City of Chireno

Municipal Gas System
P. O. Box 87
Phone (936) 362-2312 Chireno, Texas 75937 Fax (936) 362-2188

Natural Gas Service Application

Name: _____

Physical Address:_____
Street Address

_____
City State Zip

Billing Address: _____
(If different from physical address) Street/Rt & Box No.

_____
City State Zip

Home Phone: _____ Cell Phone:_____

DL #_____ Own Property? (check one) Yes___ No___
(Provide a Copy)
Email Address:_____

If No, Name of Landlord: _____
Address: _____Phone: _____

Type of Service: (check one) Residential____ Commercial____ Business____

Nearest relative to contact in case of emergency not at your address:
Name:_____ Relationship:_____
Address:_____Phone:_____

_____(Int. here)I have received the underground safety packet and understand that the monthly bill is due on the 17th by 4:00pm as stated in the Chireno Natural Gas Collection Policy. (attached)

Customer Notification: **Underground Gas Pipe Maintenance/Call Before You Dig**
I have received and read above mentioned letter concerning underground pipe maintenance/call before you dig.

_____ _____
Customer Signature **Date**

****

For Office Use Only

Account No: _____ Deposit: _____cash/ck#_____

Meter No:_____ Installation Fee:_____

Book No: _____ Page No: _____ Double Loop Fee: _____
(Permission Attached?)_____

City of Chireno Natural Gas Consent to Call Cell Phone

I, _____, give the City of Chireno Natural Gas Consent to Call my cell phone.

By signing this, I agree to receive prerecorded or digital communications from City of Chireno Natural Gas regarding my account at Chireno Natural Gas.

_____ _____

Signature Date

Chireno Natural Gas

Collection Policy

Revised on September 17, 2014

All natural gas bills are due upon receipt. A customer's account is past due if not paid before or on the due date by 4:00 P.M. If your statement shows a past due amount, you are now subject to be disconnected. If your meter is disconnected you may be required to pay the balance on the account plus the reconnection fee of $125.00 before your service can be restored. If the deposit has been applied to the delinquent amount, the customer will also be required to establish a new deposit.

City of Chireno

P.O. BOX 87
PHONE (936) 362-2312 CHIRENO, TEXAS 75937 FAX (936) 362-2188

WARNER WILSON
MAYOR
STEVEN SPENCER
CITY/GAS ADMINISTRATOR

COUNCIL MEMBERS
RAYMOND MUSE
RODNEY BUTLER
RICKY HOLLOWAY
KENNETH MURRAY
BRANDO STRICKLAND

Re: Underground Gas Pipeline Maintenance
Call Before You Dig

Dear Customer:
Our records indicate that you have a natural gas line underground from your gas meter to a structure or a gas burning appliance. *Chireno Natural Gas* operates with an emphasis on safety. We are required to design, operate and maintain our underground natural gas pipeline system in accordance with prescribed federal safety standards. As your natural gas distributor, in accordance with federal regulations, we are required to make you aware of certain safety recommendations regarding your underground gas piping.

Underground Gas Pipe Maintenance
Chireno Natural Gas does not maintain the gas piping downstream of the gas meter. This is the responsibility of the customer who owns the piping. If the buried pipe is not properly maintained, it may be subject to corrosion and/or leakage. To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically. Plastic piping that is above ground or underneath a structure is considered a dangerous situation according to the Texas Pipeline Safety Rules. If plastic gas piping is found to be exposed to the Atmosphere, above Ground Level or running underneath a structure your gas service may be temporarily disconnected until proper repairs can be made with Natural Gas approved materials. You or the building owner are advised to contact a licensed plumber or heating contractor to assist you in locating, inspecting, repairing, or replacing buried gas piping. If an unsafe condition is discovered; repairs or replacement should be done immediately. The yellow pages are an excellent source of listings of licensed plumbers and heating contractors.
If we can answer any questions, please give us a call at (936) 362-2312. (You may disregard this notice if you no longer have buried piping beyond the gas meter.)

Call Before You Dig
If you plan to dig around buried gas piping, the piping should be located in advance and all digging should be done by hand in the vicinity of the pipe. Please contact **Texas One Call** at **1-800-245-4545** at least 48 hours in advance of digging so that the gas pipe may be located. This is a free service.

Sincerely,

Steven Spencer
City/Gas Administrator

August 11, 2006

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

Dig Safely.

Texas One Call System
1-800-245-4545
www.texasonecall.com
geraig@1-call.com

Texas One Call System (TOCS) has been providing damage prevention for over a quarter century in Texas.

Please continue to follow the DIG SAFELY guidelines for damage prevention :

1.Call Before you Dig at 800-245-4545 or 811 or use one of our internet based systems. Visit www.texasonecall.com click "For Excavators" then click **ONTRY** (ONline Ticket entRY) or IBIS (Internet Based Input System).
Texas One Call provides this vital link between the excavator and facility owner as well as all other Texas Notification Centers so you only have to make one notification.

