



## Commonly Asked Construction Questions

**Q:** I don't see my town/street on the list, but there are Liberty Utilities' trucks working there. Why is that?

**A:** While we do our best to keep our customers informed, occasionally things come up during the day that need to be addressed right away. We also only include larger jobs that will last for more than a couple of hours and jobs where traffic could be impacted.

**Q:** Why aren't there Liberty Trucks at these locations?

**A:** On the natural gas side of the business, we work with contractors to install new and/or replace existing gas mains. Some of the contractors we work with that you may notice are **The Middlesex Corp., Mears Group, R.H. White, and Midway**. Work involving maintenance related tasks are done by Liberty crews. On the electric side of the business, internal crews handle the majority of all work.

**Q:** How long do these jobs typically last?

**A:** While every job is different, the jobs we schedule and post on the construction web page are typically large scale jobs that can last for weeks. However, as we finish one section, we will continue to move down the street so the same customers will not be disturbed through the entire duration of construction.

**Q:** What hours do the construction crews work?

**A:** Our natural gas contractors will typically work Monday-Friday, 7:00 a.m. - 4:00 p.m. While Saturday work does not always occur, it is not uncommon for a crew to work some Saturdays. Our electric crews work from approximately 7:00 a.m. - 3:30 p.m., Monday-Friday. That may vary slightly based on which part of the state the crews are in.

**Q:** Will crews restore the area they are working in?

**A:** For underground installations, our crews will restore all locations within the work area to their pre-existing condition to the best of their ability. Please note there could be a delay between temporary and permanent restoration efforts.

**Q:** It looks like Liberty Utilities is bringing natural gas into my neighborhood. Can I get a gas service while the crews are out there?

**A:** Yes! However, before you do, our Business and Community Development Team will need to verify your property will have access to it and determine if there will be any fees to connect. To find out more information on how to start using natural gas at your property, call us at **1-800-833-4200** and select **option 5**.

**Q:** Will there always be a police detail or flagger when your crews are working?

**A:** Each town we operate in has their own set of rules that we must adhere to, but generally speaking anytime we are working on or near a roadway we will have someone there to help direct traffic. Typically, the only times we would not have someone helping with traffic is if we are working on someone's property and we feel as though traffic conditions, as well as the safety of our crews, will not be impacted.

**Q:** Is there a contact person or someone else I can speak to if I have further questions about the work being done?

**A:** The best number for you to call is our customer service phone number. Our representatives will be happy to answer your questions or put you in touch with the construction supervisor. Please see below to find out which phone number is best for you to use:

Natural Gas Territories  
**1-800-833-4200**

Electric Territories  
**1-800-375-7413**



**Liberty Utilities**<sup>®</sup>

