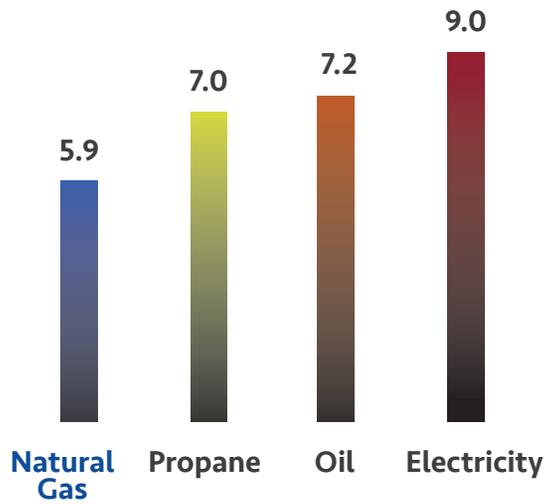


NATURAL GAS. A CLEANER FUEL CHOICE FOR A CLEANER MISSOURI.



Metric Tons of CO₂ - Equivalent per Year per Household*

BENEFITS OF NATURAL GAS

Natural gas isn't just a convenient heating source, it also has many benefits. Here are just a few of them:

- Residential space heating and water heating cost analyses show that natural gas costs less to use than other major home energy sources. Households that use natural gas appliances for heating, water heating, cooking and clothes drying spend an average of \$874 less per year than homes using electric appliances.*
- Natural gas is the cleanest fossil fuel on the market today because it produces much lower carbon dioxide emissions than other fossil fuels like coal or oil. In fact, a family that converts from oil to natural gas can reduce their heat-related carbon dioxide emissions by 30 percent. It is also extraordinarily efficient.
- Natural gas comprises almost one-fourth of all primary energy used in the U.S. and is directly linked to jobs and economic health. The natural gas industry supports the employment of nearly 3 million Americans in all 50 states.
- Natural gas pipelines are underground, making them more reliable and less vulnerable to weather.

*AmericanGasAssociation

ENERGY SAVING TIPS

- Annual service on your boiler or furnace can improve operational efficiency by up to 2 percent.
- To improve efficiency clean the coils under your refrigerator and remove the lint from your dryer.
- Wash clothes in cold water and follow the instructions on the detergent. Too many suds make your washer work harder and use more energy.
- Preheat the oven only when the recipe calls for it. Don't preheat if you're using the broiler.
- Use LED lightbulbs! They cost more, but use less energy than CFLs, last far longer, have a "warmer" color and are mercury-free.
- Appliances like TVs use 75% of their power when they are not in use. Buy a power strip that turns appliances off when not in use.
- Install an Energy Star-qualified programmable thermostat that automatically adjusts heating and cooling temperatures based on a daily heating or cooling schedule.
- Turn the water heater down to 120 degrees. Use instantaneous water heaters or wrap your water heater to maintain heat.
- Close the damper when the fireplace isn't being used. About 14 percent of air escapes your home through the fireplace chimney.



INSTALL AN ENERGY STAR-QUALIFIED PROGRAMMABLE THERMOSTAT



SAFETY

At Summit Natural Gas, the safety of our staff, customers and the communities we serve is a top priority. Included in this brochure is important information on pipeline safety and steps you can take in the event of a gas leak.

For more information visit www.summitnaturalgas.com

24-HOUR EMERGENCY LINE
800.927.0787



Know what's below.
Call before you dig.

PIPELINE MARKERS

Pipeline markers are used to show the approximate location of natural gas pipelines in a specific area. These above-ground markers are not only useful to help locate pipelines, but they also contain information such as the name of the operating company, contact information, and the type of material running through the pipeline.

Pipeline markers play an important role in the safety of pipelines; any attempt to remove, tamper with, hide, deface, or destroy a pipeline marker is a Federal crime.

IF DAMAGE OCCURS

If a pipeline is damaged, no matter how minor the damage appears, please notify us immediately at **800.927.0787** and then call **911**. We will evaluate the damage, and make any necessary repairs to help ensure your safety.