- We accept notices 24 hours a day, 365 days a year.
- Enter your locate requests via the **internet** at your leisure
- When your request meets the requirements of State Law the TOCS center will process your Emergency request. An emergency request may be processed with a start date and time of less than 48 hours.
- Included in this mailing is a brochure with information needed prior to calling us. Please note that the process requires an accurate address, and/or instructions or "driving directions" to the dig site. Latitude/Longitude coordinates are extremely helpful to specify the site to the members and the Texas One Call csr who must index your notice by latitude and longitude.

2. Wait the Required Time

- The Texas Utilities Code requires excavators to contact a notification center at least 48 hours prior to digging deeper than 16" with limited exceptions.
- The 48 hour notice excludes Saturday, Sunday and Holidays.
- We have included a list of the members of TOCS. Please note that one call is all that is necessary to notify the registered members of ALL Texas Notification Centers.
- Keep the locate request number for future reference. One advantage of **internet** ticket entry is you receive a copy of the locate request for your file. Refer to this number when requesting a remark or update.
- If the facility owner does not intend to locate, the Texas Utilities Code and the Railroad Commission rules require that the excavator be notified.

3. Respect the Marks

- Texas underground facility owners mark or locate their facilities using the APWA standard color codes as required by the Texas Utilities Code and may also contact you for additional information.
- Call for an Update or Remark if the locate marks require replacement or if the job continues beyond 14 Days.

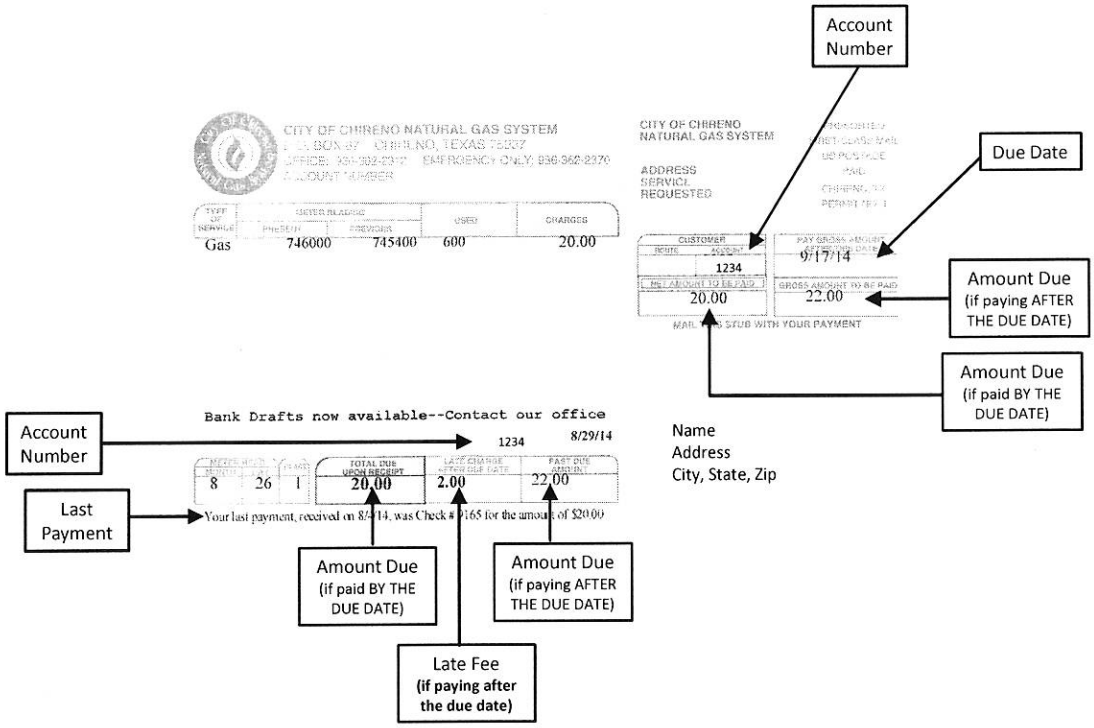
4. Dig with Care.

