

Wolf Pointe

Questions for Chesapeake Utilities

1. Please show us the plan for installation of mains. Indicate the schedule for running the mains. **The construction is scheduled to begin on September 22 and finish by November 5, approximately 10 weeks to complete the development main and install the services.**
 - a. Do irrigation systems need to be marked? **Yes, any irrigation systems, underground dog fences, pool lines, etc will need to be marked out. Our contractor will call for Miss Utility tickets on every service, however, Miss Utility will not mark the private utilities listed above. If you see white "Proposed Gas Line" flags in your yard for the main or the service to your home please mark the utilities as soon as possible to avoid unnecessary damage.**
2. The most often asked and important questions deal with how to time the hook up to gas vs resupply of propane. The closer we get to the fall, the more critical this question will become.
 - a. Describe the process. **Our Conversion Coordinators will work with each homeowner to schedule your conversion if you have elected to have Chesapeake Utilities manage the process for you. They will communicate with the homeowner to coordinate the conversion and to help monitor the current tank level. This part of the process can vary greatly and is obviously weather dependant, communication is very important as the Conversion Coordinators cannot monitor the level of propane in every tank. The homeowners should also be aware that they will need to contact their current propane supplier to ensure the tanks are not filled just prior to the conversion.**
 - b. When will individual home connections begin? How do you decide on the order of installation? Can you provide a scheduled installation date to individual homes? **The individual conversions can begin as soon as the gas service line is installed to the home. We will coordinate with the contractor to install the individual services; homes that are being built or that have special circumstances will be our first priority. All of the service lines should be installed by November 5, 2014.**
3. Explain how lines will be installed from the mains to the individual homes. **The contractor will directional bore or plow the service lines to each home.**
 - a. Be aware, the electrical and communication lines are all buried and they run parallel to the road at a distance that is about half way from the road to each house. Can you still use an ultrasonic plow? **The gas mains will be directional bored and Miss Utility will be called and all of the utility owner lines will be marked out prior to construction.**

- b. How do you run feeder lines to a main line on the other side of the road? **When a road crossing is needed to run a service line across the road that line will be directional bored or a hydraulic mole will be used. The road or driveway will not be open cut if at all possible.**
 - c. What can owners do to minimize damage to irrigation systems? **Have the system marked out prior to construction.** Who has the responsibility to repair irrigation system damage? **If the system was properly marked out and the contractor damages the irrigation system, then the contractor will make the necessary repairs. If the system was not marked, or was marked improperly, then the homeowner is responsible to have the damage repaired. How will such damage be handled? See above.**
4. How can the Wolfe Pointe Property Owners Association and our community help make this a smooth process?
 - a. Will you have a single point of contact for concerns and questions? **The single best way to ensure that the entire conversion process goes smoothly is to communicate with the Conversion Coordinators. The biggest problem we have seen in all of the conversions area's is a lack of communication from the homeowners, either failing to schedule the initial survey, not disclosing any current problems with gas equipment or failing to schedule the conversion itself until they are out of propane. There are two very experienced Conversion Coordinators assigned to the projects on Gills Neck Rd. Please understand that they have several hundred homes to assess and prepare estimates for in the next couple of months. They will contact every homeowner that has applied for gas service thru post cards, phone calls and/or door hangers to schedule the initial assessments. Feel free to contact Steve Tull, Manager of Gas Conversions, at any time if you have a question or a concern. (302)734-6797 ext 6782.**
5. What should I do to prepare for:
 - a. The gas mains being run throughout the neighborhood? **Mark any private utilities and be careful when driving, as there will be several contractor personnel and equipment in the development for the approximately 10 weeks of construction.**
 - b. My hook up to the gas main? **Complete the gas service application and communicate with the Conversion Coordinators.**
6. If I didn't send in an application before, what should I do now? Where should I send my application? **Contact the sales representative for your area, Dorrie Moore 734-6797 ext 6173.**
 - a. Will a sod cutter be used and my personal sod reinstalled; will they tamp the ground to prevent settlement ; who is responsible for irrigation damages; will driveways be cut or bored;will damaged sod be replaced with certified weed free sod. **The contractor**

installing the gas mains and services will level and rake the disturbed areas. We are in the process of hiring a landscape company to do the final restoration.

- b. Lot owners who have not begun the building process but plan to do so, what is their responsibility or who should they direct any useful information to so that the builders are on the same page? Will this process delay any home building because they have not reached that part of the neighborhood when the time comes? Lot owners should communicate to their builder that they want their home connected to the natural gas distribution system and they should contact our sales representative. Chesapeake Utilities will work with the lot owners to ensure there is no delay to the building process, however, depending on the timing of the home being built and the installation of the gas mains the home may have to be temporarily connected to propane and then converted to natural gas.
- c. How long is the downtime between propane off and natural gas on to individual homes once the conversion starts. The conversion is typically completed in one day depending on the number and types of appliances. There may be instances where a contractor must return a second time to complete non essential appliances such as fireplaces, grills, pool heaters, etc. We will not leave homeowners without heat, hot water or cooking if at all possible.
- d. Because pending cold weather will be following shortly after main installation is scheduled to be completed, will there be a time period that individual home conversion will be suspended due to ground frost line? We do not anticipate suspending the conversion process once started. Even with the weather this past winter we continued the conversion process in Bay Breeze and Worcester County.
- e. I have underground geothermal system pipes and electrical wires, irrigation system pipes and electrical wires, and storm-water drainage system pipes. The exact location and depth of these is unknown. Since these are “my” utilities, the one call system will not locate them. It is imperative that someone do this prior to the digging for installation of the lines. I’m sure there are numerous property owners in this same situation. The consequences of tearing up piping and electrical lines are very disruptive and expensive...and frankly an option not to be considered. I know there is technology/equipment that is able to locate these lines. Will Chesapeake Utilities do this? I’m sure Chesapeake Utilities runs into these problems everyday and must have answers to the questions. Chesapeake Utilities does not do private locate work. We will work with you as much as possible to not damage your private utilities. We would urge you to contact the contractor who installed the system to provide you with a drawing of the utilities or to come to your home and locate the lines. There are also private locate companies that can mark private utilities for you.
- f. We were given an installation estimate that said Wolfe Pointe would be complete on about November 5th. Does this mean that the lines will be installed within the community and all the houses will be hooked up by Nov 5? Alternatively, does it just mean that the lines are installed and installation to home can begin on Nov 5? The November 5 date is the date that the contractor expects to be finished installing all of the gas main and service lines. We will begin the individual conversions as soon as possible after the service lines are installed.