



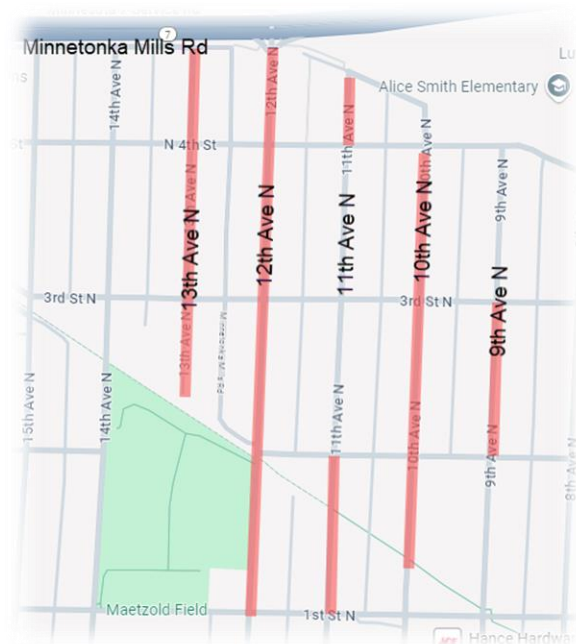
Natural Gas Line Upgrades in Hopkins

Dear Property Owner or Resident,

We are committed to keeping our customers informed about important updates we are making to our infrastructure – designed to enhance safety, improve reliability, and continue to provide you with the energy you need for life's moments. The following outlines the work we plan to complete this year in Hopkins.

Overview

For approximately 4 months, beginning in early April, CenterPoint Energy will upgrade the natural gas infrastructure in Hopkins. This construction is in relation to road work being done by The City of Hopkins. The work zone is illustrated in red on the following map and is not to scale.



Contractor summary

CenterPoint works with multiple contractors to complete construction projects in a safe and timely manner. You will see these contractors working in your area and may be contacted by them at various stages in the construction process. Employees of authorized contractors will have CenterPoint Energy identification cards. Do not allow anyone inside your home without seeing identification.

Marking utilities

CenterPoint Energy will locate public underground utilities. This is an important safety preparation, done before construction begins. The utilities will be marked with spray paint and flags. If you have installed any private lines such as sprinklers or dog fences, we ask that you mark them with a material that is convenient for you. Examples include spray paint, flags, and wooden sticks used to stir paint. Marking sprinkler heads is sufficient. If any utility flags are left in residents' yards after restoration is complete, they may be removed and thrown away.

Natural gas main work

Plastic mains reaching the end of their useful life are replaced with modern plastic piping that increases the safety and reliability of CenterPoint's gas distribution. Plastic main is replaced by boring underneath one side of the road. Please keep in mind that some intersections may not be permanently restored until after the service work is complete. Until then, customers may see temporary backfill such as dirt or gravel.

Service line and meter work

CenterPoint Energy will send a postcard in the mail before the service crew comes on site. A technician will schedule appointments for relighting gas service to each property.

One natural gas crew typically completes one block per week. For most properties, the crews remove at least one sidewalk panel in front of the house, excavate a hole by the outside meter, and bore the service line from the sidewalk to the house. The crew will make appointments with residents to move inside meters outside. Customers with outside meters will be notified prior to the replacement or connection of their service lines to the new main.

Restoration

The final step in an infrastructure project is to restore the roads, sidewalks, boulevards, and lawns may have been impacted by construction. Restoration is typically on site a few weeks after the completion of all other construction. Until then, temporary restoration is done by the utility crews to maintain an area's livability.

Traffic impacts

Most traffic impacts will be restrictions on street parking, closure of one sidewalk at a time, and lane shifts. Specific traffic impacts will be communicated as they are determined. The utility crews will work with residents to maintain access to their homes.

Additional resources

To sign up for and view updates, please visit CenterPointEnergy.com/Construction and click "Project Sites" then "Hopkins". Translations to multiple languages are available on the webpage. If you have questions, reach out to CenterPoint Energy's Communication Specialist at 612-542-6198 or una.omeara@centerpointenergy.com.

Thank you for your patience and understanding as we replace our infrastructure! We value the privilege of having you as a customer.