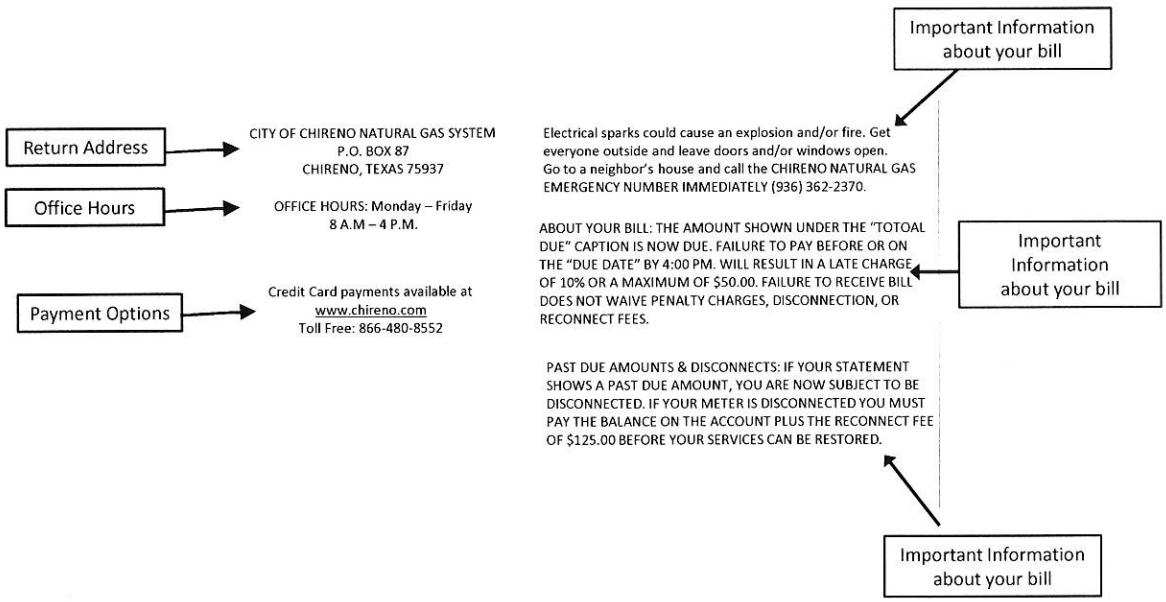
- Members request that you call to notify of any damage to their lines including nicks, scrapes and coating or cover damage.
- Private underground facilities may not be marked by the member companies and you may need to contact the owner of the facility directly.
- This notice is provided by the members of Texas One Call System as a public service and to satisfy, in part, public awareness requirements.

Please familiarize yourself with Texas law regarding excavation:
The Texas Railroad Commission (RRC) "Chapter 18 – Underground Pipeline Damage Prevention" relating to pipeline facilities under jurisdiction of the RRC. www.rrc.state.tx.us/rules/
The One Call Board of Texas, Texas Statutes, Utilities Code chapter 251 www.onecalltexas.com

Other references :
www.DigSafely.com www.commongroundalliance.com www.undergroundsafety.com

How to read your Chireno Natural Gas Bill

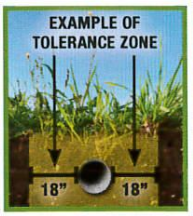




TEXAS

For more information, please visit **www.tx.pipeline-awareness.com**

WHAT TO DO IN CASE OF DAMAGING/DISTURBING A PIPELINE



State laws require you to maintain a minimum clearance, or tolerance zone, on either side of the pipeline, between the point of excavation and a marked pipeline. Check with your state one-call for tolerance zone requirements in your state.

If you cause or witness even minor damage to a pipeline or its protective coating, please immediately notify the pipeline company. Even a small disturbance to a pipeline may cause a future leak. A gouge, scrape, dent or crease is cause enough for the company to inspect the damage and make repairs.

State and federally regulated pipeline companies maintain Damage Prevention Programs. The purpose of these programs is to prevent damage to pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity.

NOTE: State of Texas law on back.

ONE CALL AND STATE LAW*

Texas811 Know what's below. Call before you dig.

LONE STAR 811

	TICKETS			STATE LAWS & PROVISIONS									EXEMPTIONS					NOTIFICATIONS ACCEPTED				
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Remarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overheard	Tolerance Zone
TEXAS **Texas811:** 811 **Website:** www.texas811.org **Hours:** 24 hours **Advance Notice:** 48 hours (not more than 14 days, excluding weekends and holidays) **Marks Valid:** 14 working days	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	16"	Y	Y	Y	N	18" **
	** *Plus half the diameter of the pipeline from the outside edge of either side of the pipeline*																					
LONE STAR 811: 800-227-2600 **Website:** www.lonestar811.com **Hours:** 24 hours, 7 days **Advance Notice:** 48 hours (excluding weekends and holidays) **Marks Valid:** 14 working days	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	N	N	16"	Y	Y	Y	N	18" ***
	*** *Plus half the diameter of the pipeline from the outside edge of either side of the pipeline*																					

www.statutes.legis.state.tx.us/Docs/UT/htm/UT.251.htm

For more information regarding pipeline safety and an overview of the pipeline industry please visit the following websites:

Pipeline Resources and Information

- 811 - **www.call811.com**
- Pipeline 101 - **www.pipeline101.com**
- Association of Oil Pipe Lines (AOPL) - **www.aopl.org**
- American Petroleum Institute (API) - **www.api.org**
- Interstate Natural Gas Association of America (INGAA) - **www.ingaa.org**
- American Gas Association (AGA) - **www.aga.org**
- Common Ground Alliance (CGA) - **www.commongroundalliance.com**
- For more information on the NASFM *Pipeline Emergencies* program - **www.pipelineemergencies.com**
- Infrastructure Protection – NIPC - **www.infragard.net**
- Paradigm Liaison Services, LLC - **www.pdigm.com/PLS**
- FOR MORE INFORMATION ON THE NASFM *PIPELINE EMERGENCIES* PROGRAM - **www.firemarshals.org/programs/trainingprogram.html**
- Pipelines and Informed Planning Alliance (PIPA) - **www.pipa-info.com**

