

PUBLIC-AWARENESS

FOR EMERGENCIES CALL:

TRIMBLE GAS SYSTEM - 731 297-3955

AFTER HOURS & WEEKENDS CALL - 731 285-2802

Customers and Residents that live or work along Trimble Gas Distribution system will receive information from Public Service announcements, paid advertising or mail outs. The purpose of this information is to Inform you of the Pipeline purpose and -reliability; to help you be more aware of the possible hazards associated with an unintended release from a pipeline and the preventive measures undertaken to prevent hazards; to make you more aware of damage prevention measures that you can take to prevent damage to underground utilities; for you to be able recognize a leak situation and then how to respond; and where to acquire additional information.

Regulations - 49 CFR 192.616

These regulations from the federal Office of Pipeline Safety (OPS), published, May 19, 2005, require gas utilities to develop and follow written Public Awareness Plans¹ regarding safety and the safe use of gas. One of the" requirements is that each utility must periodically assess the effectiveness" of its efforts to inform customers and non-customers close to its lines about safety and the safe use of gas.

OPS Requires Measurements

The uniqueness of the new OPS regulations results from the fact that not only are utilities required to communicate with their customers, as well as nearby non-customers, regarding safety - all gas utilities now are required to measure whether their messages are being received AND show improvement year-to-year in the awareness and understanding of key safety messages, including reporting leaks, call before you dig, etc.

Trimble Gas System Is using Quest Fore to develop and- conduct ongoing assessments of whether the public awareness program about pipeline safety is achieving Intended goals.

APGA-GOAL operates on a four-year cycle. In year one, a baseline study is conducted in the areas of all participating utilities. In at least one of the next four years, customers and non-customers In Trimble Gas area will be polled to determine their gas safety knowledge:

1. A computerized telephone call is made to a qualified phone list covering your service area. Follow-up calls are programmed if the first call is not answered.
2. The person answering the phone is asked a series of questions that benchmark their current knowledge and provide educational information
3. Data from the call questions is collected in real time.
4. A final report, designed to meet all compliance requirements, is provided to Trimble Gas System.
5. A follow-up matching survey is conducted periodically to measure the change in knowledge as required-by the regulations.

Please take time to answer the Survey questions when they call.

Natural gas and liquid pipelines are by far the safest means of energy transportation and your help is needed to keep it that way. As the pipeline companies continually strive to improve the safety of their pipelines, they count on you for assistance. You play a vital role in the safety efforts and they need your continued cooperation and assistance to be successful. Here are some ways you can help.

Call If You Suspect A Leak. Signs of a possible leak may include the following:

- Sound:** A natural gas leak may be accompanied by a loud, high-pitched noise.
- Sight:** If normally green vegetation growing along the pipeline right-of-way becomes discolored, a slow leak may be occurring.
- Smell:** Because natural gas is odorless all distribution companies and some pipeline companies add a harmless scent to the gas to give it a distinctive odor. The odor is similar to that of a "rotten egg"; therefore, if you smell this type of odor, you may be detecting a natural gas leak.

If you noticed any of the above, please immediately call the pipeline owner as noted on the pipeline marker, or call Tennessee One-Call System at 1-800-351-1111 or 811 for assistance in identifying the pipeline owner, or call Trimble City Hall at 297-3955 or 297-3177. If after hours, call Dyer County Sheriff Dept. at 285-2802.

By working together we can safeguard your community and our natural environment. . Please call 811 Tennessee One-Call System anytime you plan to excavate.

Call Before You Dig – The main safety concern along any natural gas pipeline is construction activity that can mean many things, including homeowners doing their own landscaping, a small business repaving its parking lot, a major contractor constructing a shopping center, or a city worker repairing a sewer system. A single phone call utilizing the **TENNESSEE ONE-CALL SYSTEM (811)** will help you locate underground utilities in the area of your excavation including natural gas lines, water lines, sewer lines, electrical cables and communication cables. The telephone number for **TENNESSEE ONE-CALL SYSTEM** is **1-800-351-1111** or **SIMPLY DIAL 811** If you plan to dig or if you see anyone excavating along the pipeline, please call this number and we will work with the excavators to ensure not only for their safety, but also that of the community.

