

Sep. 21, 2017

Subject: Natural Gas Service Line Replacements

Duke Energy Ohio/Kentucky, Inc., has implemented an accelerated service line replacement program (ASRP) to replace aging metallic natural gas services with polyethylene (plastic) material. This program is part of our ongoing commitment to safely, reliably, and efficiently provide natural gas service to our customers, including those located within your community. The ASRP has been modeled after our successful accelerated main replacement program (AMRP) under which we replaced more than 1,400 miles of cast iron and bare steel mains and the services attached to them. Because the service line replacements are planned work, they will be completed after securing the necessary permits from the permitting agency. So that there may be sufficient time to review the permit applications for work planned in 2018, we expect to submit them shortly.

Similar to the AMRP, Duke Energy Ohio/Kentucky will be using contractors to assist with the field work under the ASRP. These contractors will also interact with our customers, on an individual basis, so that we can gain the property access needed to complete the service line replacements and safely restore natural gas service.

As a reminder, all contractors for Duke Energy Ohio/Kentucky must comply with the following:

- Wear a visible contractor picture ID on the outside of their uniform that identifies them as a Duke Energy contractor.
- Have a contact phone number for our customers to call to verify the contractor's identity and purpose.
- Drive a vehicle with a visible contractor logo.

If you would like more information on the ASRP Project please visit:

<https://www.duke-energy.com/ohio/natural-gas/inside-piping.asp>

We value the opportunity to serve your community and appreciate your cooperation as we complete this important infrastructure program. Please do not hesitate to contact our office should you have any questions concerning the ASRP.

Regards,

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