Government/Regulatory Agencies

- Association of Public-Safety Communications Officials - International (APCO) - **www.apcointl.org/**
- Pipeline Hazardous Materials Safety Administration (PHMSA) - **www.phmsa.dot.gov**
- Department of Transportation (DOT) - **www.dot.gov**
- National Transportation and Safety Board (NTSB) - **www.ntsb.gov**
- Federal Energy Regulatory Commission (FERC) - **www.ferc.gov**
- Federal Energy Regulatory Commission (FERC - Oil Pipelines) - **www.ferc.gov/industries/oil.asp**
- Federal Emergency Management Agency - **www.fema.gov**
- Government Emergency Telecommunications - **www.dhs.gov/government-emergency-telecommunications-service-gets**
- Occupational Safety & Health Administration (OSHA) - **www.osha.gov**
- National Fire Protection Association (NFPA) - **www.nfpa.org**
- National Emergency Number Association - **http://www.nena.org/general/custom.asp?page=PipelineEmergStnd**
- National Pipeline Mapping System (NPMS) - **www.npms.phmsa.dot.gov**
- National Response Center - **www.nrc.uscg.mil or 800-424-8802**
- FOR EMERGENCY RESPONSE INFORMATION, REFER TO DOT GUIDEBOOK. FOR COPIES: (202) 366-4900 - **http://phmsa.dot.gov/hazmat**

*The Paradigm Alliance, Inc. made every attempt to verify all state One Call information contained herein as to its accuracy, and is not liable for any missing or incorrect information.

STATE REGULATORY AGENCY

Texas Railroad Commission
877-228-5740 • http://www.rrc.state.tx.us/

ADMIN CODE, TITLE 16, CHAPTER 18

info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=4&ti=16&pt=1&ch=18&rl=Y

Each excavator that damages an underground pipeline shall notify the operator of the damage through the notification center immediately but not later than two hours following the damage incident. An excavator that damages an underground pipeline shall not cover the exposed pipeline without approval of the operator.

When excavation is to take place within the specified tolerance zone, an excavator shall exercise such reasonable care as may be necessary to prevent damage to any underground pipeline in or near the excavation area. Methods to consider, based on certain climate or geographical conditions, include hand digging when practical, soft digging, vacuum excavation methods, pneumatic hand tools. Other mechanical methods or other technical methods that may be developed may be used with the approval of the underground pipeline operator. Hand digging and non-invasive methods are not required for pavement removal.

Each excavator that damages an underground pipeline shall notify the operator of the damage through the notification center immediately but not later than two hours following the damage incident. The excavator shall also submit report of the damage incident to the Commission using TDRF, which may be accessed at http://www.rrc.state.tx.us/formpr/index.html and the excavator sign-in, within 10 days of the incident.

Transmission Pipeline Mapping...

The National Pipeline Mapping System (NPMS) is a geographic information system (GIS) created by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA), Office of Pipeline Safety (OPS) in cooperation with other federal and state governmental agencies and the pipeline industry to provide information about pipeline operators and their pipelines. The NPMS Web site is searchable by ZIP code or by county and state, and can display a county map that is printable.

Within the NPMS, PHMSA has developed the Pipeline Integrity Management Mapping Application (PIMMA) for use by pipeline operators and Federal, State, and Local Government officials only. The application contains sensitive pipeline infrastructure information that can be viewed via internet browser. PIMMA access cannot be given to any person who is not a direct employee of a government agency.

For a list of pipeline operators with pipelines in your area and their contact information or to apply for PIMMA access, go to **www.npms.phmsa.dot.gov/**. Operators of production facilities, gas/liquid gathering pipelines and distribution pipelines, are not represented by NPMS nor are they **required to be**.

811

Know what's below.
Call before you dig.

To view this information on the Web or to take our online survey, go to:
www.pipelinesafetyinfo.com

This color code chart will help determine which utilities have marked their underground utility lines.

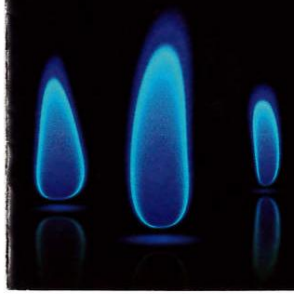
- **WHITE - Proposed excavation**
  BLANCO - Excavación Propuesta
- **PINK - Temporary survey markings**
  ROSA - Las Marcas Temporarias de la Inspección
- **RED - Electric power lines, cables, conduit and lighting cables**
  ROJO - Eléctrica, Líneas de fuerza, las Cables, Conducto e Illuminación Cablegrafían
- **YELLOW - Gas, oil, steam, petroleum or gaseous materials**
  AMARILLO - Gas, Engrasa, el Vapor, el Petróleo o las Materias Gaseosas
- **ORANGE - Communications, alarm or signal lines, cables or conduit**
  ANARANJADO - Comunicación, las Lineas de la Alarma o la Señal, Cablegrafían o Conducto
- **BLUE - Potable water lines**
  AZUL - Agua Potable
- **PURPLE - Reclaimed water, irrigation and slurry lines**
  PURPURA - Agua Recuperada, la Irrigación y la Lechada Forran
- **GREEN - Sewer lines**
  VERDE - Alcantarillas y Desagua las Lineas

