

Important

—
Natural Gas
Safety Information



How To Recognize A Gas Leak



Smell

An odor similar to rotten eggs is added to help you recognize it.



Sight

You may see a white cloud, mist, fog, or bubbles in standing water or blowing dust.



Sound

You may hear an unusual noise like roaring, hissing or whistling.

What To Do If You Suspect A Leak

- Move to a safe environment and call us immediately at **1-800-533-LEAK (5325)** or **911**. Do not use your telephone or cell phone in your home.
- Provide the exact location with cross streets.
- Do not smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas and cause an explosion.
- Let us know if sewer construction or digging activities are going on in the area.

Educate Your Family About Gas

It is important for everyone in your family to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

Know What's Below



Call 811 before you dig. It's the law.

Digging causes almost 60% of all accidental damage to underground natural gas pipelines. Even a hand shovel can cause enough damage to create a leak or line failure.

Before You Excavate:

Whether you are a professional or a do-it-yourselfer, before you excavate you must call to have the exact position of nearby underground natural gas lines marked.

It's Free and Easy

- 1 The law requires you to call 811 two to 10 days before you dig.
- 2 Your request will be forwarded to your local gas operator, and a worker will be dispatched to mark the line's location, free of charge.
- 3 Once the marks are made, pay attention to them and dig with care.

Never Assume

Natural gas lines often run along public streets and can be near and on private property. Sometimes they may be marked with line markers that display the name of the pipeline operator and the phone number to call in the event of an emergency. But very often there will be no indication above ground.

Do not assume that you know where the underground lines are — failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines.



If you smell gas or suspect a leak don't wait. Leave the premises and call for help.

1-800-533-leak (5325) or 911

Do not assume someone else will report the condition.

Our Commitment to Safety

Safety is the natural gas industry's top priority. Nationwide, more than two million miles of pipelines and mains deliver natural gas safely, reliably, and efficiently every day for use by residential, commercial and industrial customers.

The industry spends more than \$6 billion each year to maintain the gas system's excellent safety record. We will continue to invest in programs that allow for the safe and secure delivery of natural gas, and to work closely with industry and government on a variety of important measures, including:

- Coordination with local One Call Centers
- Visual inspection programs
- Design and construction techniques
- System maintenance, replacement and upgrades
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs

We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills. Emergency plans and procedures are periodically updated and made available to federal and state authorities.

Si desea recibir una copia de esta guía en español, llámenos al teléfono gratuito 1-877-434-4100 de lunes a viernes, de 8:00 a.m. a 7:00 p.m.

Helpful Resources

Orange & Rockland

1-877-434-4100

Gas Emergency: 1-800-533-LEAK (5325)

Read about our Transmission Pipeline Integrity Management Plan

oru.com/gassafety

This safety information is provided in partnership with the Northeast Gas Association.

National “Call Before You Dig” Organization

call811.com

National Pipeline Mapping System

<https://www.npms.phmsa.dot.gov>

Common Ground Alliance

commongroundalliance.com

National Association of State Fire Marshals

firemarshals.org

Northeast Gas Association

northeastgas.org

American Gas Association

www.aga.org

Pipeline and Hazardous Materials Safety Administration

primis.phmsa.dot.gov/comm/generalpublic.htm

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