be notified?

Our crew will leave a tag on the door to let the customer know the results of our riser identification and leakage inspection. If a customer has a type of riser that is susceptible to leakage, they will

receive a notification letter with additional information. Any hazardous leaks will be dealt with immediately.

If the door tag left by our inspector indicates that you do not have one of the riser types in question and that we found no leaks, you do not need to take any action.

Don't you already know what type of riser I have?

Because the customer owns the riser, Columbia does not have a record of the type of riser installed at each home.

What can I do if I have a riser that's susceptible to leakage?

If you receive a letter notifying you that we found a riser that the PUCO study identifies as susceptible to leakage, as a safety precaution, Columbia Gas recommends that you consider replacing your riser. This is because of the uncertainty of the long-term performance of your riser.

Riser replacement must be done by a DOT-qualified plumber. [Click here for a current list of companies that employ DOT-qualified plumbers.](#)

Save Your Receipt

If you decide to have a contractor replace your riser, we encourage you to save your receipt. You may be eligible for reimbursement if such a program is approved by the PUCO.

Can I have my riser inspected today?

If you prefer to have your riser checked immediately, please contact a DOT-qualified plumber. [Click here for a current list of companies that employ DOT-qualified plumbers.](#)

Will my gas line insurance policy cover replacing my riser?

Some customers purchase insurance to cover their outdoor gas service lines. They have been spared the shock of unexpected repair costs. If the PUCO approves, Columbia would provide the same peace of mind: all gas lines up to the meter would be maintained by Columbia Gas, with no out-of-pocket expense to the customer.

Customers with service line insurance may want to check with their insurance provider to determine whether their policy would pay for riser replacement if the riser is not leaking. Our proposal would replace all risers susceptible to leakage – even those that don't leak today.

Some carriers contract with Columbia Gas to have insurance premiums included on their customers' gas bills. However, Columbia Gas is not affiliated with any company that sells insurance for outdoor gas lines.

More Safety Information

- [See how you can be our partner in providing safe and reliable natural gas delivery.](#)
- [Visit safegasohio.org for more information about natural gas safety, including lesson plans for schools.](#)
- [Cozy Cat has safety information for kids in Cozy's Corner.](#)

ATTACHMENT C

Riser Information on OH IVR

Up Front Message:

"For riser safety program information, press **"

Main Menu:

"For information on the riser safety program, press 4."

Riser Submenu:

"Columbia Gas has prepared information for customers who have been notified that their riser may be susceptible to leakage. We strongly suggest that you listen to each item. Columbia Gas customer service representatives can provide only limited information regarding the Riser Safety Program."

For general information about our riser safety program, press 1.

"A study by the Public Utilities Commission of Ohio, or PUCO, has identified a safety issue with a piece of gas piping called a riser. The riser connects your gas service line to your meter. Risers are owned by the customer or homeowner, not Columbia Gas. They are installed by builder and contractors, not by the gas company.

At the request of the PUCO, our crews will be identifying all risers that may be susceptible to leakage. We leave a door tag to let the customer know the results of our riser survey and we follow up with a notification letter to all customers whose riser has been shown to be more susceptible to leaks. Of course, if we find a hazardous leak during our inspection, we will take action immediately. .

(Pause)

To hear again, press 1.

To return to the previous menu, press

To end this call, press 8.

(Pause)

To speak with a representative, press 0."

For information on riser replacement, press 2.

"If we have notified you that your riser is susceptible to leakage, as a safety precaution, Columbia Gas recommends that you consider replacing your riser. This is because of the uncertainty of the long-term performance of your riser.

Risers are customer-owned and Columbia Gas has no obligation to replace them. Riser replacement, and all work on your gas lines, must be done by a DOT-qualified plumber. You can find a list of companies that employ DOT-qualified plumbers at www.columbiagasohio.com.

If you have your riser replaced, save your receipt. We have asked the Public Utilities Commission of Ohio for permission to replace all risers that are susceptible to leakage, at no up front out-of-pocket cost to the customer.

Although these risers are customer-owned, Columbia believes this program is the fastest and fairest way to resolve the riser safety issue. But unless and until the commission approves our proposal, it is up to the customer to replace their riser.

(Pause)

To hear again, press 1.

To return to the previous menu, press

To end this call, press 8.

