

## Our Commitment to Safety

Safety is the natural gas industry's top priority. The industry spends more than \$6 billion each year to maintain the gas distribution system's excellent safety record. We work with industry and peer groups to continually enhance our pipeline safety and training methods.

At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents. And, as new technologies are developed in pipeline design, construction, inspection and operations, we continue to invest in pipeline integrity programs that allow for the safe and secure delivery of natural gas.

We work very closely with industry and government agencies on a variety of measures used to ensure pipeline safety, including:

- > Coordination with Call Before You Dig
- > Visual inspection programs
- > Design and construction techniques
- > Workforce training
- > Industry safety practices and government oversight
- > Pipeline markers and facility mapping
- > Public education programs

We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills. These exercise test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities.

## Eversource and Customer-Owned Pipes

Eversource takes safety seriously and looks to ensure natural gas is delivered safely and efficiently. We make sure to properly maintain our gas pipes and inspect them periodically. However, at times you may find you have questions about which parts of your service are privately owned and which parts Eversource maintains.

31 095-1-0107

We maintain the gas pipes that run along your street and end at your gas meter. Gas pipes that run from your meter to your furnace, water heater or other appliances are your responsibility. If you have an underground pipe on your property that leads to an outdoor gas grill, gas light, pool heater or another building, a licensed plumber should inspect that pipe periodically. If underground pipes are not maintained, they could corrode and leak.

Also, make sure the outside meter, regulator and any vents on the outside of your home are unobstructed. Keep them clear of snow, ice buildup and other obstructions such as raised flower beds, shrubs, mulch and stone or wooden walls. Blocked vents can cause carbon monoxide levels to increase in your home. If you have any non-emergency questions, please call us at 800-989-0900.

Important information! Please have translated.  
Informations importantes ! Prière de les traduire.  
Información importante. Haga traducir esto.  
Informações importantes! Favor mandar traduzir.  
Informazioni importanti. Farle tradurre.

Ważna informacja! Prosimy postarać się o jej przekład.  
Thông Tin Quan Trọng! Xin nhờ người phiên dịch  
thông tin này

重要資訊! 請翻譯。  
重要信息! 请翻译。

Enfòmasyon Enpòtan!  
Tanpri fè tradui sa a.

**EVERSOURCE**

Eversource.com

This safety information is  
provided in partnership with

**Northeast**  
GAS ASSOCIATION


**Gas Leak Emergency:**

**877-944-5325 or 911**

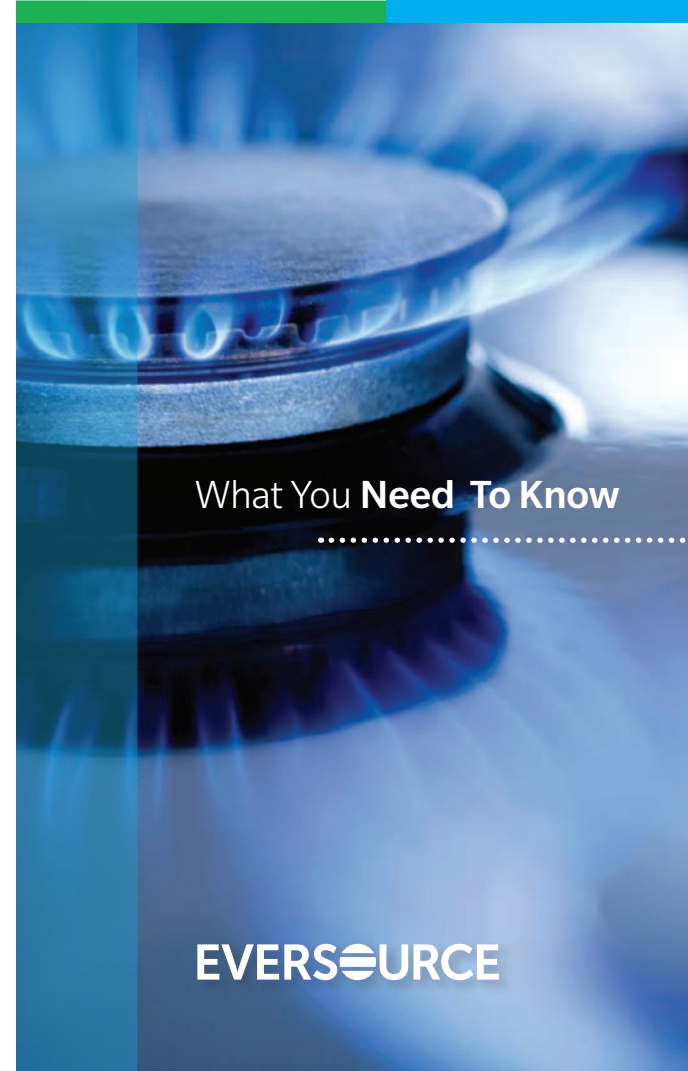
**Call Before You Dig:**

**8-1-1 or 800-922-4455**

www.cbyd.com

Paid for by Eversource customers.  
LM/WOS0317200M 

## Natural Gas Safety for Connecticut Customers



What You **Need To Know**

**EVERSOURCE**

Whether you are at home, at work or in a public place in the U.S., it's likely you are in an area served by natural gas pipelines. More than 2.2 million miles of pipelines and mains quietly, reliably and efficiently deliver natural gas every day for use by residential, commercial and industrial customers.

Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite.

Since pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency.

Whether you are a natural gas customer or not, it is important for you to be familiar with the characteristics of natural gas and be prepared to react quickly and properly in an emergency to ensure your safety and the safety of others.

## Using Your Senses

A gas leak is often recognized by smell, sight or sound.

**SMELL** – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

**SIGHT** – You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

**SOUND** – You may hear an unusual noise like roaring, hissing or whistling.

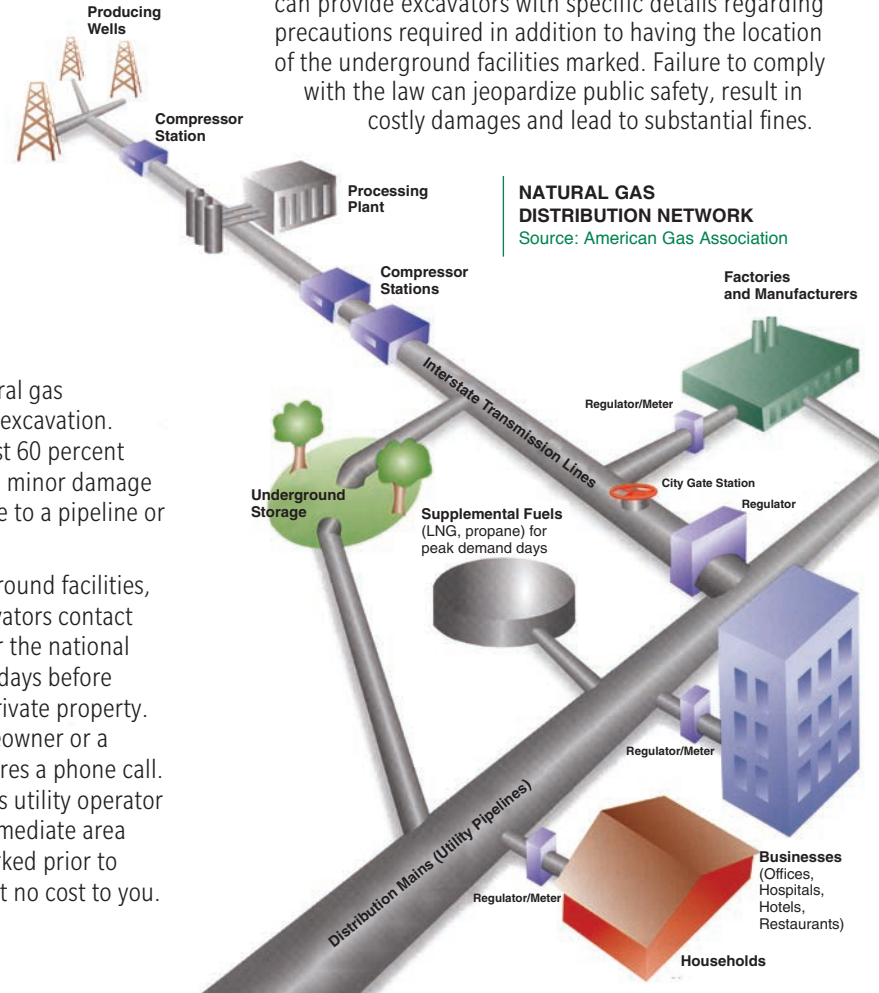
## What You Should Do If You Suspect A Leak

- > **MOVE** to a safe environment.
- > **CALL US** immediately at 877-944-5325 or 911.
- > **DO NOT** smoke or operate electrical switches or appliances (including both cell phones and land lines). These items may produce a spark that might ignite the gas and cause an explosion.
- > **DO NOT** assume someone else will report the condition.
- > **PROVIDE** the exact location, including cross streets.
- > **LET US KNOW** if digging activities are going on in the area.

## Call Before You Dig

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Excavation damage accounts for almost 60 percent of all reported pipeline incidents. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating may cause a leak or failure.

To protect pipelines and other underground facilities, Connecticut law requires that all excavators contact Call Before You Dig at 800-922-4455 or the national phone number, 8-1-1, two full working days before excavation work begins on public or private property. Whether you are a do-it-yourself homeowner or a professional excavator, every job requires a phone call. Call Before You Dig will contact the gas utility operator of the underground facilities in the immediate area so the location of pipelines can be marked prior to excavation. This service is performed at no cost to you.



Underground pipelines often run along a public street, but may also be near private property. The area along each side of the pipeline is known as a right-of-way, which gives the pipeline owner the "right" to restrict certain activities, even on private property. Right-of-way locations must be respected and are usually marked on maps filed with municipalities. Call Before You Dig can provide excavators with specific details regarding precautions required in addition to having the location of the underground facilities marked. Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.