

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 **1-800-883-3181**

WHAT NOT TO DO IF YOU SUSPECT A LEAK

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

FLAG COLOR INDEX 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



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, hide, deface, or destroy a pipeline marker is a federal crime.



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!

IF DAMAGE OCCURS

If a pipeline is damaged, no matter how minor the damage appears, please notify us immediately at **1-800-883-3181** and then call **911**. We will evaluate the damage, and make any necessary repairs to help ensure your safety.

24-HOUR EMERGENCY LINE
1-800-883-3181



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
1-800-883-3181



CUSTOMER-OWNED PIPING... IT'S YOUR RESPONSIBILITY!

As your natural gas supplier, safety is a top priority, which is why we want to educate you about customer-owned piping.

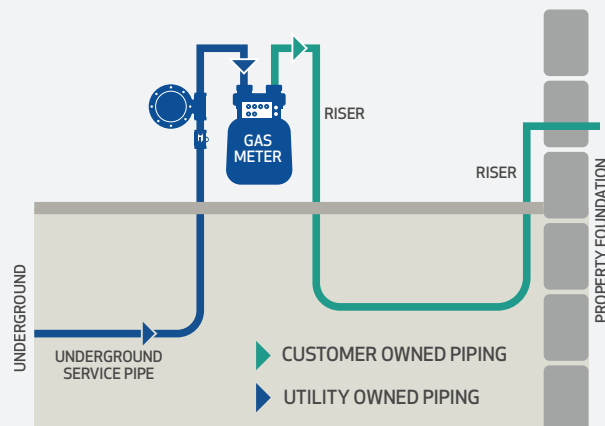
Summit Natural Gas **DOES NOT** own or maintain customer buried piping. Property owners are responsible for the maintenance and inspection of buried piping from their gas meters to structures like homes, businesses and other facilities, and aboveground piping from the meter to structures or gas utilization equipment. If customer-owned piping is not maintained, it may be subject to the potential hazard of corrosion and leakage such as fire, explosion, or temporary shut-off should a leak be detected on your piping.

Customer-Owned Piping Maintenance

Buried gas piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic; and
- Repaired if any unsafe condition is discovered

When excavating near buried gas piping, the piping must be located in advance by calling 811. Plumbing contractors and heating contractors can assist in locating, inspecting and repairing your buried piping and repair services.



For additional details, or more information on pipeline safety and integrity please call 1-800-927-0787, or visit SummitNaturalGas.com/CustomerOwnedPiping/

EXCESS FLOW VALVES

An Excess Flow Valve or EFV, is a device that we can install on your natural gas service line. That is the line that runs from the gas main, generally located in the street, to your house/meter.

EFVs are designed to shut off, or significantly reduce, the flow of natural gas if a service line becomes damaged and that damage causes a sudden and significant increase in gas flow. When activated, the excess flow valve may prevent the buildup of natural gas and lessen the possibility of a natural gas-related safety event.

The EFVs we install are designed to meet the U.S. Department of Transportation performance standards for such devices and are just one of many ways we promote pipeline safety and integrity.

For additional information or to inquire about your natural gas line please call 1-800-927-0787, or visit SummitNaturalGas.com/ExcessFlowValve/

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 a top priority for Summit Natural Gas. For your safety, our employees are trained to monitor and inspect our pipeline system and respond quickly to any natural gas emergency.

BLOCKED SEWER?

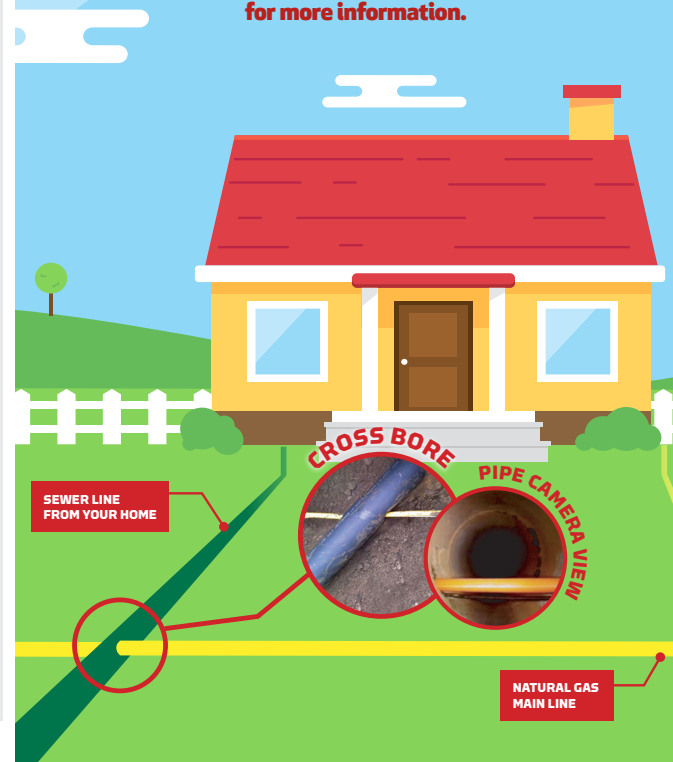
YOU MIGHT BE DEALING WITH A CROSS BORED SEWER LINE!

PLAY IT SAFE!

If you experience a sewer blockage, play it safe and assume you have a cross bore.

1. Never use a sewer clearing machine to clear a sewer line blockage until the cause of the obstruction has been identified.
2. If your sewer clearing professional identifies or suspects a cross bore of your sewer line, contact Summit Natural Gas immediately at 1-800-927-0787, and we will promptly respond free of charge.

Visit www.SummitNaturalGas.com/NaturalGasSafety for more information.



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 1400 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 in a variety of ways including inspection programs, public awareness program, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization and liaison with public officials.

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.

