



Annual Leak Prone Main Replacement Program

Frequently Asked Questions (FAQ)

What is the project?

As part of our commitment to provide safe, reliable service to all our customers, Rochester Gas and Electric Corporation (RG&E), in conjunction with our parent company – AVANGRID, is updating the natural gas system in our service areas. Known as our annual Leak Prone Main (LPM) program, these upgrades comply with new reliability requirements.

Where is the project?

Aging infrastructure and more stringent safety standards have highlighted the need to upgrade gas mains within RG&E's service territory. This program will fix and replace leak prone gas pipes in approximately 70 locations throughout our service area, across different towns in the greater Rochester area.

Why is this project necessary?

These projects will improve the overall resiliency of the entire system while simultaneously modernizing the pipeline's components. The Leak Prone Main (LPM) program will enhance the reliability, address system repairs, and ensure performance to our valued customers.

What are the benefits of the project?

The replacements will improve the safety and reliability of the distribution system due to more stringent safety standards in effect as compared to those when the system was initially installed. Increased reliability will be produced as the potential for gas leaks and inefficiencies are minimized. There are no noticeable above-grade changes or impacts to the construction area and the new gas system will safely provide exceptional service to the community for many years.

How will this project affect me?

- To ensure safety, before work begins, RG&E and other utilities will mark water, natural gas and other underground lines in the work area – possibly on or near your property. Please do not disturb these markings.
- During the first phase of the project, a contractor working on behalf of RG&E, will install new natural gas mains. In most cases, this will mean temporary inconveniences, but we will work to ensure that you will have ready access to your driveway or parking lot. All of the excavated areas will be backfilled as quickly as possible, most on the same day they are excavated.
- The next phase of the project will include putting the new mains in service and installing new natural gas services lines from the mains to homes and businesses. Again, excavated areas will be backfilled as quickly as possible and we will do our best to minimize inconveniences.
- For your safety and the safety of our crews, the service replacement part of this project will require that our contractor enter your home or business at a time agreeable to you to shut off the natural gas service for approximately 1 to 3 hours. When the work is complete our contractor will relight appliance pilot lights and ensure that everything is working properly.

Who are the contractors?

For our annual LPM program, RG&E has contracted with the following companies:

- Burrows Brothers
- DDS Utilities
- Ledge Creek Development
- Liberty Underground
- Power & Construction Group (P&CG)

What if my meter is located inside?

If our natural gas meter is located inside your home or business, we will move it outside. Relocation of the meter to an outside location near its present location will be done at no cost to you. Our contractor will discuss this with you.

Will you repair my lawn/asphalt/concrete?

In the last phase of the project, the construction contractor will return to complete grading and apply topsoil, grass seed and fertilizer. We will also provide you with helpful hints about watering and lawn care after this restoration work is complete via a postcard. Asphalt and concrete will also be restored as necessary. In the event that natural gas service work is done during the winter months, permanent restoration work on your property will be done in the spring as soon as weather permits.

When will work begin and how long will it continue?

Our annual LPM program runs continually throughout the year, weather-permitting. We will send a notification postcard in advance of starting work in your neighborhood. In most neighborhoods, work begins 2-10 business days after properties have been fully flagged for various in-ground utilities. Duration can vary greatly depending on several factors.

Will my gas service be affected?

The service replacement part of this project will require that our contractor enter your home or business at a time agreeable to you to shut off the natural gas service for approximately 1 to 3 hours. When the work is complete our contractor will relight appliance pilot lights and ensure that everything is working properly.

Will this project impact my gas rates?

All costs for system upgrades are reviewed and approved by the New York State (NYS) Public Service Commission (PSC) – a division of the NYS Department of Public Service. Ultimately, the costs are then shared amongst all ratepayers in NY.

I received a postcard about an upcoming gas project in my neighborhood, what can I expect?

Postcards are mailed to those properties that are directly impacted by construction, as well as those properties in the vicinity that might be impacted by noise, increased construction vehicle traffic, etc. Please look for your address on the separate construction schedule document on this website to see if your property is in the active construction group, or the group that's adjacent to the active construction area.

Where should I direct questions?

You can direct any questions or concerns you may have about the LPM program to:

Our Project Information Line: 888.553.5411

Email: outreach@rge.com

A member of the Project Outreach team will get back to you within three business days. Please be sure to reference the Leak Prone Main (LPM) program with your inquiry.