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2011 MAY 13 PM 2:00

PUCO

November 5, 2007

ANTOINETTE BENAQUISTA  
1760 LATIMER DR  
COLUMBUS OH 43232-0930

|||||

Call!  
1-29-08

### Important Safety Notice About Gas Service at

[REDACTED]

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](http://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](http://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)

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 SW Date Processed

MAY 13 2011

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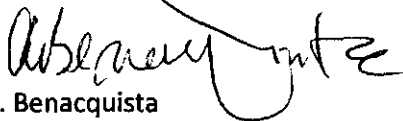
May 9, 2011

PUCO

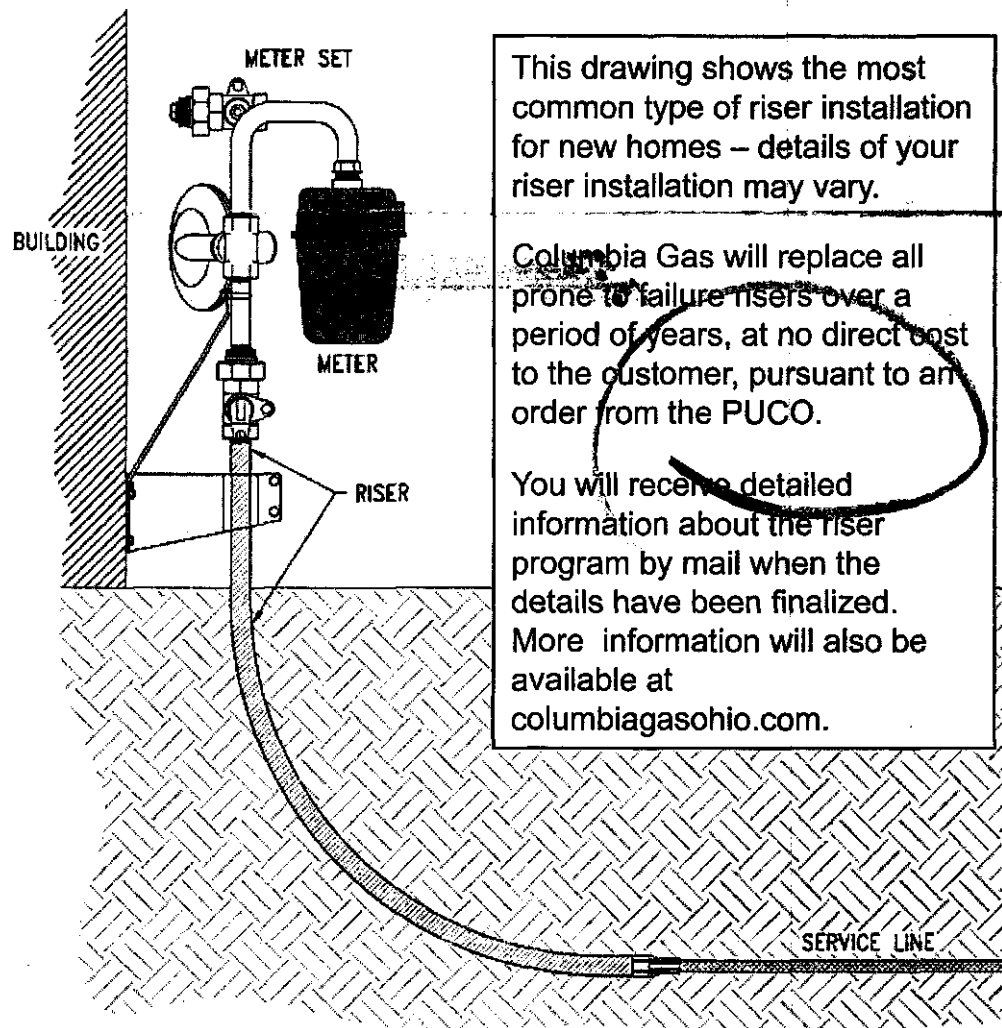
Account NO 1170 9447 001 000 4

I believe I have missed sending in Columbia Gas of Ohio account number/also their letter to me in 2007 mentioned in my correspondence to you

Thank you for looking into this matter.

  
A. Benacquista

## A Typical Riser Installation



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

Columbia Gas will replace all prone to failure risers over a period of years, at no direct cost to the customer, pursuant to an order from the PUCO.

You will receive detailed information about the riser program by mail when the details have been finalized. More information will also be available at [columbiagasohio.com](http://columbiagasohio.com).