(Pause)

To speak with a representative, press 0."

For information for customers with outside gas line insurance, press 3

"If you have purchased insurance for your outside gas lines and we have notified you that your riser is susceptible to leakage, you may want to contact your insurance carrier. They can tell you whether your policy covers riser replacement.

Some carriers contract with Columbia Gas to have insurance premiums included on their customers' gas bills. However, Columbia Gas is not affiliated with any company that sells insurance for outdoor gas lines.

(Pause)

To hear again, press 1.

To return to the previous menu, press

To end this call, press 8.

(Pause)

To speak with a representative, press 0."

ATTACHMENT D

Date

Name

Address line 1

Address line 2

City, State, Zip code

Important Safety Notice About Gas Service at

Address line 1 (service address)

A study by the Public Utilities Commission of Ohio (PUCO) has determined that certain types of risers, a portion of the customer-owned natural gas piping, may leak if improperly installed.

A riser connects the service line from the street to your gas meter. It was installed by your homebuilder, plumber or contractor and, along with the lines inside your home that connect to your furnace or appliances, is part of the gas service line system owned by the property owner rather than by Columbia Gas. As you can see from the diagram on the back of this page, which shows the most common type of installation, the riser is outside your home.

Renters

Please share this notice with your landlord.

Based on a preliminary survey conducted as part of the PUCO's study, we have determined that you have a type of riser that has been shown to be more susceptible to leakage under certain circumstances.

Our meter readers and other employees are trained to be alert for hazardous leaks, and if they had found a leak on your riser during the preliminary survey they would have notified you immediately.

Because of the uncertainty of the long-term performance of your riser, as a safety precaution, Columbia Gas recommends that you consider replacing it. For more information about riser replacement, including a current list of companies employing DOT-qualified plumbers, please go to www.columbiagasohio.com.

In response to a request from the PUCO, Columbia Gas has proposed a program to replace all customer-owned risers identified as being susceptible to leakage, at no direct cost to the customer. We believe our plan is the best way to make this situation safe while sparing customers the burden of unexpected costs. If you have your riser replaced, save your receipt in case you would be eligible for reimbursement.

More Information

For details on riser safety, information about replacing your riser and Columbia's response, visit: www.columbiagasohio.com

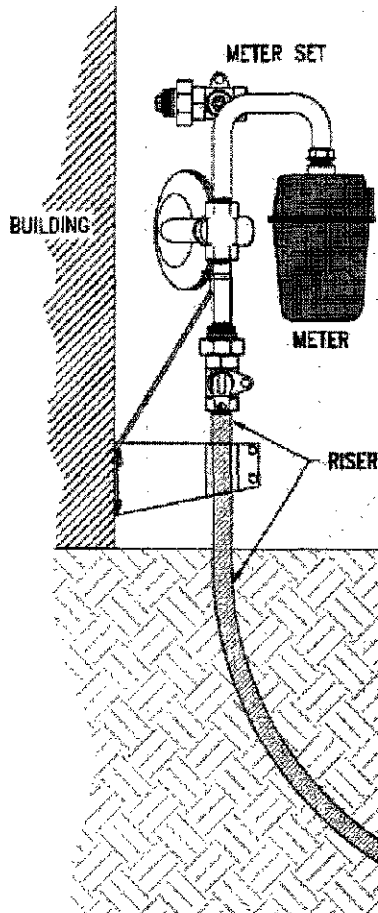
However, this program will require approval from the PUCO, and we do not know what action it will take. In the meantime, riser replacement is still a decision – and cost – for customers.

We will continue to keep you informed as there are developments. And despite the fact the risers are owned by customers rather than the gas company, you can be assured that we are working with the PUCO to arrive at an appropriate solution designed to maintain the safe and reliable service you expect from Columbia Gas.

Sincerely,

Columbia Gas of Ohio
800-344-4077

A Typical Riser Installation



This drawing shows the most common type of riser installation for new homes – details of your riser installation may vary.

Because of the uncertainty of the long-term performance of your riser, as a safety precaution, Columbia Gas recommends that you consider replacing it.

