

PUBLIC AWARENESS

FOR EMERGENCIES CALL:

TRIMBLE GAS SYSTEM - 731 297-3955

AFTER HOURS & WEEKENDS CALL - 731 297-2802

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.

New Regulations – 49 CFR 192.616

These new 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.**

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!**