

Play It Safe.



Public Awareness and Safety for Natural Gas

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

Website: peoples-gas.com



PEOPLES™

An  Essential Utilities Company

MAKING YOUR LIFE BETTER.



Peoples is the natural gas division of Essential Utilities. Delivering safe, reliable and affordable energy to more than 700,000 homes and businesses daily, Peoples is Pennsylvania's largest regulated gas utility.

Our primary focus is the safety of our customers, our employees, and our communities. This brochure highlights key natural gas safety tips to help you stay informed and protected.



Natural gas is a clean-burning, abundant energy source found deep beneath the Earth's surface. Odorless and colorless, it produces minimal emissions, making it the cleanest-burning fuel available.

Today, natural gas meets about 25% of the United States' energy needs, serving over 189 million Americans and 5.8 million businesses* via a safe and extensive system of underground pipelines. It remains the most popular energy source for home heating.

Additionally, natural gas pipelines continue to set the industry standard for safety. According to the latest statistics, they are the most reliable method for transporting fuel.

*Source: American Gas Association 2025

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.



U.S. Department of Transportation
**Pipeline and Hazardous Materials
Safety Administration**

www.phmsa.dot.gov

Your safety is our priority

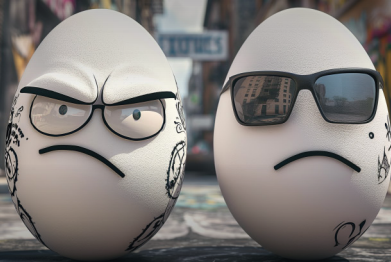
We are dedicated to protecting you, your property, and the environment. Thanks to advanced technology, rigorous security, and proven industry practices, natural gas pipelines are continuously monitored to ensure safe and reliable service.

To detect and prevent leaks before they occur, we utilize specialized programs designed with your safety in mind 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



Do you smell **rotten eggs?**



DOs and DON'Ts when a leak occurs

DO NOT

- Touch, breathe or make contact with a leak
- Light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark
- Attempt to extinguish any fire
- Attempt to operate any valves
- Start a car or operate an automatic garage door
- Try to find the source of the leak yourself

DO

- Leave the home, building and area of the suspected leak, and get to a safe area
- Call our 24-hour emergency hotline, 1-800-400-4271, after you have reached a safe location.
- Call 911 to notify police and fire officials
- Warn others to stay out of the area

Trust your senses.



Smell

Natural gas is colorless and odorless. A distinctive "rotten egg" smell is added to natural gas.



Sight

A dense fog, mist or white cloud. Dead or discolored vegetation, blowing dirt, and bubbling water or mud can be visible warning signs of a leak.



Sound

Hissing, whistling or roaring noise.

Hazards of a pipeline leak are:

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

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 in 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, 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
- The path of the pipeline

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

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.

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



**What's out of sight shouldn't
be out of mind.**

Call 811 before you dig.



For more resources
on safe digging,
scan the QR code.



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