Risers:

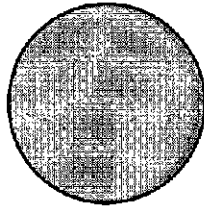
- Are customer-owned
- Are installed by builders or contractors
- Connect the underground service line to the meter set and the meter

More information

- * Columbia's response to the PUCO's request for action
- * Details on risk safety
- * Facts about replacing your riser, including DOT-qualified plumbers
- * What's in it for me?

www.columbiapassonline.com

ATTACHMENT E



Safety Program

At the request of the Public Utilities Commission of Ohio (PUCO), Columbia Gas is identifying customer-owned natural gas risers.

Date _____

Riser type _____

Riser identification

A study by the Public Utilities Commission of Ohio (PUCO) has determined certain types of risers, a portion of the customer-owned natural gas piping, may leak if improperly installed.

- ☐ You have a type of riser that has been shown to be more susceptible to leakage under certain circumstances. **As a safety precaution, Columbia Gas recommends that you consider replacing your riser.**

The work must be done by a DOT-qualified plumber. For more information about riser replacement, including a current list of companies with DOT-qualified plumbers, please go to columbiagasohio.com.

Save your receipt – you may be eligible to receive reimbursement if such a program is approved by the PUCO.

- ☐ The PUCO study does not indicate that your riser is more susceptible to leaks.

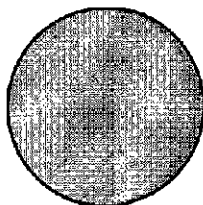
More information about natural gas safety is available at safegasohio.org.

1-800-344-4077

Columbia Gas[®]
of Ohio

A NiSource Company

ATTACHMENT F



Safety Program

At the request of the Public Utilities Commission of Ohio (PUCO), Columbia Gas is identifying customer-owned natural gas risers. We are also conducting a leakage inspection of your outside gas lines.

Date _____ Riser type _____

Riser identification

A study by the Public Utilities Commission of Ohio (PUCO) has determined certain types of risers, a portion of the customer-owned natural gas piping, may leak if improperly installed.

- ☐ You have a type of riser that has been shown to be more susceptible to leakage under certain circumstances. **As a safety precaution, Columbia Gas recommends that you consider replacing your riser.**

The work must be done by a DOT-qualified plumber. For more information about riser replacement, including a current list of companies with DOT-qualified plumbers, please go to columbiagasohio.com. Save your receipt – you may be eligible to receive reimbursement if such a program is approved by the PUCO.

- ☐ The PUCO study does not indicate that your riser is more susceptible to leaks.

Leakage inspection

- ☐ We found no leaks.

- ☐ We found a leak that is **not** hazardous at this time. We will return to do a follow-up inspection.

Leak location

- ☐ We found a **hazardous** leak and shut off your gas service. See the additional door tag for details.

- ☐ Service line
☐ Riser
☐ Meter setting

More information about natural gas safety is available at safegasohio.org.

1-800-344-4077

Columbia Gas[®]
of Ohio

A NiSource Company

ATTACHMENT G

FOR IMMEDIATE RELEASE

July 11, 2007

FOR ADDITIONAL INFORMATION:

(Contact Info.)

Columbia Gas Gets Approval for Riser Replacement Program

COLUMBUS, Oh. – In response to an order approved today by the Public Utilities Commission of Ohio (PUCO), Columbia Gas of Ohio said it is pursuing plans to move forward with a multi-year program for replacement of customer-owned risers identified by a PUCO investigation as being prone to leakage. The order directs Columbia to work with the PUCO staff to develop details for implementation of the program, including reimbursement for customers who have already had risers replaced.

“The PUCO has taken an important step to protect Ohio citizens,” said Jack Partridge, president of Columbia Gas of Ohio. “We agree with the commission that the public has a vested interest in knowing that its natural gas system is safe. There are many complicated questions about the implementation process that will need to be resolved, but we look forward to working with the staff to answer those questions.”

The company will address the most serious safety issue by immediately replacing any leaking riser that the PUCO has identified as being susceptible to failure. Customers will receive details about other aspects of the program as they are finalized.

Columbia has been anticipating a massive program to replace as many as 400,000 risers at customer homes throughout the company’s service territory. Several teams have been working to determine how many crews are needed, how the work will be coordinated, and how to complete the project as quickly and efficiently as possible.

“A program of this magnitude is unprecedented in cost and scope for an Ohio public utility,” said Partridge. “And while we want to move forward with a sense of urgency, it’s essential that we make sure it’s done right.

