

# **SMELL GAS?** LEAVE FIRST! Then call us immediately!

413-536-9300 (option 1)



This safety information provided in partnership with:



### **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.

## Natural gas has an excellent safety record.

Like all forms of energy, natural gas must be handled properly. If improperly handled, natural gas may cause a hazardous condition such as a fire, explosion or asphyxiation.

## How we prepare for emergencies.

We also work with emergency responders, and 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.

### **HOW TO RECOGNIZE A GAS LEAK**

## **Smell**

An odor similar to rotten eggs is added to help you recognize it. Not all pipelines are "odorized", and the odor can fade over time.



#### Look

Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust. Or, vegetation that appears to be dead or dving for no apparent reason.

Know what's below.

before you dig.

It's the law!



## Listen

Hearing an unusual noise like roaring, hissina or whistlina.

## WHAT TO DO IF YOU SUSPECT A LEAK

**Move** to a safe environment and call us immediately. Do not use your telephone or cell phone in your home.

**Provide** the exact location with cross streets.

**Do not** smoke, light candles 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.

## **EDUCATE YOUR FAMILY ABOUT GAS**

It is important for everyone in your family to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

If you smell gas or suspect a leak **DON'T WAIT!** 

Leave the premises and call us immediately.

**DO NOT** assume someone else will report the condition.

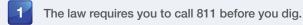


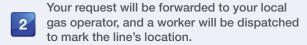
or 911



**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.





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.