

Recognizing a Gas Leak

You can detect leaking natural gas in a number of ways.

- Smell the distinctive odor that makes natural gas detectable.
- Listen for a hissing or whistling sound near a gas appliance or a roaring sound near a pipeline.
- Look for a dense fog, blowing dirt, a bubbling creek or pond, dry spots in moist areas or dead vegetation near a gas line.

Federal and state regulations require utilities to odorize natural gas so that “the gas is readily detectable by a person with a normal sense of smell.” Atmos Energy uses precise odorizers, and our technicians routinely monitor the odorant concentration with instruments throughout our pipeline system.

The sense of smell for most people is a highly reliable indicator of a natural gas release. However, a continued exposure to mercaptan, the most typical odorant added to natural gas, can desensitize the sense of smell. Therefore, if you ever smell leaking natural gas, do not wait! Leave the premises immediately and call Atmos Energy or 911.

If you suffer from anosmia, olfactory fatigue or recurrent ailments, such as colds, sinus conditions or allergies, you might have a diminished capability to detect a natural gas leak. Using tobacco, alcohol, medications or narcotics can lessen your ability to smell odorized gas. Pungent odors from chemicals in some lines of work and off-gassing of new building materials also can mask the odor of mercaptan.

If a medical condition or your lifestyle might prevent you from smelling natural gas, use all your senses—smell, listen and look—to check for telltale signs of a leak.

Smelling Natural Gas

Natural gas in its raw state has no smell or color. That’s why we add a “rotten egg” odor to make you aware if gas is leaking. If you ever smell a natural gas leak, leave the area immediately and tell others to leave, too. Leave any doors open.

- Do not turn on or off any electric switch; this could cause a spark, igniting the gas.
- Do not use a cell phone, telephone, garage door opener or even a flashlight.
- Do not smoke, use a lighter or strike a match.
- Do not start or stop a nearby vehicle or machinery.
- Do not attempt to shut off a natural gas valve.

Once you are safely out of the area, call Atmos Energy at **1-866-322-8667** or call **911**. We will send a trained technician immediately to investigate. Inform our technicians or emergency responders when they arrive.

- C** – Call 811 before digging.
- A** – Allow required state time for marking.
- R** – Respect markings.
- E** – Excavate carefully.



Know what's BELOW.
CALL before you dig.

Colorado – Colorado 811 (Utility Notification Center of Colorado)
Advance Notice: Two days, not to include the day of notice
Marks Valid: 30 days
Tolerance Zone: 18 inches

Kansas – Kansas One-Call System Inc.
Advance Notice: Two full working days, not including the day the notice was placed
Marks Valid: 15 calendar days
Tolerance Zone: 24 inches

Kentucky – Kentucky 811
Advance Notice: Two business days
Marks Valid: 21 days
Tolerance Zone: 18 inches

Louisiana – Louisiana One-Call 811
Advance Notice: 48 to 120 hours
Marks Valid: 20 calendar days
Tolerance Zone: 18 inches

Mississippi – Mississippi 811
Advance Notice: Two working days
Marks Valid: 10 working days
Tolerance Zone: 18 inches

Tennessee – Tennessee 811
Advance Notice: Not less than three working days and not more than 10 working days
Marks Valid: 15 working days
Tolerance Zone: 24 inches

Texas – Texas811 (Texas Excavation Safety System Inc.); Lone Star 811 (Lone Star Notification Center);
Advance Notice: Two working days, but not more than 14 days
Marks Valid: 14 working days
Tolerance Zone: 18 inches plus half the nominal diameter of the pipeline from the outside edge of either side of the pipeline

Virginia – Virginia Utility Protection Services, Inc.
Advance Notice: Two working days, excluding the day of the call
Marks Valid: 15 working days
Tolerance Zone: 24 inches



atmosenergy.com

Atmos Energy has a Damage Prevention Program that is designed to prevent damage to underground facilities caused by excavating activities.

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DAMAGE PREVENTION AWARENESS

CALL 811 BEFORE YOU DIG. IT'S THE LAW!



Atmos Energy is dedicated to your safety. We train our employees to use the best methods to prevent, detect and stop natural gas pipeline leaks. We work closely with fire departments, other emergency responders and public officials to ensure that our operations are safe. We also make detailed plans to protect the public and the environment in case of an emergency.

Pipelines are one of the safest forms of transportation. They carry natural gas around the clock to more than 71 million homes and businesses in the United States. Because they are underground, you seldom notice these energy superhighways. In fact, pipelines are involved in far fewer serious incidents than trucks, railroads, ships or airplanes.

Help Us Prevent Pipeline Damages

Excavation accidents can be prevented if you **CALL 811** toll-free before you dig to have all underground utilities located. It's convenient and easy, and it's the law!

