Service Address:

**RE: Pipeline upgrades are coming to your neighborhood**

Hello,

We want you to have the safest, most reliable energy available. That's why you'll be seeing us around for the next several weeks, upgrading pipe and service lines in your neighborhood. While these may be Spire crews, they could also be our partners at Mears or Miller Pipeline. We contract with them to help us get the job done quickly for you.

With this letter, you'll find a brochure that should answer a lot of your questions about the pipeline upgrades. In the meantime, here's a quick overview of what you can expect.

**In the beginning:**

A crew foreman will reach out to everyone on your block to provide more detailed information about the upgrade process closer to the start of the project. While the crew foreman will attempt to connect with everyone personally to explain the process, it’s not always possible. If the foreman happens to miss you, they’ll leave a door hanger with more information and his/her contact information. And while we've reached out to other public utilities and asked them to locate and mark their underground lines, please let the foreman know if you have any privately owned underground sprinkler systems, drainage pipes, cisterns, satellite or cable lines, landscape lighting, etc., so nothing gets damaged.

**Throughout the process:**

When the time comes, we may need to disconnect your natural gas service to finish the job. This should

take no more than four hours. You don't need to do anything just yet, but do keep an eye out for future

door tags asking you to give us a call so we can complete the work around your schedule. By working together, we can keep this project moving.

**At the end:**

When we complete the work, we will relight your gas appliances (at no charge to you) and restore

affected streets, sidewalks and landscaping.

If you have any questions, contact me at 816-969-2232 or Andrew.Johnson@SpireEnergy.com.

We really appreciate you working with us.

Andrew Johnson

Regional Customer Service Coordinator

Spire

P.S. Feel free to say hi to the crews while they’re on your street. It'll make their day.