The information provided in this brochure, including but not limited to, One-Call center information, websites, state laws, regulatory agencies, has been gathered using the most up to date information available, and provided for informational purposes only. All matter is subject to change without notice. The Paradigm Alliance, Inc. made an attempt to verify all information contained herein as to its accuracy, and is not liable for any missing or incorrect information.

Natural GAS

City Of Chireno
Natural Gas System

Emergency Number: 936-362-2370
Office: 936-362-2312



Safe, Efficient, Reliable and Underground

CHRN

Natural gas is a naturally abundant gas found deep beneath the earth's surface. It is odorless and colorless and produces very few emissions. It is also considered the cleanest fuel because of its clean-burning qualities.

Natural gas is the most popular energy used for home heating. Its uses are expanding to electrical power generation, cooling and fuel transportation, due to its ease of use and its positive environmental qualities.

The natural gas delivery system has the best safety record of all energy delivery systems. This brochure will provide you with important safety information about natural gas.

U.S. Department of Transportation's guidelines require your Gas Distribution Company to make you aware of certain safety recommendations regarding your underground natural gas piping. Gas Distribution Companies do not maintain gas piping past the customer's gas meter. Piping beyond the customer's gas meter is the responsibility of the customer. Buried customer piping if not properly maintained may be subject to corrosion and/or leakage. Your buried piping should be checked periodically to ensure continued safe and reliable operation. You (or the building owner) are advised to contact a licensed contractor to assist you in locating and inspecting your buried gas piping. Should an unsafe condition be discovered, repairs should be made immediately.

The Popular Choice...

According to statistics from the National Transportation Safety Board, natural gas pipelines and mains are the safest method of transportation. Natural gas provides about 24 percent of all the energy used in the United States. Gas utilities serve more than 60 million residential, commercial and industrial customers through underground pipelines.

The Safety Commitment...

It is extremely unlikely a gas leak will occur, but you should always be prepared. Natural gas is extremely flammable and if released and contacted by any source of ignition will ignite, and possibly explode.

We are committed to protecting you, your property and the environment, and by implementing programs like these we are better equipped to detect the possibility of a leak happening prior to it actually occurring. These safety guidelines will provide you with important information to help you avoid dangerous activities that could lead to a gas leak, and what steps to take if a natural gas leak were to occur.

Using the latest technology, security and industry practices, natural gas pipelines and mains are monitored to maintain service and safety. Natural gas companies execute many programs to ensure your safety, including:

- *Design and construction, planning with local agencies*
- *Monitoring 24 hours a day, 7 days a week*
- *Integrity Management Programs for transmission pipelines*
- *Inspection and patrol, by aerial and foot*
- *Emergency Responder and Excavator Training Programs*
- *Public Awareness and Damage Prevention Programs*
- *Coordination and communication with police and fire officials*

Use sus SENTIDOS

Reconociendo la Sospecha de una Fuga...

Utilizando su sentido de la vista, el oído y el olfato lo ayudarán a reconocer una sospecha de fuga. Aquí está lo que usted debe buscar:

Vista - El gas natural no tiene color, pero vapor y "escarcha en el suelo" pueden ser visibles a presiones altas. Un escape de gas también puede ser indicado por burbujas en áreas mojadas o inundadas, parches distintivos de vegetación muerta, polvo que sopla de un hoyo en el suelo o llamas si la fuga es encendida.

Oído - Un silbido o el ruido rugiente por el derecho de vía de una tubería, podrían indicar también una fuga de gas natural.

Olfato - El gas natural de transmisión tiene un olor rancio a petróleo/hidrocarburo. Antes de ser entregado a su hogar, al gas natural se le agrega mercaptano el cual le da un olor a azufre o de "huevo podrido" para ayudar a detectar fugas. Si la fuga es subterránea, el odorante puede ser filtrado por el suelo.

Lo que usted ***NO*** debería hacer si ocurre una fuga:

NO toque, inhale ni entre en contacto con la fuga.

NO encienda ningún fósforo, ni encienda ni apague ningún interruptor de luz, ni use ningún teléfono móvil ni teléfono regular de la casa, ni haga nada que pueda crear una chispa.

NO intente apagar ningún fuego.

NO intente hacer funcionar ninguna válvula.

Lo que usted ***SI*** debería hacer si ocurre una fuga:

SI salga de la casa, edificio y el área de la fuga sospechada y vaya a un área segura.