If you notice any of the above, please contact the pipeline company immediately as follows:

Trimble City Hall: 731-297-3955
Trimble Police department: 731-297-3177
Dyer County Sheriff: 731-285-2802
Shell Pipeline Company: 1-800-852-8144
Trunkline Gas Company: 1-800-225-3913

By working together, we can safeguard your community and our natural environment. Thank you and please remember to call (811) **TENNESSEE ONE-CALL SYSTEM** *anytime* you plan to excavate.

If more information is needed, contact Trimble City Hall at 297-3955.

ALERT NOTICE

Natural gas is a colorless, odorless, non-toxic gas. A chemical odorant, similar to the smell of rotten eggs, is added to natural gas as a safety measure so that any gas escape can be detected and corrected by the local distribution companies/utility districts/ multiple-owned systems in your area. The transportation and distribution of natural gas are governed by strict technical and safety codes enforced by the TRA's Gas Pipeline Safety Division. As a result of these safety codes, natural gas has an excellent safety record.

During this light-up or winter season we want to provide you with the following information. Please take the time to read and practice these safety tips and procedures. A small investment of time and attention now could pay off in fewer service calls, energy savings and a safer home.

The following safety tips apply to all natural gas equipment in your home:

- Never try to install, repair, adjust or modify natural gas appliances yourself. Only a licensed gas technician knows the technology and the relevant gas codes that must be followed.
- Have your natural gas equipment and exhaust venting systems inspected and serviced regularly by a licensed gas technician to ensure safe, efficient operation.
- When natural gas equipment is working properly, there is no odor. If you ever notice the smell of the odorant in natural gas (somewhat like rotten eggs), do not ignore it.
- If there is a gas odor inside your home:
 1. That is slight or comes and goes, open outside doors and windows; then leave the house or building.
 2. That is STRONG, LEAVE IMMEDIATELY. Do not stop to open windows or doors.
 3. Do not attempt to locate gas leaks yourself.
 4. Do not turn lights, appliances or equipment on or off, or unplug any electrical devices or anything that may cause a spark.
 5. Do not start a car or operate any power equipment.
 6. Call your LOCAL DISTRIBUTION OPERATOR from a neighbor's phone or from a cellular phone once you are well away from the building.
 7. Keep everyone away from the building until given the "all clear" from a gas company employee.
- Natural gas equipment needs lots of air for safe burning and venting of exhausts.

THE ADVANTAGES OF NATURAL GAS

√ efficient

√ economical

√ clean

√ environmentally
sound

YOU CAN DEPEND ON NATURAL GAS

now and in the
decades ahead!

IF GAS ODOR IS SLIGHT:

1. Open windows and doors to ventilate the area.
2. Check pilot lights. Re-light only if you know how.
3. Call the gas company if gas odor persists.

IF GAS ODOR IS STRONG:

1. DO NOT light matches.
2. DO NOT turn light switches ON or OFF.
3. DO NOT use the telephone.
4. If possible, notify everyone in the building to leave immediately.
5. CALL the gas company from a neighbor's phone.
6. DO NOT re-enter your home until the gas company has told you it's safe to do so.

THINK SAFETY FIRST

CUSTOMER'S RESPONSIBILITY

The customer assumes all the responsibility for the gas piping from the outlet side of the gas meter and all piping inside the residence or building. The customer is responsible for all appliances and proper venting. At the time of connection, the customer will be notified of any unsafe conditions found in the residence or building by the Utility. The Utility reserves the right to terminate or discontinue service until such conditions are made safe and can pass Utility Standards.

**It's up to you to use
appliances safely
and to use safe
gas appliances!**

Customer Owned Gas Piping

The U.S. Department of Transportation Regulation 192.16 requires Trimble Gas System to advise our customers of certain safety recommendation regarding your underground natural gas piping.

