



Natural Gas Pipeline Safety

Safety is of paramount importance

More than 2 million miles of pipelines and mains quietly, reliably and efficiently deliver natural gas every day for use by residential, commercial and industrial customers. Almost all of the natural gas consumed in the United States is produced domestically and delivered via a transmission and distribution infrastructure that has an outstanding safety record. To ensure continued safety, pipeline operators, local distribution companies and the public must be diligent.

Our role in ensuring safety

The work we do every day is essential to natural gas safety. Our work includes:

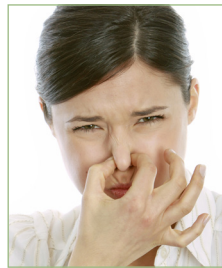
- Using the latest technology to monitor our natural gas delivery system around the clock.
- Conducting aerial and ground inspections.
- Completing extensive maintenance.
- Participating in UDig NY.
- Training, testing and qualifying employees under U.S. Department of Transportation standards for pipeline operators.
- Following time-proven operating and maintenance procedures and emergency response plans that are regularly reviewed and revised.
- Partnering with emergency responders and local officials to help prevent and respond to emergencies.



Your role in ensuring safety

How to recognize a natural gas leak:

- **Smell:** We add a non-toxic odorant called mercaptan to natural gas so that you'll be able to detect leaks. (The odorant smells like rotten eggs.)
- **Sight:** You may see a white cloud, mist, fog, bubbles in standing water, dirt being blown into the air or vegetation that appears to be dead or dying for no apparent reason.
- **Sound:** You may hear an unusual noise like roaring, hissing or whistling.



How to respond to a natural gas leak:

- Move to safe surroundings and warn others to stay away. (If the odor is inside, get up, get out and call NYSEG/RG&E from another location.)
- Call NYSEG at **800.572.1121** or RG&E at **800.743.1702**. (Or call **911**.)
- DO NOT strike a match, use a cell phone or switch on/off appliances, lights or even a flashlight in the area where you smell natural gas. These items can produce sparks.
- Do not attempt to make any repairs.
- Do not attempt to put out a fire.

Additional leak response steps

For emergency personnel:

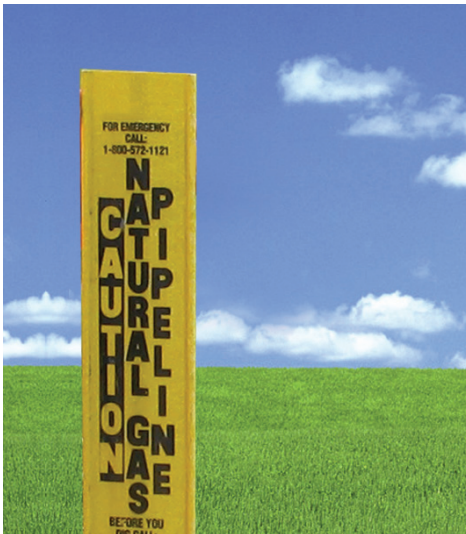
- Secure the area.
- Evacuate as necessary.
- Take steps to eliminate possible sources of ignition.

For excavators:

- Stop all work and move workers away.
- Keep the public and traffic away.
- Do not attempt to repair the leak or slow the rate of leaking natural gas.
- Do not attempt to extinguish a natural gas-fed fire.
- If you suspect or become aware of a dent, scratch or coating damage to a NYSEG/RG&E pipeline, notify the appropriate company immediately: NYSEG at **800.572.1121** or RG&E at **800.743.1702**.



Part of the AVANGRID Family



Pipeline markers

- NYSEG and RG&E install pipeline markers near roads, highways and at other locations along company rights of way. These markers show the approximate location of pipelines and provide emergency contact number information.
- Not all buried pipelines have markers. Whether or not a natural gas pipeline is marked – and even if you believe you know the location of a natural gas pipeline, always contact UDig NY by calling **811** or **800.962.7962**, or by using their online form at **UDigNY.org**, to determine location of the natural gas pipeline before doing any excavation.

Preventing damage to natural gas facilities

- Whether you're putting up a fence or planting a tree, protect yourself and the safety of others by calling UDig NY at **811** or **800.962.7962**, or using their online form at **UDigNY.org**, to have underground facilities marked. (Please call at least two working days but not more than 10 working days before any excavation starts.)
- Excavation must always be done carefully.
- Even minor damage must be reported as it is imperative for the pipeline owner to inspect and repair any damage.

Excavators are required by law to have facilities marked before beginning any excavation work.



Additional safety tips

- **Carbon monoxide:** Carbon monoxide is a colorless, odorless gas that is a product of incomplete combustion. Exposure to carbon monoxide can cause flu-like symptoms. In high concentrations it can be deadly. Prevention is as simple as having your flues and vents checked once a year by a professional and installing a carbon monoxide detector.
- **Scalding:** Making sure your water heater thermostat is set to heat water to 120 degrees – no more – will help protect you from scalding hazards. Follow manufacturer's instructions to set the thermostat.
- **Flooding:** Stay out of flooded basements – energized wiring or outlets below the water line may pose a hazard. Natural gas service in a flooded basement may also pose a danger. If your basement or home is in danger of flooding, contact NYSEG or RG&E to turn off your electricity and/or natural gas service.
- **Natural Gas Appliances:** Always read, understand and follow manufacturer's instructions.

Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from the natural gas meter to your appliances.

- **Ice and snow** can damage natural gas meters and other equipment, making them unsafe.
 - When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business or put yourself in danger.
 - Never bury electricity and natural gas meters, natural gas pipes and natural gas regulators when you are shoveling, using a snow blower or plowing.
 - When removing snow or ice from a roof, never let it fall on meters and other equipment.
 - Keep natural gas appliance chimneys and vents free of snow and ice to prevent carbon monoxide poisoning.



NYSEG



RG&E

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Working together ensures safe, reliable natural gas service

NYSEG: To report a natural gas emergency, call **800.572.1121**

RG&E: To report a natural gas emergency, call **800.743.1702**

For all non-emergency natural gas services contact a plumbing and heating or appliance professional.