Responding to a request from the PUCO, Columbia Gas has been surveying all customers to determine what type of riser they have. More than a quarter of those checked so far are of the type identified by a PUCO staff report as prone to leakage. Customers with these types of risers are being notified by mail.

-more-

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Risers have traditionally been owned by customers, not by Columbia Gas. A riser connects the natural gas service line from the street to a building's gas meter.

Columbia Gas of Ohio, with headquarters in Columbus, is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI). Serving approximately 1.4 million customers in 64 of Ohio's 88 counties, it is the largest natural gas utility in the state. NiSource distribution companies serve 3.8 million gas and electric customers primarily in nine states. More information about Columbia Gas of Ohio is available at www.columbiagasohio.com.

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ATTACHMENT H

L439061620225R

Important Safety Notice About Gas Service at**922 CENTRAL AV
BELLAIRE OH 43906-1620**

A study conducted on behalf of the Public Utilities Commission of Ohio (PUCO) has determined that certain types of risers, a portion of the customer-owned natural gas piping, may leak if improperly installed.

A riser connects the service line from the street to your gas meter and is outside your home (see the diagram on the back of this page, showing the most common installation). It was installed by your homebuilder, plumber or contractor. Until now customers have been responsible for maintaining their riser.

Renters

Please share this
notice with your
landlord

Based on an inspection, we have determined that you have a type of riser that has been shown to be more susceptible to leakage under certain circumstances.

Our meter readers and other employees are trained to be alert for leaks, and if they had found a leak on your riser during our inspection they would have notified you immediately. As always, if you should smell natural gas, leave your home and call us from a safe location at 800-344-4077.

Columbia Gas will replace your riser, along with all customer risers identified as potentially prone to failure, over a period of years. This replacement will be done at no direct cost to you, pursuant to an order from the PUCO. Columbia and the PUCO believe that this is the best way to make this situation safe while sparing you the burden of unexpected costs.

While we are moving forward with a sense of urgency, the replacement program requires a massive effort, and we are working out the specifics with the PUCO. You will receive detailed information by mail at the time that your riser is scheduled for replacement.

More Information

For details on riser safety, information about replacing your riser and Columbia's response, visit: www.columbiagasohio.com

Some customers may decide to replace their riser immediately, at their own expense, before it is changed as part of the replacement program. This work must be done by a DOT-qualified plumber (for a current list of companies employing DOT-qualified plumbers please go to www.columbiagasohio.com). If you have your riser replaced, save your receipt in case you would be eligible for reimbursement.

You can be assured that we are making every effort to ensure that this is a smooth, convenient process for our customers. And, as always, safety is our highest priority.

Sincerely,

Columbia Gas of Ohio
800-344-4077 (press * for the Riser Safety Program)

ATTACHMENT I

Update on Customer-Owned Risers

10/26/2007

Columbia Gas is working with the staff of the Public Utilities Commission of Ohio (PUCO) to complete the details of a replacement program for customer owned natural gas risers. This includes reimbursement for customers who have already had risers replaced.

Several important issues need final approval by the commission before the program can begin.

What is a riser?

Risers are owned by customers, and they are installed by plumbers and contractors. A riser is the portion of the customer's gas line that rises out of the ground to connect to the meter (some customers with an indoor meter do not have a riser).

Columbia's response to safety concerns

A report prepared for the PUCO found that certain types of customer-owned risers are prone to failure. The PUCO chairman asked the state's utilities to survey all customers to determine which own the types that are prone to failure.

Columbia Gas has completed an initial survey of all of our 1.4 million customers. Those who have a prone to failure riser are being notified by mail.

If our crews find a prone to failure riser that is leaking, they shut off the gas immediately and replace the riser.

Moving forward

Pending final approval of our plan by the PUCO, we will replace all prone to failure risers over a period of years. Customers who replace their riser or service line at their own expense should keep their receipt in case they are eligible for reimbursement. (Riser replacement must be done by a DOT Operator Qualified plumber. [See a list of DOT Operator Qualified plumbers sorted by city.](#))

When the final approvals are in place, Columbia Gas will notify all customers by mail. We appreciate your patience, and we look forward to the safety benefits this project will bring to all Ohioans.