Automated Meter Reading ("AMR") System Installation Program

FACT SHEET

General Information: Columbia Gas will install automated meter reading ("AMR") devices on customer meters. The device will provide the opportunity to read customers' meters remotely from the street on a monthly basis.

The work will be done outside at the meter, but in some instances inside access to the customer's home will be required where a meter is located indoors**.** It is very important that local officials, notably Fire and Police, are aware of this project. The program involves a large number of installations and an aggressive schedule, so it will appear that there is a lot of activity in an area for the brief time that we're there.

Customer Contact: Customers will be given advance information via postcard about when the device will be installed on their meter. Customers will be given contact information for the contractor performing the installation. Customers **do not** need to call or make special arrangements in advance.

If we are unable to get inside to perform the installation on an indoor meter, we will leave a door tag with a phone number to our project personnel that the customer can call and make access arrangements.

Work Hours: Installation work will typically take place during regular working hours. Some work may be completed in the evenings or on a Saturday.

Identification: Contractor personnel carry photo ID badges identifying them as contractors for Columbia Gas. Company personnel also carry Columbia Gas photo ID.

Your Local Program

Area:	Hilliard, Ohio
No. of Customers:	Approximately 23,000 (may include areas outside the city limits)
Dates:	Start: March 12, 2012 Completion (estimated): May 31, 2012
Local Contractor:	Tru-Check Metering Solutions Contact: Marty Gresh (678) 278-5909
Columbia AMR Contacts:	AMR Project Coordinator: Sandra Ross, (419) 528-1109. Communications: Ken Stammen (614) 460-6231; Pam Learman (614) 460-4253