



Dear Valued Customer,

Nicor Gas' Meter Modernization program is one of several investments we are making to improve customer communication and experience, and the reliability of meter reading and billing. Meter Modernization involves installing small, two-way communication devices on existing natural gas meters throughout Nicor Gas' service territory.

Unfortunately, we are unable to install this device on your existing meter at your property due to the specific model or location of the meter. To successfully install the device, we must exchange your current gas meter. This work will be completed by our qualified contractor **KS Energy**, working on behalf of Nicor Gas.

During the exchange process, it will be necessary to turn off your natural gas service. We expect this work to take approximately one hour to complete, unless there is more than one meter to exchange. When the work is completed, a KS Energy employee must enter your home or business to restore natural gas and relight all appliances that operate on natural gas. **The restore and relight process will be performed immediately following the meter exchange.**

At your earliest convenience, please call [REDACTED]

Once the meter has been exchanged, a Nicor Gas employee or contractor will return to install the communication device. If your meter is located indoors or there are any obstructions blocking safe access to the meter, you will need to be present during the installation process. If this is necessary, you will be contacted by a Nicor Gas representative to set up an appointment at your convenience.

Ensuring the safety of every family we serve is our highest priority. With the ongoing COVID-19 pandemic, please recognize that our employees and contractors have been advised to take precautions when interacting with customers and taking all necessary hygiene precautions, as recommended by the Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)) including avoiding handshakes, maintaining a 6-foot distance and wearing protective gear, when necessary and appropriate.

If you have any questions or concerns about the meter exchange process, please call Jacob or Brandon at the numbers provided above.

Thank you for allowing us to continue to provide you with safe and reliable natural gas service.

Sincerely,

Nicor Gas