



Natural Energy Utility Corporation

2560 Hoods Creek Pike • Ashland, Kentucky 41102
606-324-3920

CUSTOMER NOTIFICATION

Dear Customer:

Natural Energy Utility Corporation is committed to ensuring that the natural gas lines to your home or business remain safe and reliable. NEUC owns, operates, and maintains the natural gas pipeline and facilities leading up to and including the meter of all residential and commercial customers. This maintenance includes regular inspections to ensure no leaks are present and the lines are in good condition.

As a natural gas customer, you have a right to know what your responsibility is in maintaining underground piping. You own and are responsible for all buried and above ground natural gas piping on your property that runs from the meter to the structure and other outside gas appliances as well as all piping within the structure. This is referred to as “customer piping” and must be maintained by you, the customer. If buried piping is not maintained, it may be subject to the potential hazards of corrosion and leaks. NEUC recommends your buried lines be periodically inspected for leaks, for corrosion if the piping is metallic, and **immediately** repaired if any unsafe condition is discovered. A licensed plumber, heating contractor, or qualified technician can assist you with the inspection and maintenance of your customer piping.

When excavating near buried gas piping, the piping should be located in advance by calling 811, the national call-before-you-dig-number. If the excavation is close to buried pipe, the excavator is required to dig by hand to avoid damage to the underground piping.

If you have any questions or need additional information concerning your customer piping, please contact our office at 606-324-3920.

Thank you for allowing Natural Energy Utility Corporation to provide your natural gas needs.

Sincerely,

Pam Watts
Administrative Assistant