



Subject: Inside Gas Meter and Piping Inspection Program Restart

08/31/20

Mr. William Kocher
7700 Perry Street
Cincinnati, OH 45231

Greetings,

In the near future, Duke Energy will be performing gas leak and corrosion inspections in Mt Healthy. The inspections are a PHMSA Regulation under the US Department of Transportation (DOT) and necessary for safe natural gas pipeline operations. Duke Energy has arranged for this work to be performed by Southern Cross, Inc.

Customers can call Southern Cross toll free at (888) 694-7284 to schedule an appointment.

Appointment requests can also be sent online at
<https://www.duke-energy.com/home/natural-gas/inside-piping-inspection>

The inside piping inspection involves the gas piping from the building wall to the outlet of the gas meter located inside customers' premises. On average, an inspection should take approximately 10 minutes to complete. Southern Cross will attempt to maintain 6 feet or more distance between technicians and customers. Customers may be asked to remain in a room separate from the technician. After completing the inspection, technicians will perform post-work hygiene including:

- Hand hygiene by washing hands or using hand sanitizer containing at least 60% alcohol.
- Disinfecting and wiping down any tools prior to loading them back in vehicles.
- Disinfecting and wiping down any other objects that are touched often in vehicles, such as door handles, arm rests, steering wheel, and seatbelts as appropriate.

The Southern Cross technicians will be readily identifiable by:

- Wearing a visible Southern Cross picture ID on the outside of the uniform,
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- Having a contact phone number for the customer to call for verification of the Duke Energy inspection, and
- Driving a Southern Cross, Inc. vehicle. You should not expect to see the technician in a Duke Energy vehicle.

Duke Energy is working to protect the health and safety of our customers while maintaining the essential service we provide to your community. Please contact me if you have any questions regarding the inspection.

Regards,

Amanda Rauch, Project Manager for IPI Inspections
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