

BGE Operation Pipeline

Frequently Asked Questions

Why is this upgrade necessary?

The underground gas mains in your neighborhood have served customers well for decades, but are now reaching the end of their useful lives. It is time to replace the aging gas mains in order to continue safe and reliable gas delivery. In some cases, the new gas mains operate at a higher pressure which requires upgrading your gas meter and adding a service regulator and/or vent line and to accommodate the new system.

SMARTENERGY > **RELIABILITY**
SAFETY

DELIVERY
RELIABILITY
SAFETY

Am I required to participate?

In order to continue receiving natural gas service you will need to allow BGE to upgrade your meter and service line, at no cost to you. Existing meter equipment will not function safely with the new higher pressure mains being installed and must be replaced. Customers who do not wish to participate will no longer receive natural gas supply.

Will my gas meter be relocated?

It may be necessary to relocate gas meters to accommodate a regulator and to ensure that meters are accessible and meet current standards. Customers are responsible for maintaining a minimum of three feet of clear space around the meter. Meters will be installed on the front of the building or the side wall up to a maximum of five feet back from the front wall.

What do the new meters and vents look like?

On the left below is a photo of a typical outdoor meter set. On the right below is a photo of a typical 1-inch vent on the exterior.



Below is a photo of a typical indoor meter set (note the addition of the circular service regulator and vent line).



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Operation Pipeline FAQs (continued)

Do I need to be home when you perform the work?

The person authorized to allow BGE to perform the necessary work will need to be present at the initial meeting to provide access to the current meter location and discuss possible meter relocation. Subsequent appointments will require someone at the property to make the meter accessible and provide access to gas appliances that will need to be re-lit and inspected.

SMARTENERGY > SAFETY

DELIVERY
RELIABILITY

Will BGE repair lawns, landscaping, sidewalks and streets?

Any disturbances to areas such as streets and sidewalks will be brought back to the original condition. It may be necessary to perform temporary patches before final repaving is completed. Trenches or holes dug in yards will also be temporarily refilled and then re-seed when weather permits.

What steps are involved in the process?

Step 1: You will be contacted to set a meeting at your property with BGE and our contractor. At this time we will assess the current gas meter location, discuss possible meter relocation and answer questions.

Step 2: Work will begin on the gas mains in your neighborhood. This will require excavating the road to access the mains, necessitating temporary lane closures and metal plates to cover excavations in off hours. You will experience some noise, dust, light debris. We will work to minimize the disturbance and we appreciate your patience.

Step 3: You will be contacted again by BGE's contractor to begin prep work for new meter. Actual work depends on your meter configuration. Interior meters require the extension of a vent pipe through the wall to the exterior. Meters installed on the exterior of the property will require a sleeve through the exterior wall that will eventually connect the new meter to your interior gas piping. Our contractor will require access to the exterior and interior of the property.

Step 4: A new service line from the BGE main will be installed from the street to the eventual location of your new meter. We will work to minimize disturbances to landscaping and paved surfaces during the installation of this underground line. However, the work will require several excavations that will be temporarily patched with removed sod in the case of lawns, or temporary concrete in the case of sidewalks.

Step 5: Your new meter will be installed. BGE's contractor will contact you to set a time to access your property's interior and the meter location. Your gas service will be turned off, the old meter will be removed, and the new meter will be installed and connected to your gas plumbing. Gas service will be turned back on and the contractor will re-light pilot lights on gas appliances. Work will be inspected. This appointment will take several hours to complete, so plan for gas appliances such as hot water heaters, furnaces, clothes dryers, ovens and stoves to be off during the work.

Step 6: Final restoration work. Once all gas mains and meters are replaced, BGE's paving contractor will repave disturbed road surfaces, and temporary patches to sidewalks will be replaced with new concrete. Any disturbed grass will be re-seeded and stabilized and BGE will return during the growing season to ensure new growth is well-established.

Who do I contact with additional questions or concerns?

Contact the Operation Pipeline Team at operationpipeline@bge.com or call 1.800.685.0123 and leave your contact information so an Operation Pipeline representative can follow-up.