Trimble Gas System operates our gas system 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. We do not maintain the gas piping beyond the meter. Gas piping beyond the meter is the property of the customer. If underground (metallic) gas piping 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 by a qualified technician. The Yellow Pages are an excellent source of listings of plumbing, heating, and air contractors, and others who may assist you in locating and inspecting your buried gas piping. If any unsafe condition is discovered, repairs should be made as soon as possible.

If we can answer any questions regarding this notice, please give us a call at 731-297-3955.

You may disregard this notice if you do not have buried piping beyond the gas meter.

If you plan on any type of excavation please be sure to contact the statewide notification system, Tennessee One Call at 1-800-351-1111, or 811, at least 3 days prior to the start of your work so that underground facilities can be located.

This is a FREE service and IT'S THE LAW.

IF you are not the Property Owner Please give this to Property Owner

Excess Flow Valve Customer Notification

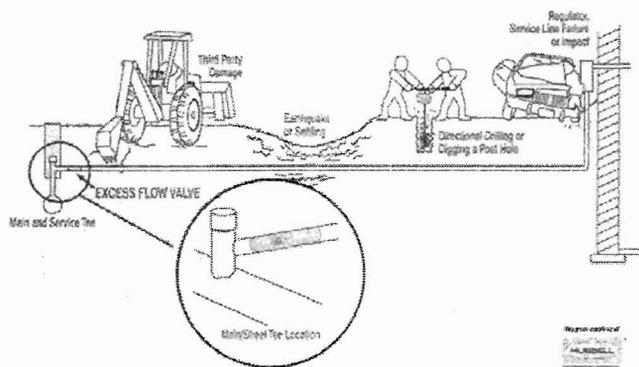
Beginning April 14, 2017 a new Federal Regulation requires all natural gas utilities to notify customers regarding the availability of excess flow valves (EFV).

You may request that Town of Trimble install an excess flow valve (EFV) on the gas line to your property **The installation of an EFV is completely optional.** EFVs are mechanical shut-off devices that can be installed in the gas pipe running to the gas meter at your property (the "service line"). An EFV is designed to shut off the flow of natural gas automatically if the service line breaks, for example, by an excavation accident. Stopping the flow of gas from a broken service line significantly reduces the risk of natural gas fire, explosion, personal injury and/or property damage.

EFVs are not designed to close if a leak occurs beyond the gas meter (on house piping or appliances). EFVs also may not close if the leak on the service line is small.

If you add additional gas appliances, for example, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close.

Diagram to illustrate EFVs (Courtesy of Hubbell):



If you notify Town of Trimble that you want an EFV we will contact you to set up a mutually agreeable date when we will install an EFV on your service line. The cost that will be billed to you to install an excess flow valve will be \$250.00 plus the cost of all material needed, that could include the Excess Flow Valve, Contractor expense and Street repair, but the actual installation cost will depend on the customer's unique situation Landscaping will be the property owners responsibility.

If it becomes necessary to maintain or replace the EFV on your service line this will be the property owner's responsibility.

EFV replacement may be necessary if you add additional gas appliances, such as a pool heater or emergency generator that exceeds the capacity of the EFV.

EFV replacement may be necessary if the EFV malfunctions (sticks open or closed)

Industry experience is that EFVs rarely malfunction.

EFVs cannot be installed on some service lines due to high gas flow, low pressure or other factors. If you request an EFV we will inform you if your service line cannot accommodate an EFV.

EFVs will not be installed on your service lines if:

- The service line operates at a pressure less than 10 psig throughout the year;
- The EFV could interfere with proper operation or cause loss of service;
- An EFV could interfere with necessary operation or maintenance activities; or
- The capacity of the meter on the service line exceeds 3000 cubic feet per hour

If you request an EFV we will inform you if your service line meets any of these conditions.

For your safety always call 811 to have gas lines and other buried utilities marked before allowing anyone to dig in your yard.