



**Know what's below.
Call before you dig.**

Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating may cause a leak or failure. To support our work in providing safe, reliable natural gas service:

- 1.** Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities marked is essential. Call **before** you dig. Contractors are required by law to call **Dig Safely.New York (811 or 1.800.962.7962)** at least two days but not more than 10 days prior to excavation work, and all customers are strongly encouraged to call. One call provides notice to all operators of underground facilities to mark those facilities to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2.** Call us at **1.800.743.1702** if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3.** Respect rights of way on either side of underground pipelines. Whether along a public street or on private property, certain activities are likely to be restricted or prohibited in rights of way. Please be sure to check your deed or check with your municipality before planning any work (such as building a storage shed, barn or garage or putting in a pool) if you suspect it may infringe on an underground pipeline right of way. *Dig Safely.New York* can provide specific details regarding precautions required in addition to having the location of underground facilities marked. Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.



Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system. And, as new technologies are developed in natural gas pipeline design, construction, inspections and operations, we continue to invest in pipeline integrity programs that allow for the safe and reliable delivery of natural gas.

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.

Shop for Your Natural Gas Supplier

Shopping for a natural gas supplier may be one way to help manage your energy costs. Visit **rge.com** for a list of natural gas suppliers and suggested questions to ask to determine which supplier is best for you. With any supplier you choose, RGE will continue to deliver your energy safely and reliably, and we'll be here – 24 hours a day – to respond to emergencies.



Using Your Senses

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

SMELL >> Natural gas is colorless and odorless. For your safety, a distinctive odor, similar to rotten eggs, is added. Note: Not all transmission lines are odorized.

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.

IF YOU SUSPECT A NATURAL GAS LEAK

- **GET UP, GET OUT AND CALL US from a neighbor's phone at 1.800.743.1702.** We'll respond quickly to make sure you and your family are safe.
- DO NOT smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural 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 sewer construction or digging activities are going on.

Pipeline Markers Show the Way

Since natural gas pipelines are underground, line markers can be used to indicate their approximate location. The markers display the material transported in the line, the name of the pipeline operator and the telephone number where the operator can be reached. Markers only indicate the pipeline's general location and cannot be relied upon to indicate the exact position.



Because many lines are not marked, it is critical that you contact **Dig Safely.New York** at **811** or **1.800.962.7962** prior to any excavation.

Generator Safety

Generators can be dangerous if not used properly. You may be liable for damage or injury to people and property that may result from an improperly installed or operated emergency generator. Review these safety tips before using your portable or stationary generator.



- Read, understand and follow the manufacturer's instructions.
- Operate outdoors in a clean, dry area.
- Your generator must be properly grounded.
- After losing power, turn off main breaker or pull main fuse block.
- Generators that are directly connected to existing wiring systems must use a double-pole, double-throw transfer switch.
- Electrical connections must comply with the National Electric Code (NEC).
- Do not overload your generator with too many appliances.
- Use properly sized extension cords in good condition.

STATIONARY GENERATOR INFORMATION

Stationary generators require additional consideration. They should be installed only by professionals. NEC and local code requirements must be met, and a double-pole, double-throw switch is a must.

If you are planning to install a stationary emergency generator powered by natural gas:

- Contact RG&E at **1.800.743.2110** to ensure that there is adequate natural gas pressure.
- Check (or be sure your contractor checks) with the municipality to see if a permit is required.
- Be sure to read, understand and follow all manufacturer's instructions for safe operation.