

## STEPS YOU SHOULD TAKE IF YOU SUSPECT A GAS LEAK

1. If you suspect a leaking or damaged pipeline, leave the area immediately and warn others to stay away.
2. If you suspect your excavation equipment has struck a pipeline, do not attempt to move the equipment. Shut the equipment off and leave the area.
3. Once away from the pipeline, call our 24-hour Operations Communication Center Emergency number at 1-888-367-6671, as well as your local fire or police department.

**SMELL**

- Natural gas is usually colorless and odorless, but may have a petroleum smell at times. Occasionally, our pipelines contain odorized gas. In that case, the gas will have a slight "rotten egg" smell.

**HEAR**

- A hissing, whistling or roaring sound.

**SEE**

- Vegetation over or near the pipeline which appears to be dead or dying for no apparent reason.
- Water bubbling at a creek, pond, river or any wet area.
- Dirt being blown or appearing thrown into the air.
- Fire or explosion near or involving the pipeline.
- Exposed pipeline, which may have been caused by a natural disaster, such as flood or earthquake.

## CALL RIGHT AWAY IF YOU:

Leaks from a natural gas pipeline are extremely rare. Year after year the National Transportation Safety Board statistics support the industry's safety record. However, it is important to know how to recognize the signs of a leak if one were to occur in your area.

## SIGNS OF A NATURAL GAS PIPELINE LEAK



# LIVING SAFELY



WITH  
NATURAL GAS  
PIPELINES



Si usted necesita una versión en español de este folleto, llame al  
**1-888-367-6671**

**DO NOT** OPERATE ANYTHING THAT MAY IGNITE A GAS LEAK (CELLULAR TELEPHONES, LIGHTERS, FLASHLIGHTS, VEHICLE IGNITION, TWO-WAY RADIOS, ETC.)

**DO NOT** GO NEAR THE AREA. KEEP OTHERS AWAY FROM THE SITE.

**DO NOT** ATTEMPT TO SHUT OFF ANY VALVES OR EXTINGUISH ANY FIRES.

**1-888-367-6671**

CALL OUR 24-HOUR OPERATIONS COMMUNICATION CENTER'S TOLL-FREE EMERGENCY TELEPHONE NUMBER.



**CAUTION**

**GAS PIPELINE**

In an emergency, call toll free: **1-888-367-6671**  
Before excavating call:  
**YOUR STATE ONE CALL CENTER**

Line No. \_\_\_\_\_  
MP \_\_\_\_\_

Operated by: **Northern Natural Gas**

**CAUTION**

Know what's below.  
Call before you dig.  
[www.call811.com](http://www.call811.com)



Before You  
Excavate Call  
Toll Free  
Nationwide:

**SAVE THIS INFORMATION  
IN THE EVENT OF  
AN EMERGENCY,  
CALL 911!**



**AND**

IF YOU KNOW OR  
SUSPECT AN EMERGENCY  
INVOLVING NORTHERN  
NATURAL GAS PIPELINES  
OR FACILITIES, CALL THE  
FOLLOWING EMERGENCY  
TELEPHONE NUMBER:

OPERATIONS COMMUNICATION CENTER  
**EMERGENCY NUMBER**  
**1-888-367-6671**

For more information  
Visit our web site at:  
<http://www.northernnaturalgas.com/html/publiceducation.asp>

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Northern Natural Gas  
Public Awareness Manager OMA230  
1111 South 103rd Street  
Omaha, Nebraska 68124-1000



## PIPELINE INFORMATION

Northern Natural Gas operates underground natural gas pipelines and compressor stations in your area. We are providing this safety information as part of our pipeline damage prevention program to our neighbors who live and work in the vicinity of our facilities. Please share this information with others.

### WHAT IS NATURAL GAS?

Natural gas is the cleanest burning fossil fuel. It moves silently, safely and efficiently through an extensive network of interstate pipelines in the United States, and Northern's pipeline is a part of that network.

Below are some reassuring facts about natural gas:

- Natural gas is not a poison or toxic.
- Natural gas is colorless and odorless in its natural state.
- Natural gas will not ignite on its own. To burn, gas requires both a precise amount of oxygen and an ignition source.
- Natural gas is lighter than air and will rise and diffuse rapidly.

