

## FAQs for Notification of Planned Work

**Q. Where will the City of Rocky Mount be digging?**

A. The city will be digging in or near the utilities right of way. Electric Division underground electric lines will be marked in red. Gas Division underground lines will be marked in white. If the Gas Division is installing new mains, we will always be in the right of way. If it is maintenance related, we sometimes are in their yards.

**Q. How long will the crews be on site?**

A. We anticipate the work will take a few days. You can call 467-4800 to get more detailed information regarding the project.

**Q. Will they put my grass back?**

A. Yes. We normally replace with construction grade fescue. However, we make every effort to restore the grass to its original condition.

**Q. What does the notification mean?**

A. This is simply a notification of work being done in your neighborhood to better communicate with our customers.

**Q. Will I be without power/gas?**

A. Possibly, the crew on site will notify you if this is going to happen. For natural gas, we will relight your pilot if you are at home. If not, we will leave a note for you to call 467-4800 when you return. There is no fee to relight your pilot in this situation.

**Q. Will I need to be at home?**

A. No.

**Q. Will I need to do anything?**

A. Yes, please notify us of the presence of any customer owned utilities that may be in the right of way such as septic systems, low voltage lighting, electric underground dog fences, sprinkler systems, etc. Rocky Mount Public Utilities cannot be held liable for damages to the underground equipment.

Q. **When will the crew start?**

A. We normally plan to start the work 48 hours after the locates are completed and customers are notified barring any unforeseen complications.

Q. **Why is this being done?**

A. This is being done to improve our City of Rocky Mount Utility System.

Q. **Why am I being notified if work is not being done at my home?**

A. This is an effort to better communicate with our customers and make sure you are aware of our work in your neighborhood.