

FREQUENTLY ASKED QUESTIONS (FAQ)

Gas Main and Service Renewal Projects

What exactly will you be doing? Why now?

Delmarva always had on-going programs to replace our aging natural gas infrastructure whether in the City of Wilmington or in the suburbs of New Castle County. Regular leak surveys are conducting on a yearly basis to constantly monitor the condition of our system that identify areas of our natural gas system that require replacement. In addition, our Engineering Department identifies areas that require upgrades to improve the reliability of the natural gas system in your area.

Why does the crew need access to my home?

The gas service will be shut off during the installation of the new pipe. Access to the inside of the property is needed to relocate the existing meter to the outside, tie into the existing fuel line and/or to re-light all natural gas appliances.

How long will I be without heat/hot water/cooking?

Every effort will be made to restore the gas service as quickly as possible; our crew leader will notify you when we will cut off your service in order to complete our work. However, depending on the site conditions, the location of the gas meter, gas service pipe and gas main – the time required to replace the gas service pipe will vary, but typically all work is completed within 10 to 12 hours.

How will I know that it is one of your employees?

You will be contacted in advance by written letter and/or by telephone, or in person. For your protection every employee is required to carry a photo-identification card at all times. Ask to see the card if anyone claims to be our employee and wants to enter your home. We carry identification cards for your protection, and expect you ask to identify ourselves. Feel free to do so!!

Where will you be digging?

The number and location of excavations will vary depending on the site conditions, gas pipe locations, etc. Every effort is made to limit the number of excavations. Typically, excavations are required at the gas main, just behind the curb and at least one opening at the house. Other excavations may be required to install the new piping. All excavations will be restored as soon as possible.

Why are there all of these painted marks in the street and on my property?

Delaware law requires that all utility companies with underground facilities – locate and mark their own facilities prior to excavations. Delmarva Power requests all utility companies, i.e. electric, telephone, and cable, water and sewer to locate all facilities. The various utility companies mark their underground facilities with paint that will fade and wash away with time.

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Will you repair the area in which you dig?

YES, grass areas will be reseeded. Concrete sidewalks, brick sidewalks, and road openings may be temporarily patched – until final restoration. All areas will be permanently restored at the completion of the project.

Will you repave my entire drive?

Typically, restoration is limited to the small opening required to replace/upgrade the gas service piping. We may install a new driveway apron on a case by case basis.

How long until you repair the area in which you dig?

Most openings in asphalt or concrete are temporarily restored the same day the service work was performed. Depending on the number of services to be replaced in your neighborhood, weather conditions and the size of the project, permanent restoration of all areas could range from a few days to a few months. All areas are evaluated on a case by case basis. However, if you discover an area that has not been temporarily restored or restoration is beginning to deteriorate, please feel free to contact us and we will address the issue.

I don't want the meter located directly on front of my house. Do I have any options?

Typically, Delmarva Power requires gas meters to be located in the front of the residence or on the side of the building close to the front on the outside. This helps us perform routine maintenance without requiring access to your home. It is our intent to move as many meters outside as practical.

I don't have any gas appliances, why are you contacting me?

You may be contacted by letter to let you know of the work going on in the area – even though you may not currently be a gas customer. Often times your neighbor across the street is having their service pipe upgraded, but the gas main may be on your side of the street.

If I have an invisible fence, a water irrigation system, outside lighting, how should I let you know?

Please contact the number on your notification letter or let the crew leader know of any private underground facilities on your property. Examples of private underground facilities include: invisible dog fences, electric wires for exterior lighting, irrigation systems, propane lines or pool heaters, garages, etc., coal bins, buried tanks, storm drains, downspout.

Why do I see asphalt placed on the ditch after the gas main is installed? Does this mean that work is complete?

This practice is common throughout the Utility Industry. This is done temporarily to keep dirt and debris from washing out on the streets and sidewalk after gas mains have been installed and services have been renewed. Permanent paving will occur after all the services have been renewed which typically can take a few months.

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Why do you only pave a portion the street?

All restoration is done according to State, City, Town, and Municipalities, and local ordinances. Typically in New Castle County most cities, towns and municipalities follow DelDot Road Restoration Manual. However, we keep in contact with various state or local inspectors during all construction phases.

Will you restore the street in the winter?

Weather conditions will dictate. Typically the concrete plants will only make concrete if the temperature is 30° F and rising. Hot mix plants require temperatures to be above 40°F and rising in order to make asphalt. Orders must exceed a certain amount in order for the plants to open.

Will you protect trees, plants, and shrubs?

Delmarva will follow best management practices to protect trees, plants, and shrubs in your neighborhood and on your property. We will replace any tree or shrub or your property that is damaged or removed during construction.