

Our Commitment to Safety

Safety is the natural gas industry's top priority. Nationwide, more than 2 million miles of pipelines and mains deliver natural gas safely, reliably and efficiently every day for use by residential, commercial and industrial customers. The industry spends more than \$6 billion each year to maintain the gas system's excellent safety record. We will continue to invest in programs that allow for the safe and secure delivery of natural gas, and to work closely with industry and government on a variety of important measures, including:

- **Coordination with local One Call Centers**
- **Visual inspection programs**
- **Design and construction techniques**
- **System maintenance, replacement and upgrades**
- **Workforce training**
- **Industry safety practices and government oversight**
- **Pipeline markers and facility mapping**
- **Public education programs**

We also work with emergency responders, state and local agencies to prevent and prepare for emergencies through training and periodic drills. Emergency plans and procedures are periodically updated and made available to federal and state authorities.

Helpful Resources

Additional information can be obtained through the following organizations:

National "Call Before You Dig" Organization

www.call811.com



National Association of State Fire Marshals

www.firemarshals.org

Pipeline & Hazardous Materials Safety Administration

<http://primis.phmsa.dot.gov/comm/generalpublic.htm>

National Pipeline Mapping System

www.npms.phmsa.dot.gov

Common Ground Alliance

www.commongroundalliance.com

Northeast Gas Association

www.northeastgas.org

American Gas Association

www.aga.com

Esta es una información importante de seguridad. Por favor, hágala traducir.

Il s'agit de mesures de sécurité importantes. Veuillez les faire traduire.

Esta informação é importante sobre a sua segurança. Por favor tenha a seguinte informação traduzida.

Đây là thông tin quan trọng về sự an toàn. Vui lòng nhờ người dịch để hiểu cặn kẽ.

Это письмо содержит важные данные по безопасности. Пожалуйста, переведите и внимательно прочитайте его.

Questo e' un annuncio importante per la vostra sicurezza. Per favore fatelo tradurre.

本安全資訊很重要。請譯成中文。

សូមមេត្តាធ្វើការប្រែប្រួល។

هذه معلومات هامة للسلامة.

الرجاء طلب ترجمتها.



Liberty Utilities™

Emergency Number: (800) 936-7000

www.libertyutilities.com

This safety information provided in partnership with:



Keeping our communities
safe and informed.

What you need to know.



Liberty Utilities™



Know what's below.
Call before you dig.

Natural gas has an excellent safety record, but like all forms of energy, it must be handled properly. If improperly handled, natural gas may cause a hazardous condition such as a fire, explosion or asphyxiation. It is important for everyone to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

Know what's below.
Call 811 before you dig.
It's the law!



Using Your Senses

A gas leak is often recognized by smell, sight, or sound.



Smell - Natural gas is colorless and odorless, but an odor similar to rotten eggs is added to help you notice it. However, not all pipelines are “odorized”, and the odor can fade over time.



Sight - You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. Vegetation that appears to be dead or dying for no apparent reason can be another signal.



Sound - You may hear an unusual noise like roaring, hissing or whistling.

What you should do if you suspect a leak

- MOVE to a safe environment.
- CALL us immediately (*see phone number on back*).
- PROVIDE the exact location, including cross streets.
- DO NOT smoke or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas and cause an explosion.
- LET US KNOW if sewer construction or digging activities are going on in the area.
- DO NOT assume someone else will report the condition.

Digging causes almost 60% of all accidental damage to underground natural gas pipelines. Even a hand shovel can cause enough damage to create a leak or line failure!

Before you excavate:

Whether you are a professional or a do-it-yourselfer, before you excavate you must call to have the exact position of nearby underground natural gas lines marked.

It's free and easy.

- 1 The law requires you to call 811 before you dig.**
- 2 Your request will be forwarded to your local gas operator, and a worker will be dispatched to mark the line's location.**
- 3 Once the marks are made, pay attention to them and dig with care.**

Never assume!

Natural gas lines often run along public streets and can be near and on private property. Sometimes they may be marked with line markers, but very often there will be no indication above ground. Don't assume that you know where the underground lines are – failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines!



Line markers like these display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency. Even if you don't see one of these markers, there may still be natural gas lines nearby. Always call 811 before you dig! Not all line markers are represented in this illustration.