



PUBLIC AWARENESS & SAFETY

PEOPLES

24/7 Emergency Hotline: 1-800-400-4271

Website: www.peoples-gas.com

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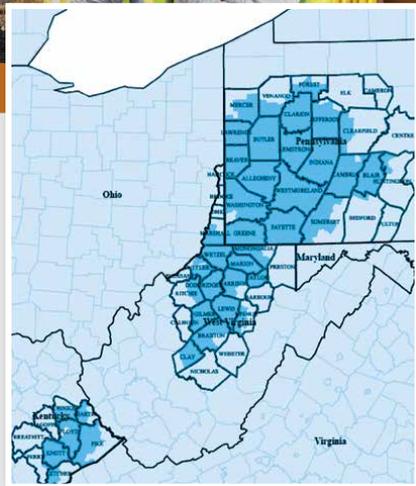
ONE CALL: Dial 8-1-1

ONE CALL WEBSITE: www.Call811.com



PEOPLES™

An  Essential Utilities Company



Peoples serves customers in Pennsylvania, Kentucky, and West Virginia. Its history extends to the earliest days of natural gas industry in the United States. Peoples provides service from the Transmission system to the Distribution system through a series of pipelines and stations to the customer's meter.

Natural gas is an abundant energy source, found deep beneath the earth's surface. It is odorless, colorless and produces very few emissions. It is considered to be the cleanest fuel because of its clean burning qualities. Due to its ease of use and positive environmental qualities, natural gas use is expanding to electrical power generation, cooling and as fuel for natural gas vehicles.

Natural gas provides about 24% of all the energy used in the United States. Gas utilities serve more than 60 million residential, commercial and industrial customers through underground pipelines. It is the most popular energy used for home heating.

According to statistics from the National Transportation Safety Board, natural gas pipelines are the safest method to transport fuel. The natural gas delivery system has the best safety record of all energy delivery systems. This brochure will provide you with important safety information about natural gas.



Although rare, natural gas leaks do occur and you should always be prepared. Natural gas can be hazardous and if released it may ignite, possibly explode, or can cause asphyxiation. These hazards may be created by uncontrolled escaping gas caused by:

- Rupturing, nicking or puncturing a pipeline
- Extreme loading of materials over buried facilities
- Water main breaks
- Heavy ice on outside meters
- Collapsed buildings that break or damage gas pipelines
- Fire or explosion near or directly involving a pipeline facility
- Equipment failure
- Human error
- Natural event (flood, earthquake, tornado)



To keep the network safe, the natural gas industry complies with a comprehensive regulatory program directed by the United States Department of Transportation's Pipeline Hazardous Material Safety Administration division.



WE ARE COMMITTED TO PROTECTING YOU, your property and the environment. By utilizing programs listed below we are better equipped to detect the possibility of a leak prior to it actually occurring. Using the latest technology, security and industry practices, natural gas pipelines are monitored to maintain service and safety. Natural gas companies have many programs to ensure your safety, including:

- Design and construction planning with local agencies
- Monitoring 24 hours a day, 7 days a week
- Integrity management programs
- Inspection by air and foot patrol
- Training for Emergency Responders and Excavators
- Public awareness and Damage Prevention Programs
- Coordination and communication with police and fire officials

Using your sense of sight, sound and smell will help you recognize a suspected leak.

Here's what you should look for:



Sight

A dense fog, mist, or white cloud. Discolored vegetation, blackened soil areas, bubbling in water, or blowing dirt.



Sound

Hissing, whistling or roaring noise.



Smell

Natural gas is colorless and odorless. A distinctive gaseous odor (rotten egg) is added to natural gas.

Hazards of a pipeline leak are:

- Asphyxiation
- Coughing
- Eye irritation
- Vomiting
- Headache
- Loss of consciousness
- Dizziness

What you should **NOT** do if a leak occurs:

DO NOT touch, breathe or make contact with a leak

DO NOT light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark

DO NOT attempt to extinguish any fire

DO NOT attempt to operate any valves

DO NOT start a car or operate an automatic garage door

DO NOT try to find the source of the leak yourself

What you should **DO** if a leak occurs:

DO leave the home, building and area of the suspected leak, and get to a safe area

DO call our emergency hotline, 1-800-400-4271 which answers 24-hours a day, after you have reached a safe location.

DO call 911 to notify police and fire officials

DO warn others to stay out of the area



THERE IS A SPECIAL TOLL-FREE NUMBER FOR THE ONE CALL SYSTEM. All customers should call 811 before they dig or excavate in their yards. If work is being contracted out, the contractor must make the call. Failure to comply with One Call could result with fines. Calling 811 is free for homeowners and it's the law.

811 is part of a nationwide effort to streamline the call-before-you-dig system to avoid damaging underground utility lines. State law requires that you call 811 before digging. An 811 call alerts participating utilities of your work plans, and the utilities will mark the approximate location of their facilities.

Damaged underground facilities due to third-party excavation generally present the highest risk to safe operation of natural gas system.

When to notify 811

You should notify One Call by calling 811 before you dig for any reason. Even minor excavation activities can cause damage such as:

- Installing a fence, mailbox, yard sign, flag pole or pole for basketball hoop
- Installing a deck, porch, patio, swimming pool or garage
- Installing a sprinkler system, pet perimeter fence, septic tank, leach bed or sand mound
- Planting trees or bushes

Pipeline markers are another important safety precaution. Since pipelines are buried underground, pipeline markers are used to help in their identification. Pipeline markers are found where a pipeline intersects a street, highway or railway, river, heavily congested area, or along a pipeline's right-of-way. Be aware of any pipeline markers in your neighborhood. Write down the natural gas operator's name and phone number in case of an emergency.



Markers Do NOT show:

- The depth of the pipelines
- The number of pipelines
- The exact location of the pipelines

Markers DO show:

- The pipeline is in the area
- The product being transported
- The natural gas company's name and emergency phone number
- Always call 811 to have underground pipelines marked and avoid line damage

To find out who operates pipelines in your area, view the National Pipeline Mapping System website at www.npms.phmsa.dot.gov.

PEOPLES RIGHTS-OF-WAY

A pipeline "right-of-way" is a strip of land over and around natural gas pipelines. A right-of-way agreement between the gas company and the property owner is called an easement. Easements provide a company like Peoples with permanent, limited interest to the land so that we can access, operate, test, inspect, maintain, and protect our pipelines.

Although agreements may vary, a right-of-way can extend up to 25 feet each way from the center of the pipeline. If there is an easement on your property, you should be aware of our guidelines for encroachment and construction near natural gas pipeline equipment. Pipeline rights-of-way must be kept free of trees, brush, buildings, structures, and other obstructions so we can safely operate our pipeline, respond to emergencies, eliminate third party damage, provide right-of-way surveillance, and perform routine maintenance and Federal and/or State inspections.



**Know what's below.
Call before you dig.**

**CALL 811 BEFORE YOU DIG
CALLING 811 IS FREE FOR
HOMEOWNERS AND IT'S THE LAW**

For more information regarding pipeline safety and an overview of the pipeline industry please visit the following websites:

Pipeline 101
www.Pipeline101.com

American Gas Association
www.Aga.org

Common Ground Alliance
www.CommonGroundAlliance.com

Office of Pipeline Safety
www.Phmsa.Dot.gov

National Transportation and Safety Board
www.Ntsb.gov

Occupational Safety & Healthy Administration
www.Osha.gov

National Fire Protection Association
www.Nfpa.org



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