

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 exercises 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. We make sure to properly maintain our gas pipes and inspect them periodically to prevent unsafe conditions from developing. Eversource and other natural gas utilities are required by federal and state regulations to maintain gas lines up to and including the gas meter. At times, you may find you have questions about which parts of your service are privately owned and which parts Eversource maintains.

We maintain the gas pipes that run along your street and end at your gas meter. Some Eversource customers may have buried gas lines beyond the meter, extending from the meter into their home or business. Maintenance of these gas lines is the responsibility of the gas user or property owner, not Eversource.

If you have an underground pipe on your property that leads to a building, outdoor gas grill, gas light, pool/spa heater, generator or other natural gas appliances, a licensed plumber or heating contractor can assist in locating, inspecting, and repairing leaks and corrosion. If this piping is not maintained, it may leak or become weak. It should be periodically inspected for leaks and corrosion if the piping is metallic, and repaired if any unsafe condition is discovered.

Anyone excavating must take special precautions when working near underground facilities. Buried gas piping should be located in advance and all excavation should be done by hand. A scrape, dent or crease to the pipe may cause a future leak or failure.

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Gas Leak Emergency: 877-944-5325 or 911

Call Before You Dig: 8-1-1 or 800-922-4455
www.cbyd.com

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Natural Gas Safety

What you need to know



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Natural Gas Pipelines

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.

NATURAL GAS DISTRIBUTION NETWORK

Source: American Gas Association

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.

