



**Texas
Gas Service®**

A Division of ONE Gas



NATURAL GAS SAFETY INFORMATION

For Emergency Response and Public Official Partners

To report a natural gas emergency,
leave the area immediately and then **call 911**
and **Texas Gas Service at 800-959-5325**

For non-emergencies, call 800-700-2443
or email pipelineawareness@onegas.com.

IMPORTANT INFORMATION ABOUT NATURAL GAS PIPELINE SAFETY

Texas Gas Service is committed to constructing and maintaining a natural gas pipeline delivery system that complies with applicable state and federal guidelines, industry standards and safety regulations. Our goal is to deliver safe, affordable and reliable natural gas to the communities we serve. We apply approved pipeline integrity management techniques to monitor system performance and maintain system reliability. Your knowledge and understanding of natural gas pipeline facilities, commitment to damage prevention and prompt emergency notification are important elements in protecting pipeline integrity and performance.

PIPELINE PURPOSE AND RELIABILITY

Natural gas pipelines provide a safe way to move natural gas from one location to another. In the United States, a vast network of pipelines delivers the many benefits of natural gas to millions of consumers nationwide. Natural gas is a valuable resource for our country's energy demands.

THE IMPORTANCE OF PIPELINE MARKERS

Pipeline markers are used as warning signs to indicate the presence of a pipeline. However, these markers do not show the exact location or depth of a pipeline and may not be present in certain areas. Additionally, the pipeline path may vary between markers. Pipeline markers are helpful in providing the general location of pipelines, but pipeline operators rely on special equipment and service records to determine the specific location, depth and number of pipelines installed underground. These signs may not mark their exact location, so you are required to contact 811 to have the lines marked before any excavation activity.

LOOK FOR THESE SIGNS

Since most pipelines are buried underground, line markers, like the ones shown here, are used to indicate the presence of a pipeline. These pipeline markers can be found along a street, highway, railway or pipeline right-of-way and where a pipeline intersects with a street, highway or railway system.

Pipeline markers display the material transported in the line, the name of the pipeline operator and a telephone number where the operator can be reached in the event of an emergency. You can also find out where transmission pipelines are in your area by visiting the National Pipeline Mapping System website at npms.phmsa.dot.gov. However, this resource is **NOT** a substitute for contacting 811!



HOW TO RECOGNIZE A PIPELINE LEAK

Suspected natural gas leaks can be identified by using your senses.

**S
M
E
L
L**



If you smell a rotten egg or sulfur-like odor, it may be the result of a natural gas leak. Natural gas is naturally colorless and odorless, so we add an odorant called mercaptan to warn you of a natural gas leak.

**S
I
G
H
T**



If you see unexplained dead vegetation, blowing dirt or bubbling puddles of water in or around your yard or your gas meter, it may be an indication of a natural gas leak.

**S
O
U
N
D**



If you hear a hissing or roaring sound near natural gas piping, meters or appliances, it may indicate a natural gas leak.

**If you notice any of these warning signs, leave the area immediately!
Then call 911 and Texas Gas Service at 800-959-5325.**

AWARENESS OF NATURAL GAS HAZARDS

Natural gas is clean burning and lighter than air. It rises and disperses rapidly and requires a precise amount of gas and oxygen to burn. Natural gas is non-toxic but can cause irritation or asphyxiation in extremely high concentrations.

PRODUCT	CHARACTERISTICS	VAPORS	HEALTH HAZARDS	FIRE HAZARDS
NATURAL GAS	Colorless, odorless, tasteless; may be odorized in some areas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation	Extremely flammable

HOW TO RESPOND TO AND REPORT A PIPELINE EMERGENCY

The following guidelines are designed for your safety and the safety of those in the area if a natural gas pipeline leak is suspected or detected:

DO

- Leave the area immediately and keep others away.
- Call 911 and then Texas Gas Service at **800-959-5325** from a safe location.
- Avoid using electrical equipment or performing any action that could cause an open flame or other potential source of ignition, such as operating an electrical switch, turning on a vehicle or lighting a match, etc.
- Establish a command center.

DON'T

- Use a cell phone or two-way radio near the emergency area.
- Attempt to put out natural gas fires. If burning, control secondary fires.
- Operate any pipeline valves or equipment.



