

charlotteobserver.com

[Comments](#) (1) | [Recommend](#) (0)

Natural gas customers still without service

By Christopher D. Kirkpatrick
ckirkpatrick@charlotteobserver.com
Posted: Tuesday, Sep. 02, 2008

Some Piedmont Natural Gas customers in southwest Charlotte are still without service today after a key valve was inadvertently turned off last week, affecting about 7,000 customers.

Correcting the problem is not as easy as simply turning the gas back on. Piedmont has to visit each home and business to check for leaks and potential problems with pilot lights and other equipment, said Loree Elswick, the utility's manager of corporate communications.

About 500 customers who lost service can't be reached or haven't called into the company, she said. "We restored natural gas service to everyone that we've heard from. We're urging them to call us. If they call today, we'll reconnect them today."

Piedmont suspects a valve was inadvertently left in the closed or off position during routine seasonal maintenance. Elswick said the company was investigating how to prevent such an error in the future.

The area affected is in southwest Charlotte, from South Tryon Street at Interstate 485 south to Lake Wylie.

In warm weather, service interruptions mainly affect water heating and the operation of some appliances, such as gas stoves. Customers who are still without service can call 1-800-752-7504.



[Subscribe to The Charlotte Observer & Earn Miles.](#)

POWERED BY  Pluck

You must be logged in to leave a comment. [Login](#) | [Register](#)

Comment:  1 Showing: Newest first 



nbevn7i wrote on 09/02/2008 04:04:02 PM:

I wonder if the person you "accidently" turned off service still has a job????

[Recommend \(0\)](#)

 [Report abuse](#)

More comments on this story: 1

[Disclaimer](#)

The Charlotte Observer is pleased to be able to offer its users the opportunity to make comments and hold conversations online. However, the interactive nature of the internet makes it impracticable for our staff to monitor each and every posting.

Since charlotteobserver.com does not control user submitted statements, we cannot promise that readers will not occasionally find offensive or inaccurate comments posted on our website. In addition, we remind anyone interested in making an online comment that responsibility for statements posted lies with the person submitting the comment, not The Charlotte Observer.

If you find a comment offensive, clicking on the exclamation icon will flag the comment for review by the administrators, we are counting on the good judgment of all our readers to help us.

[No Time for School? Graduate Online](#)

www.ClassesUSA.com

[See Today's Mortgage Rates](#)

www.LowerMyBills.com

Ads by Yahoo!