



## IMPORTANT NATURAL GAS SAFETY INFORMATION

**What everyone  
needs to know**

### SMELL GAS?

Leave the premises and  
call us immediately!

**(413) 536-9300 (option 1)  
or 911**



*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 dying for no apparent reason.



### Listen

Hearing an unusual noise like roaring, hissing or whistling.

## 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.**



**Know what's below.**

Call **811** before you dig.  
It's the law!

**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.