WHAT TO DO IF YOU NOTICE SUSPICIOUS ACTIVITY NEAR A PIPELINE OR SUSPECT PIPELINE DAMAGE

If you observe unusual activity near a pipeline, including suspicious excavation, abandoned vehicles, non-company personnel or non-company vehicles, immediately call 911 and then the Texas Gas Service emergency line at **800-959-5325**.



EMPLOYEE IDENTIFICATION

Texas Gas Service employees carry a company photo identification card and wear company-logoed clothing. They are trained to report to the Incident Commander upon arrival.

EMERGENCY PREPAREDNESS

Texas Gas Service has a detailed emergency response plan for responding to a natural gas emergency with a priority to protect life first, then property and the environment. Texas Gas Service continues to establish and maintain contact with appropriate fire, police and other public officials. In partnership with public safety officials and the communities we serve, we apply safeguards allowing the safety and welfare of the public to remain the top priority.

For questions on the Pipeline Integrity Management program or to request the Emergency Response Plan, please call the Texas Gas Service non-emergency line at **800-700-2443**. For more information about Texas Gas Service or this message on natural gas safety, please visit our website at texasgasservice.com or email us at pipelineawareness@onegas.com.

PIPELINE INTEGRITY MANAGEMENT

Texas Gas Service is committed to operating a safe and reliable natural gas pipeline system. The company's Pipeline Integrity Management Program meets the requirements identified in 49 CFR Part 192 to implement the "Pipeline Safety Improvement Act of 2002." Specific practices, processes and procedures have been established to enable the management and execution of the Pipeline Integrity Management Program.

In accordance with federal regulations, some segments along transmission pipelines have been designated as high consequence areas (HCAs). Supplemental hazard assessment and prevention programs have been developed. The programs help identify, assess and manage pipeline integrity risks. These programs aim to provide safe, reliable and affordable natural gas for our customers without adverse effects on the public, our customers, our employees or the environment. Incident-free operation is our goal.

To obtain an overview of the transmission integrity management program, visit texasgasservice.com or email us at pipelineawareness@onegas.com.

PIPELINE RIGHT-OF-WAY

Our pipelines run under public road rights-of-way, public utility rights-of-way and private rights-of-way. Managing and maintaining the integrity of the pipeline system is a priority. These rights-of-way provide Texas Gas Service with access to operate and maintain our pipelines and facilities.



ENCROACHMENT PREVENTION

Pipeline rights-of-way should be kept clear of obstructions to enable Texas Gas Service employees and contractors to safely operate, patrol, inspect, maintain and repair our pipelines and facilities. It's important that you do not install or allow installation of any structures, plant trees or shrubs or store anything that could be an obstruction on or near rights-of-way.

Also, please know that your community's land use decisions can affect public safety along the rights-of-way.

County officials maintain and can provide copies of easement and rights-of-way agreements. Public officials in land use planning or municipal utilities are encouraged to review easement agreements when making and permitting project decisions.

HOW TO HELP PREVENT PIPELINE DAMAGE

A major cause of pipeline damage is unsafe digging by third parties near pipelines. If you plan to do any excavation work, remember to always **contact 811 at least 48 hours, excluding weekends and holidays,** before the project begins. The 811 call center will notify Texas Gas Service, and we will send a locator to the site to mark the location of our pipelines with yellow flags and/or yellow paint. In some instances, we will stand by on-site while digging occurs to protect the pipeline's integrity.

For more information or to submit a ticket, **call 811** or go to **texas811.com**.

It is important that you call Texas Gas Service and 811 immediately if you cause



or observe damage to our pipeline. Even seemingly minor contact, such as a scrape, dent, gouge or crease can be serious, because it could result in a future leak if not inspected and/or repaired. Also, do not cover an exposed pipeline and do not try to make repairs yourself. Call us immediately at **800-959-5325** so we can inspect the pipeline and make repairs if they are warranted.



CONTACT

For emergencies, call **911 and 800-959-5325**. Our emergency line is available 24 hours a day, 7 days a week.

If you have any questions or comments, please call our non-emergency line at **800-700-2443**, Monday-Friday, 7 a.m.-7 p.m. CT or email us at pipelineawareness@onegas.com.

PRSRT STD
U.S. Postage
PAID
Paradigm

P.O. Box 3151
Wichita, KS 67201-3151

OCT23TGS-E0P0



**Texas
Gas Service**®

A Division of ONE Gas

To report a natural gas emergency,
leave the area immediately and then:

**CALL 911 AND TEXAS GAS SERVICE
AT 800-959-5325**

Emergency dispatch personnel are on duty 24/7.