### ARE PIPELINES SAFE?

Natural gas pipelines are the safest method of transporting energy. They lie underground, virtually unseen as they deliver large volumes of gas to their customers. Although Northern follows strict pipeline safety procedures, it is still important for everyone living and working near gas pipelines to know basic safety information.

Also, pipelines are part of the critical infrastructure of the United States energy grid. While pipeline companies and employees across the nation are on a heightened state of alert, we continue to monitor and patrol the pipelines regularly via aircraft, vehicles, and/or on foot. Please call local law enforcement if you see anything out of the ordinary in your area. Together, we can take precautions that will keep America strong.



## IF YOU ARE AN EXCAVATOR OR PLAN TO DIG

People doing excavating, digging or grading are the most frequent cause of pipeline damage and failures. Whether you are planning to build a major development or landscape your property, you should protect your safety and the safety of those around your work site by notifying your state's One-Call Center before you begin.

When notified in advance by the One-Call Center, Northern Natural Gas personnel will stake the exact location of the pipeline. This free service allows you to begin your project with the assurance that your safety will not be compromised and our pipeline will not be damaged.

### WHAT IF I DIG AND DISTURB A PIPELINE?

If you hit or contact a pipeline in any way, inform Northern Natural Gas immediately. A gouge, scrape, scratch, dent or crease to a pipe or its coating may cause a future safety problem. It is imperative that Northern Natural Gas inspects and repairs any damage to our pipeline, no matter how minor it may seem.

### WHAT SAFETY PROCEDURES SHOULD YOU TAKE?

When it comes to the safety of you or anyone else near a pipeline, it is important to know the procedures you should take when someone has damaged a pipeline or when you suspect a gas leak.

If you or anyone else accidentally damages or suspects a gas leak on a Northern Natural Gas pipeline, follow the procedures below:

1. Leave the area immediately and warn others to stay away.
2. If you suspect your excavation equipment has struck a pipeline, do not attempt to move the equipment. Shut the equipment off and leave the area.
3. Once away from the pipeline, call our 24-hour Operations Communication Center Emergency number at 1-888-367-6671, as well as your local fire or police department.

The Operations Communication Center is made up of a dedicated team trained in emergency situations, who are available 7 days a week, 24-hours a day. They are trained to respond and direct any emergency calls to the proper authorities, gather the most accurate information regarding an incident and dispatch the proper company personnel to the location of the emergency as quickly as possible.



## IF YOU LIVE OR WORK NEAR A PIPELINE

### HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

Since natural gas pipelines are built underground, line markers are used to indicate the approximate location of the pipelines. However, these markers do not indicate how deep the pipeline is buried. Also, the route can take twists and turns between markers.

Never assume the pipeline lies in a straight line.

Always call your state's One-Call Center before digging. It is a crime for any person to deliberately damage, destroy or remove any pipeline sign or right-of-way marker.

Pipelines can lose cover by natural erosion or other forces. Certain types of deep farming activities require advanced notification. Some examples are: chisel plowing, waterway work, and drain tiling. If you observe indications that a pipeline is shallow or exposed, contact the Northern Natural Gas 24 hour Operations Communication Center 1-888-367-6671.

### WHAT IS A PIPELINE RIGHT-OF-WAY?

A pipeline right-of-way is the strip of land over a pipeline. A right-of-way agreement between our pipeline company and a property owner is called an easement. Easements provide our pipeline company with permanent, limited access to the land to enable us to operate, test, inspect, maintain and protect our pipeline.

### CAN I BUILD/DIG ON A RIGHT-OF-WAY?

Pipeline right-of-way must be kept free from structures and other obstructions. If a pipeline crosses your property, please do not plant trees or shrubs on or near the right-of-way without first having our Northern Natural Gas personnel mark the pipeline, stake the easement and explain construction guidelines to you.

### WHO SHOULD I CALL IF I DETECT A GAS LEAK IN MY HOME?

If you suspect a natural gas leak inside your home or on your service line, immediately evacuate and contact 911 and your local gas company. Northern Natural Gas operates the pipelines that deliver gas to local gas distribution companies. The distribution companies then deliver the gas to homes and businesses.

