

## Our Commitment to Safety

At Eversource, the safety of those we serve is our top priority and we are always working to keep you safe. We partner with your community safety experts to continually enhance our pipeline safety and training methods. Our communities rely on us to deliver natural gas safely and securely, and at the state level, we work with regulators to ensure the safe operation of the natural gas distribution system.

As new technologies emerge, we continue to invest in integrity programs that strengthen the distribution system and provide the safe delivery of natural gas. We work very closely with industry and government agencies on a variety of measures used to maintain pipeline safety, including, but not limited to:

- 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 work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills that test procedures, logistics, and communications. Emergency plans and procedures are periodically updated and made available to state authorities. Eversource plans for gas emergencies, and you should, too.

## Eversource and Customer-Owned Pipes

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.

Are you uncertain which parts of your service are privately owned and which parts Eversource maintains? If so, let's clear that up—we maintain the gas pipes that run along your street and end at your gas meter. Customers that have gas lines buried beyond the meter, extending from the meter into their home or business, are responsible for the maintenance of these lines, 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 appliance, 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 ultimately repaired if any unsafe condition is discovered.

Anyone excavating must take special precautions when working near underground facilities. Buried gas piping should be identified 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



**EVERSOURCE**

## 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 deliver natural gas every day for residential, commercial and industrial customers. We're all in this together and whether you are a natural gas customer or not, it's important that you take the time to learn about natural gas safety.

Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, natural gas has the potential to ignite. Damage to a pipeline may cause leaks and pose a hazard. Since pipelines are underground, pipeline 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.

For your continued safety, please see the following information on pipeline safety, awareness and prevention measures, and the steps to take in the event of a gas emergency.

## Detecting a Gas Leak

A gas leak can be recognized by **smell, sight** or **sound**. If you detect gas, always remember: **leave** immediately and **tell us**.

**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 dial **911**.
- **DO NOT** smoke or operate electrical switches or appliances (including both cell phones and land lines). These items may produce a spark that can 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

Did you know that accidental damage during excavation poses the greatest threat to underground natural gas pipelines? 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. Eversource is a proud 811 partner, helping to keep our systems and you safe from accidental damage. Whether you're excavating or just digging in your yard, 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.

If you don't call before you dig, not only are you violating the law, you are jeopardizing your safety as well as the safety of others. Costly damages and substantial fines may result.