HOW TO RECOGNIZE A LEAK

- An odor like rotten eggs
- Roaring sound like an engine
- A hissing or whistling noise
- Fire coming from the ground or burning above ground
- Dirt blowing from a hole in the ground
- An area of frozen ground in the summer
- Patches of dead vegetation or grass in a moist field

WHAT TO DO IF YOU SUSPECT A LEAK

1. Leave immediately
2. Warn others to stay away from the area
3. Once at a safe distance:
 - a. Call **911** or your local emergency number
 - b. Call Summit Natural Gas at **800.927.0787**

WHAT NOT TO DO

1. **DO NOT** use a lighter, match or candles, open flames, or operate anything that could cause a spark (such as cell phones, lights, appliances, flashlights, garage door openers, or power tools)
2. **DO NOT** open exterior windows or doors in an attempt to ventilate
3. **DO NOT** try to find the leak yourself or operate pipeline valves

UNIFORM COLOR CODE

for marking underground utility lines

WHITE	Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric Power Lines, Cables, Conduit & Lighting Cables
YELLOW	Gas, Oil, Steam, Petroleum or Gaseous Materials
ORANGE	Communication, Alarm or Signal Lines, Cables or Conduit
BLUE	Potable Water
PURPLE	Reclaimed Water, Irrigation & Slurry Lines
GREEN	Sewers & Drain Lines

CUSTOMER RESPONSIBILITY

Although Summit Natural Gas has inspected the exposed gas piping and connected gas equipment; it is the customer's responsibility to maintain their own gas piping and gas utilization equipment.

IMPORTANT SAFETY FACTS ABOUT NATURAL GAS

- It's light. In fact, natural gas is almost 40 percent lighter than air, so it rises and quickly spreads out in open areas. In an enclosed room or building, natural gas first displaces air at ceiling level, then moves down toward the floor.
- Natural gas is non-toxic, however, large concentrations of natural gas can be harmful and cause suffocation.
- Natural gas is colorless, tasteless, and odorless, so a "rotten egg" odor is added for safety before it reaches your home so it's easier to detect a leak if you have one.
- Natural gas is highly flammable but cannot burn by itself. For natural gas to burn, it must, be mixed with air and have an ignition source such as a pilot light, a lighted match, or an electric arc from items such as light switches, motors, doorbells, or telephones.
- Burning natural gas will not explode. If natural gas does ignite, let it burn, and do not attempt to put out the flame. Only trained first responders or technicians should attempt to extinguish a natural gas fire.
- Safety is Summit Natural Gas' top priority. For your safety, our employees are trained to monitor and inspect our pipeline system and respond quickly to any natural gas emergency.

NATURAL GAS IS SAFE

Natural gas pipelines are among the safest fuel transportation systems in the world. With more than 2.5 million miles of natural gas pipelines nationwide, natural gas serves nearly 67 million homes, almost 200,000 factories and 5.4 million businesses.

Natural gas pipelines are tested, monitored, and maintained using the latest technology 24 hours a day, 365 days a year. In fact, many systems contain sensors designed to detect changes in pressure, and many include automatic shut off valves that isolate leaks. In addition, natural gas utilities spend more than \$22 billion annually to help enhance the safety of natural gas distribution and transmission systems.

PURPOSE & RELIABILITY

Summit Natural Gas is committed to providing safe, reliable and efficient natural gas to communities throughout Missouri. In total, we operate approximately 1300 miles of natural gas pipeline through the state, which brings natural gas access to tens of thousands of Missouri families to use for home heating, cooking, and water heating. Summit Natural Gas works diligently to ensure pipeline safety through in a variety of ways including inspection programs, public education, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization and liaison with public officials.

DIG SAFE

A majority of gas pipeline leaks occur as a result of individuals digging on their own property. Summit Natural Gas reminds excavators and private citizens to contact an 811 Center prior to any excavation activities. Once 811 is called, Summit Natural Gas will mark all gas pipelines free of charge. **Simply call 811 or visit mo1call.com**, 3 days prior to digging to request marking the pipelines on your property. Stay safe, call before you dig.

PREVENTION

Summit Natural Gas works with local police, fire, and emergency response teams to ensure the continued safety of your community. This includes: conducting training seminars, meeting with local officials, and reviewing emergency response plans.

BUILDING OR DIGGING ON A RIGHT-OF-WAY

Pipeline right-of-ways must not have obstructions or any structures that prevent access to the pipeline for routine maintenance or for an emergency. If a pipeline crosses your property, refrain from building, digging, or planting anything that can impair access to the pipeline.