



February 4, 2025

**VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED #9589 0710 5270 2415 2577 48  
and REGULAR MAIL**

Mercer Crossing Commercial Association, Inc.  
1512 Crescent Drive, Suite 112  
Carrollton, Texas 75006

RE: System Modernization- Dallas County

Dear Landowner,

As part of our continued effort to enhance the safety and reliability of our natural gas system and to support growth in the Dallas County area, Atmos Energy plans to replace pipe that crosses your property.

The first phase of this work is to survey the location of the current pipe. Engineering, detailed land surveys, and subsurface utility studies will begin in Spring 2025. During this process, we may need temporary access to the outside of your property to perform land surveys. We will work directly with you to coordinate this access if required. **You don't need to be home at the time of the survey work.** However, if we are unable to access the property without your assistance, alternative arrangements may need to be made.

To complete the land surveys, the boundaries of the easement and underground utilities near and around your property will be identified. You may see staking, colored flags, or paint identifying these utilities. In addition, aerial surveys are typically conducted for parts of this work and may include use of fixed or rotary wing or drone applications. We have notified local officials regarding aerial applications and have the proper permits to perform this type of survey work. No digging, soil disturbances, or other physical work will be done at this time.

Enclosed is a Frequently Asked Question document, which provides additional details about this pipe replacement work. Atmos Energy's goal is to make these improvements with minimal disruption to you.

Pipe replacement schedules are approximate and may change. We will keep you informed with additional right of way and future construction activity information as more details become available.

We appreciate your cooperation with the upcoming land survey work and as we continue to invest in the safety and reliability of the natural gas system now and for generations to come.

If you have questions, please contact Atmos Energy at 214.427.4000 or via email at [DallasCountyProjects@atmosenergy.com](mailto:DallasCountyProjects@atmosenergy.com) or visit the project website at [atmosenergy.com/DallasCounty](http://atmosenergy.com/DallasCounty).

Sincerely,

Roxie Earett  
Right of Way Agent

Landon Brown  
Project Manager

Atmos Energy Corporation  
PO Box 650206  
Dallas, TX 75265-0205



## Frequently Asked Questions System Modernization – Dallas County

As part of Atmos Energy's ongoing investment in the safety and reliability of our natural gas system, we are continuing to replace the existing natural gas system in Dallas County. This work will allow us to continue providing your area with natural gas now and for generations to come.

As additional details become available, you will receive information directly from Atmos Energy and our right-of-way contractor, Percheron, LLC.

### Frequently Asked Questions

**Who is Atmos Energy?** If you have natural gas service at your home or business, it is likely that Atmos Energy is your provider. We safely deliver reliable, affordable, efficient, and abundant natural gas to more than 3 million customers in over 1,400 communities across eight states located primarily in the South. We are modernizing our business and infrastructure as part of our vision to be the safest provider of natural gas services.

**Who is Percheron, LLC?** Percheron is a utility and right-of-way contractor utilized by Atmos Energy. They will be working with Atmos Energy to provide you with project information and answer any questions you might have.

**Where is the pipe located?** Our pipe is located within public right-of-way and private easements that span across Dallas County. You've probably noticed white and yellow markers on or near your property that indicate the approximate location of the pipe.

**Why is this pipe being replaced?** Just like roads, bridges, water systems, and other infrastructure, natural gas systems must be replaced and modernized over time.

**When will this work begin and how long will it last?** A typical project includes multiple phases. Phase 1 is to survey the location of the current pipe and gather information about its proximity to nearby structures and other utility lines. Engineering, detailed survey, and subsurface utility studies along the right-of-way will begin afterward. Phase 2 involves working closely with property owners to discuss right-of-way preparation and preconstruction activities. Phase 3 includes construction and replacement of the pipe. When construction is complete, Phase 4 will include restoration of the area.

We will work closely with communities and property owners to keep you informed throughout this process. Because of construction sequencing, some areas will begin construction sooner than others.

**How will I be affected?** The answer depends on several factors, including the location of your property in relation to the pipe and the location of any obstacles (referred to as encroachments) within the right-of-way. Once the detailed survey and engineering work is complete, we will work with individual landowners to determine what steps can be taken to minimize any impact. This process will be facilitated by Percheron, LLC. Residents should be aware that excavation within the right-of-way may be necessary along the replacement work. This may require that obstacles within the right-of-way be removed.

**How can I learn more about the pipe replacement work and easement on my property?** The easement is a publicly recorded document in the real property record of Dallas County, and pipe rights-of-way are often shown on subdivision plats or property boundary surveys. The pipe itself is identified by markers. Federal law requires these markers to be placed along the right-of-way and prohibits anyone from tampering with, defacing, damaging, or removing a pipe marker.

**What is the difference between an easement and a right-of-way?** The easement that affects your property is a written agreement, recorded in the public records, that grants a property right to Atmos Energy or its predecessor



## Frequently Asked Questions System Modernization – Dallas County

to allow the construction, replacement, operation, and maintenance of one or more pipes across a particular property. It is a perpetual right that “runs with the land” and is binding on current and all future property owners.

The right-of-way is the specific area identified in the easement within which Atmos Energy can construct, replace, operate, and maintain its facilities. A survey is usually required to determine the exact boundaries and width of the right-of-way that affects a particular property. The easement itself will tell you the extent of the right-of-way.

**Will you need to clear trees from the pipe right-of-way?** Excavation activities within the right-of-way may include clearing trees, vegetation, and brush. Keeping trees, shrubs, buildings, fences, and other structures and encroachments off the right-of-way is important to its operation and maintenance

Maintenance personnel must be able to easily and safely access the right-of-way and areas on either side of the pipe. Over time, tree growth may inhibit Atmos Energy’s ability to access the pipe quickly in the event of an emergency, conduct required right-of-way surveillance and leak surveys, or perform routine maintenance in accordance with required federal/state inspections. In addition, the root systems of many trees and large shrubs can grow against or around pipes, damaging the coating and even denting the pipes.

**What will happen to other features, such as fences, decks, carports, and landscaping, that are located within the right-of-way?** Each encroachment will be reviewed on a case-by-case basis to evaluate the impact to Atmos Energy’s ability to construct this project, as well as its ongoing ability to safely operate, maintain, and repair the new pipe in the future.

**How will this affect my neighborhood?** During the construction phase, traffic may be temporarily rerouted to accommodate construction equipment. Work will be performed in accordance with local ordinances and standards to minimize disruption. Work immediately adjacent to public schools is anticipated to be performed during the summer months. Atmos Energy will work with municipal services, such as garbage collection, to keep disruptions to these services as minimal as possible.

**Have local officials been notified of this work?** Yes, we have and will continue to work closely with local officials to keep them informed about our pipe replacement projects.

**Where can I find additional information?** Please visit our website at [atmosenergy.com/DallasCounty](https://atmosenergy.com/DallasCounty) or email Atmos Energy at [DallasCountyProjects@atmosenergy.com](mailto:DallasCountyProjects@atmosenergy.com) with questions.