Damaged facilities can result in

- Loss of life and property
- Loss of revenue
- Reduced production
- Loss of emergency services
- Costly violations and fines

Potential hazards may exist if natural gas lines are damaged because of

- Dented, bent or scratched pipe
- Coating impairment or punctures
- Broken tracer wires
- Lines pulled apart elsewhere or out of sight

If you disturb or damage any gas pipeline, including the pipe coating, you must contact Atmos Energy immediately. Do not attempt to repair the line. Atmos Energy gas technicians will respond promptly and will make appropriate repairs.

CUSTOMER SERVICE 1-888-286-6700
EMERGENCIES 1-866-322-8667

Before you excavate or bore, make sure all utilities have been notified and their underground lines have been located.

Check to be sure all marks have been made in the excavation area. Expose all gas pipelines by *hand digging* inside state-specific *tolerance zones*.

Barricade excavations where gas pipelines are exposed.

Never take anything for granted when you dig or bore.

Coordinate your plans with Atmos Energy well in advance to help protect life and property and to avoid costly repairs. If lines need to be re-marked, **CALL 811**. Always know what's below.

Check with Atmos Energy before backfilling if you have any questions.

- Do not backfill potential hazards.
- Do not backfill with rocks or sharp material against natural gas pipelines.
- Backfilling should always be properly compacted.
- Do not drop or dump backfill material on natural gas pipelines.

If a natural gas pipeline is struck or damaged and gas is escaping, CALL BOTH 911 AND 811 immediately!

Secure the area to keep out unnecessary personnel, the media and the public, and call our emergency number at 1-866-322-8667.

Eliminate all ignition sources.

- No smoking or open flames
- No cell phones
- If equipment is running, leave it on; if it is off, leave it off.

PIPES ACT OF 2006

49 USC § 60114

(d) Prohibition Applicable to Excavators — A person who engages in demolition, excavation, tunneling, or construction — (3) and who causes damage to a pipeline facility that may endanger life or cause bodily harm or damage to property — (A) may not fail to promptly report the damage to the owner or operator of the facility; and (B) if the damage results in the escape of any flammable, toxic, or corrosive gas or liquid, may not fail to promptly report to appropriate authorities by calling the 911 emergency telephone number.

Recognizing Natural Gas Hazards

Natural gas incidents are uncommon. Because natural gas is lighter than air, gas leaking outside usually vents into the atmosphere and dissipates rapidly. Nevertheless, uncontrolled leaking natural gas can pose potential hazards:

- Escaping natural gas is highly flammable; it can easily ignite and burn.
- Natural gas can migrate into underground voids and openings, such as sewer lines, and into nearby structures.
- Natural gas that has amassed in an area can explode if a spark or other source of ignition occurs.
- Rupturing a natural gas pipeline also can be explosive.
- Natural gas displaces oxygen in a confined space and can cause asphyxiation.
- Natural gas in many large transmission pipelines is not odorized and has no odor or color.

Do not turn off valves that may affect the flow of gas.

Never close any valves on natural gas mains, regulator stations or transmission systems. Doing so can cause pressure problems and worsen the situation. Only Atmos Energy's technicians should operate these valves.

Remember the following:

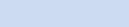
- Always **CALL 811** for line locates well in advance of excavating.
- Always maintain a minimum separation of 12 inches, or contact Atmos Energy for approval when paralleling or crossing a natural gas pipeline.
- If a natural gas pipeline is exposed, do not damage the coating, or scratch or dent the outer surface.

One of the leading causes of natural gas incidents in the U.S. is third party damages!

Call and coordinate with Atmos Energy if you plan to cross our pipeline. We will assist you promptly.

If you need clarification about state damage prevention laws, CALL 811.

APWA UNIFORM COLOR CODE for Marking Underground Utility Lines

Proposed Excavation	
Temporary Survey Markings	
Electric Power Lines, Cables, Conduits and Lighting Cables	
Gas, Oil, Steam, Petroleum or Gaseous Materials	
Communication, Alarm or Signal Lines, Cables or Conduit	
Potable Water	
Reclaimed Water, Irrigation and Slurry Lines	
Sewer and Drain Lines	

Locating Pipelines

You can see a map of the approximate location of transmission pipelines in your area and find the name of a pipeline's operator on the National Pipeline Mapping System at www.npms.phmsa.dot.gov.

The general route of a pipeline, called its right of way, is marked with warning signs. Markers state the product in the pipeline, the operator's name and its emergency telephone number. Those for natural gas pipelines are bright yellow. The markers do not indicate a pipeline's exact location or depth.

For public safety, the right of way must remain clear of all obstacles. The pipeline operator must be able to inspect the route visually for leaks and quickly make repairs if needed. Never put on a right of way any physical obstructions, such as buildings, garden and storage sheds, playground sets and aboveground swimming pools, vehicles and machinery, or brush and debris.