SI llame al 911 y la compañía de líneas de tuberías desde una distancia segura.

SI advierta a otros de permanecer fuera del área.

Garantice Su Seguridad...

La causa principal de daños a las líneas de tuberías enterradas es el fallo de no llamar para obtener la ubicación exacta de las líneas de tuberías. Los daños a las líneas de tuberías – tales como un rasguño, hendidura, pliegue o abolladura – pueden causar una fuga.

Antes que comience cualquier actividad de excavación en su propiedad, es requerido por la ley del estado llamar al 811 o a su Centro de Notificación de Llamada Central del Estado. Los operadores del gas natural marcarán, sin costo para usted, la ubicación de sus líneas.

Las actividades de excavación pueden ser tan simples como plantar un árbol, instalar jardines, edificar una cerca o instalar una alberca.

El 811 es un número ordenado por el gobierno federal y designado por la FCC para unir todos los números de "Llame Antes de Excavar" y ayuda a salvar vidas minimizando daños a los servicios públicos subterráneos. Una llamada telefónica fácil al 811 comienza el proceso para conseguir que sus líneas de tuberías subterráneas y líneas de servicios públicos sean marcadas **GRATIS**. Cuando usted llama al 811 desde cualquier parte del país, su llamada será re-dirigida al Centro de Una Llamada de su Estado. Una vez que sus líneas subterráneas han sido marcadas para su proyecto, usted sabrá la posición aproximada de sus líneas de tuberías y líneas de servicios públicos y podrá continuar su proyecto excavando con cuidado y respetando las marcas. Usted puede encontrar más información acerca del número 811 buscando en el internet en www.call811.com.

Los excavadores deben notificar inmediatamente a la compañía de líneas de tuberías a través del Centro de Una-Llamada pero no dejar pasar más de dos horas después de un incidente de daño.

Información de los Marcadores de Líneas de Tubería...

Los marcadores de líneas de tubería son otra precaución de seguridad importante. Ya que las líneas de tuberías están enterradas debajo de la tierra, se utilizan marcadores de líneas de tubería para ayudar con su identificación. Los marcadores de líneas de tubería se encuentran en los lugares donde una línea de tubería cruza una calle, carretera o vía de ferrocarril. Esté enterado de cualquier marcador de líneas de tubería en su vecindario. Anote el nombre del operador de gas natural y el número de teléfono en caso de una emergencia. Aunque los marcadores son útiles, estos proporcionan información muy limitada.

Los marcadores SI muestran:

La ubicación aproximada de las líneas de tuberías

El producto transportado

El nombre del operador de gas natural y su número del teléfono de emergencia

Los marcadores NO muestran:

La profundidad de las líneas de tuberías

El número de líneas de tuberías

La ubicación exacta de las líneas de tuberías

Información para Oficiales de Emergencia...

Tome cualquier medida necesaria para proteger al público durante una emergencia en las líneas de tuberías. Las siguientes sugerencias son ofrecidas solamente como una guía.

Asegure el área alrededor de la fuga.

- Esto podría incluir la evacuación de la gente de las casas, negocios, escuelas y otros lugares.
- Esto podría incluir levantar una barricada para prevenir el acceso al lugar de la emergencia.

Tome medidas para prevenir la ignición de una fuga en la línea de tuberías.

- Esto podría incluir el re-dirigir el tráfico, cortar el suministro de electricidad y de gas residencial por individuos calificados.
- Esto podría incluir impedir que fuentes de ignición entren en el lugar de la emergencia.

Póngase en contacto con el operador de gas natural.

- Póngase en contacto con el operador de gas natural tan rápidamente como sea posible.
- Los marcadores de líneas de tuberías proporcionan el nombre de la compañía, el número de teléfono y el producto.
- No opere ninguna válvula; esta acción podría hacer que la emergencia escale.
- El operador de gas natural enviará personal para ayudar y asistir a responder a la emergencia.
- El personal del operador de gas natural tomará las acciones necesarias tales como encender y apagar las bombas, abrir o cerrar las válvulas y pasos similares para minimizar el impacto de la situación.

Las Compañías de líneas de tuberías tendrán disponible la información de su Plan de Respuesta a Emergencias de Derrames cuando se les solicite.

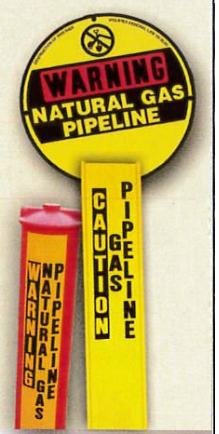
Telecomunicación con 911...