### TRANSMISSION PIPELINE MAPPING

The U.S. Department of Transportation's Office of Pipeline Safety has developed the National Pipeline Mapping System (NPMS) to provide information about pipeline operators and their pipelines. The NPMS website is searchable by zip code or by county and state, and can display a county map that is printable. For a list of pipeline operators with pipelines in your area and their contact information, go to [www.npms.phmsa.dot.gov/](http://www.npms.phmsa.dot.gov/).



## CALL BEFORE YOU DIG

Before you begin any excavation project, call your state One-Call Center. This service is available to you, free of charge, so that you can proceed safely with any digging, trenching, blasting, excavating, drilling, plowing, boring, augering and grading. Never guess where a pipeline is located. If you ever damage or hit a Northern Natural Gas pipeline, no matter how minor the contact may seem, call Northern Natural Gas immediately so we can assess the damage.

Please share this information with family, friends, and coworkers. If you are a farmer or rancher pass along the information to tenants, hired-hands and contractors excavating on your property.

In May, 2007 a new nationwide phone number 8-1-1 was launched to make it easier to contact your one-call center. If 811 is not yet operational in your area, continue to use these toll free numbers:

Illinois .....	800-892-0123
Iowa .....	800-292-8989
Kansas .....	800-344-7233
Michigan .....	800-482-7171
Minnesota .....	800-252-1166
Nebraska .....	800-331-5666
New Mexico .....	800-321-2537
Oklahoma .....	800-522-6543
South Dakota .....	800-781-7474
Texas.....	800-344-8377
Wisconsin .....	800-242-8511



## IF YOU ARE A PUBLIC SAFETY OFFICIAL

A public safety official must take whatever steps are necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Notify the appropriate pipeline company. Report the type (leak, rupture, fire) and the location of the emergency. If it's a Northern Natural Gas pipeline, call our toll-free 24-hour Operations Communication Center: 1-888-367-6671.
- Establish a safety zone around the emergency site and control access. This may include evacuating people within the safety zone.
- If gas is not burning, avoid doing anything that may ignite it. Be aware of wind direction and potential ignition sources.
- If gas is burning, control secondary fires, but do not attempt to put out pipeline fires. Do not attempt to operate pipeline valves.

While emergency response agencies are doing their part, our pipeline employees will do what needs to be done to protect lives and property.

- They will first protect people from injury by removing all persons from the danger zone. If a fire doesn't already exist, they will remove any sources of ignition.
- They will help people in distress.
- They will eliminate the natural gas source. If it is possible to do so from the location of the emergency, they will. In many cases, the natural gas must be shut off at a remote location. It's important for you to know that our employees are responsible for operating the valves that isolate the affected facilities.
- Is your group or agency interested in a presentation or additional information? Call our emergency number at 1-888-367-6671 and ask to establish a public education liaison. Together we will determine the appropriate Northern Natural Gas field location nearest you and then provide a means to contact their local representative for more details.
- For more information visit: [www.pipelineemergencies.com](http://www.pipelineemergencies.com)



## WE NEED YOUR HELP

### ARE YOU AN IDENTIFIED SITE?

As part of its integrity management program for high consequence areas, Northern Natural Gas is actively seeking locations considered to be identified sites.

An identified site is one of the following:

1. Beaches, playgrounds, recreational facilities, campgrounds, outdoor theaters, stadiums, recreational areas near a body of water, areas outside a rural building such as a religious facility, other outside areas or open structures that are occupied by 20 or more people on at least 50 days in a 12-month period (the days need not be consecutive). OR
2. Office buildings, community centers, general stores, 4-H facilities, roller skating rinks or other buildings, that are occupied by 20 or more people on at least five days a week for 10 weeks in a 12-month period (the days and weeks need not be consecutive). OR
3. Schools, day-care facilities, retirement facilities, assisted-living facilities, prisons, other facilities occupied by persons who are confined, are of impaired mobility, or who would be difficult to evacuate. If you believe your facility or location should be considered an identified site, or if you know of any other locations that could be considered an identified site, please send an e-mail to [HCAinformation@nngco.com](mailto:HCAinformation@nngco.com) or call 1-866-865-0766.

Northern will use this information to help prioritize segments of its pipeline system for integrity assessment. Your assistance will help Northern ensure it is making its system safe for the public, its employees, and the environment.

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