El personal de Despacho del 911 juega un papel crítico en la respuesta efectiva a incidentes en las líneas de tuberías. El conocer las compañías, su información de contacto, y los productos transportados en su respectiva jurisdicción es importante para la respuesta rápida y correcta en el caso de un incidente en una línea de tuberías. Las acciones de los despachadores pueden salvar vidas, dirigir los oficiales de emergencia apropiados a la escena, y proteger la infraestructura de nuestra nación de cuestiones adicionales que pueden ser causados por una respuesta inapropiada. Siga estas sencillas pautas en el caso de un incidente una línea de tuberías:

- Reúna la información apropiada (si es posible): la compañía, el producto, y características de la fuga
- Sepa la respuesta apropiada a cada producto
- Sepa la dirección de viento en ese momento
- Advierta de fuentes de ignición si es posible
- Despache a los oficiales de emergencia apropiados
- Contacte la compañía de líneas de tuberías

Pipeline Marker Information...

Pipeline markers are another important safety precaution. Since pipelines are buried underground, pipeline markers are used to help in their identification. Pipeline markers are found where a pipeline intersects a street, highway or railway. Be aware of any pipeline markers in your neighborhood. Write down the natural gas operator's name and phone number in case of an emergency. While markers are helpful, they provide very limited information.



Markers DO show:

The approximate location of the pipelines

The product transported

The natural gas operator's name and the emergency phone number

Markers DO NOT show:

The depth of the pipelines

The number of pipelines

The exact location of the pipelines

Information for Emergency Officials...

Take whatever steps necessary to protect the public during a pipeline emergency. The following suggestions are offered only as a guide.

Secure the area around the leak.

- This could include evacuating people from homes, businesses, schools and other locations.
- This could include erecting barricades to prevent access to the emergency site.

Take steps to prevent ignition of a pipeline leak.

- This could include rerouting traffic, shutting off electricity and residential gas supply by qualified individuals.
- This could include preventing ignition sources from entering the emergency site.

Contact the natural gas operator.

- Contact the natural gas operator as quickly as possible.
- Pipeline markers provide the company name, phone number and product.
- Do not operate any valves; this action could escalate the emergency.
- The natural gas operator will dispatch personnel to help and aid the response to the emergency.
- The natural gas operator's personnel will take the necessary actions, such as starting and stopping pumps, opening or closing valves, and similar steps to minimize the impact of the situation.

Pipeline companies will make their Emergency Spill Response Plan information available to Emergency Responders upon request.

911 Telecommunication...

911 Dispatch personnel play a critical role in effective response to pipeline incidents. Knowing the companies, their contact information, and the products transported in your respective jurisdiction is important for prompt and correct responses in the case of a pipeline incident. Dispatchers actions can save lives, direct the appropriate emergency responders to the scene, and protect our nations' infrastructure from additional issues that can be caused by improper response. Follow these simple guidelines in the case of a pipeline incident:

- Gather the proper information *(if possible)*: company, product, and release characteristics
- Know the appropriate response to each product
- Know the wind direction at the time
- Warn of ignition sources if possible
- Dispatch appropriate emergency responders
- Contact the pipeline company

Use your SENSES

Recognizing a Suspected Leak...

Using your sense of sight, sound and smell will help you recognize a suspected leak. Here's what you should look for:

Sight - Natural gas is colorless, but vapor and "ground frosting" may be visible at high pressures. A gas leak may also be indicated by bubbles in wet or flooded areas, distinct patches of dead vegetation, dust blowing from a hole in the ground or flames if the leak is ignited.

Sound - A hissing or roaring noise along the right-of-way of a pipeline could also indicate a natural gas leak.

Smell - Transmission natural gas has a stale petroleum/hydrocarbon smell. Before it is delivered to your home, natural gas has mercaptan added which gives the gas a sulphur or "rotten egg" smell to help detect leaks. If the gas is from an underground leak, the odorant may be filtered out by the ground.

What you should ***NOT*** do if a leak occurs:

DO NOT touch, breathe or make contact with the leak.

DO NOT light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark.

DO NOT attempt to extinguish any fire.

DO NOT attempt to operate any valves.

What you should ***DO*** if a leak occurs:

DO leave the home, building and area of the suspected leak, and get to a safe area.

DO call 911 and the pipeline company from a safe distance.

DO warn others to stay out of the area.

Ensure Your Safety...

The leading cause of damage to buried pipelines is the failure to call and obtain the pipelines' exact location. Damage to pipelines – such as a scratch, gouge, crease or dent – may cause a leak.

Before you start any excavation activity on your property, you are required by state law to call 811 or your State One-Call Notification Center. Natural gas operators will mark the location of their lines at no cost to you.

Excavation activities can be as simple as planting a tree, installing landscaping, building a fence or installing a swimming pool.

811 is the federally-mandated number designated by the FCC to consolidate all local "Call Before You Dig" numbers and help save lives by minimizing damages to underground utilities. One easy **FREE** phone call to 811 starts the process to get your underground pipelines and utility lines marked. When you call 811 from anywhere in the country, your call will be routed to your State One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding 811 can be found at www.call811.com.

Excavators must notify the pipeline company through the One-Call Center immediately but not later than two hours following the damage incident.

El gas natural es un gas generalmente abundante que se encuentra en lo profundo bajo la superficie de la tierra. Es inodoro e incoloro y produce muy pocas emisiones. También es considerado el combustible más limpio debido a sus cualidades de combustión limpia.

El gas natural es la energía más popular usada para la calefacción de los hogares. Debido a su facilidad de uso y sus cualidades medio ambientales positivas, sus usos se extienden a la generación de energía eléctrica, refrigeración y combustible para transporte.

El sistema de entrega de gas natural tiene los mejores antecedentes de seguridad de todos los sistemas de entrega de energía. Este folleto le proporcionará información de seguridad importante acerca del gas natural.

Las pautas del Departamento de Transporte de los Estados Unidos requieren que su Compañía de Distribución de Gas le informe de ciertas recomendaciones de seguridad con respecto a su tubería subterránea de gas natural. Las Compañías de Distribución de Gas no mantienen la tubería del gas después del medidor de gas del cliente. La tubería más allá del medidor de gas del cliente es responsabilidad del cliente. La tubería enterrada del cliente si no es debidamente mantenida puede ser susceptible a la corrosión y/o fugas. Su tubería enterrada debe ser verificada periódicamente para asegurar una operación continua, segura y consistente. A usted (o al propietario de la edificación) se les aconseja contactar un contratista licenciado para ayudarles a ubicar e inspeccionar su tubería enterrada de gas. Si una condición peligrosa es descubierta, se deben hacer reparaciones inmediatamente.

La Elección Popular...

Según estadísticas de la (National Transportation Safety Board) Junta de Seguridad Nacional de Transporte, las líneas de tuberías de gas natural y los conductos principales son los métodos de transporte más seguros. El gas natural proporciona alrededor del 24 por ciento de toda la energía usada en los Estados Unidos. Los servicios públicos de gas sirven a más de 60 millones de clientes residenciales, comerciales e industriales a través de líneas de tuberías subterráneas.

El Compromiso con la Seguridad...

Es muy improbable que un escape de gas ocurra, pero usted siempre debe ser preparado. El gas natural es extremadamente inflamable y si es liberado y entra en contacto con cualquier fuente de ignición se encenderá, y posiblemente estallará.

Estamos comprometidos a protegerle a usted, su propiedad y el medio ambiente, e implementando programas como este estamos mejor equipados para detectar la posibilidad de que ocurra una fuga antes de que realmente ocurra. Estas guías de seguridad le proporcionarán información importante para ayudarlo a evitar actividades peligrosas que podrían llevar a un escape de gas, y que pasos tomar si ocurre una fuga de gas natural.

Las líneas de tuberías de gas natural y los conductos principales son supervisados para mantener el servicio y la seguridad utilizando lo último en tecnología, seguridad y prácticas de la industria. Las compañías de gas natural ejecutan muchos programas para garantizar su seguridad, incluyendo:

- *Diseño y construcción, planificación con agencias locales*
- *Monitoreo las 24 horas del día, los 7 días a la semana*
- *Programas de Manejo de Integridad para las líneas de tuberías de transmisión*
- *Inspección y patrulla, por vía aérea y a pie*
- *Programas de Entrenamiento para los Respondedores de Emergencias y los Excavadores*
- *Programas de Conciencia Pública y Prevención de Daños*
- *Coordinación y comunicación con la policía y los bomberos*

Sistema de Mapas de Líneas de Tuberías de Transmisión...

El Sistema Nacional de Mapas de Líneas de Tuberías ("NPMS" por sus siglas en inglés) es un sistema de información geográfica ("GIS" por sus siglas en inglés) creado por la Administración de Seguridad de Materiales Peligrosos ("PHMSA" por sus siglas en inglés) del Departamento de Transporte de los Estados Unidos y la Oficina de Seguridad en las Líneas de Tuberías ("OPS" por sus siglas en inglés), en cooperación con otras agencias federales y estatales del gobierno y con la industria de las líneas de tuberías creado para proveer información acerca de los operadores de líneas de tuberías y de sus respectivas líneas de tuberías. Usted puede buscar datos en el Sitio Web de NPMS usando un Código Postal o por el nombre del condado o del estado y puede mostrar un mapa del condado que se puede imprimir.

Dentro del NPMS, PHMSA ha desarrollado la Aplicación de Mapas y Manejo de Integridad en las Líneas de Tuberías ("PIMMA" por sus siglas en inglés) para el uso exclusivo de los operadores de líneas de tuberías y los oficiales federales, estatales, locales y del gobierno local. La aplicación contiene información sensible de la infraestructura de las líneas de tuberías que puede ser vista a través de un navegador del internet. El acceso a PIMMA no debe ser compartido con ninguna persona que no sea un empleado directo de una agencia del gobierno.

Para obtener una lista de los operadores con líneas de tuberías en su área y su información de contacto o para aplicar al acceso a PIMMA, visite el sitio web en **www.npms.phmsa.dot.gov/**. Los operadores de instalaciones de producción, líneas de tuberías de recolección de gas/líquidos y líneas de tuberías de distribución, no están representados por el NPMS **ni tampoco se requiere que lo estén**.