

Our Commitment to Safety

Safety is the gas industry's top priority. Nation wide, more than 2 million miles of pipelines and mains deliver natural gas and propane safely, reliably and efficiently every day for use by residential, commercial and industrial customers. The industry spends more than \$6 billion each year to maintain the gas system's excellent safety record. We will continue to invest in programs that allow for the safe and secure delivery of gas, and to work closely with industry and government on a variety of important measures, including:

- **Coordination with local One Call Centers**
- **Visual inspection programs**
- **Design and construction techniques**
- **System maintenance, replacement and upgrades**
- **Workforce training**
- **Industry safety practices and government oversight**
- **Pipeline markers and facility mapping**
- **Public education programs**

We also work with emergency responders as well as state and local agencies to prevent and prepare for emergencies through training and periodic drills. Emergency plans and procedures are periodically updated and made available to federal and state authorities.

Helpful Resources

Additional information can be obtained through the following organizations:

National Call Before You Dig Organization

www.call811.com

National Pipeline Mapping System

www.npms.phmsa.dot.gov

National Association of Fire Marshals

www.firemarshals.org

Common Ground Alliance

www.commongroundalliance.com

Pipeline & Hazardous Materials Safety Admin

www.phmsa.dot.gov

Northeast Gas Association

www.northeastgas.org

American Gas Association

www.aga.org

Pipeline and Informed Planning Alliance (PIPA)

<http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>



1-800-833-4200
www.libertyutilities.com

Keene Division



Propane Pipeline Safety

What you need to know

This is an important notice. Please have it translated.
Este es un aviso importante. Por favor, tenga lo traducido.



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Keene Division

Propane has an excellent safety record, but like all forms of energy, it must be handled properly. It is important for everyone to be familiar with the characteristics of propane and be prepared to react properly to ensure your safety and the safety of others.

How to Detect a Gas Leak

Smell - Any strange or unusual gaseous odor near the pipeline.

Sight - You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. Vegetation that appears to be dead or dying for no apparent reason can be another sign.

Sound - You may hear an unusual noise like roaring, hissing or whistling.

What You Should Do If You Suspect a Leak

Do not smoke or operate electrical switches. Doing so can produce a spark, ignite the gas and cause an explosion.

Move to a safe environment.

Call 911. Provide the exact location and let us know if sewer construction or digging activities are going on in the area. Do not assume someone else will report the condition.

For more information, visit our website:
www.libertyutilities.com.

Digging is the most common cause of all accidental damage to underground propane and natural gas pipelines. Even a hand shovel can cause enough damage to create a leak or line failure.

Before You Dig/Excavate

Whether you are a professional or a do-it-yourselfer, before you excavate you must call **811** to have the exact position of nearby underground propane lines marked.

It's Free and Easy

The law requires you to call **811** before you dig giving **72 hours advance notice**.

Your request will be forwarded to your local gas operator, and a worker will be dispatched to mark the line's location.

Once the marks are made, pay attention to them and dig with care. These marks indicate where the gas lines are located.

Hand digging is required when working within 18" of a utility marking (Safety or Tolerance Zones)



If you hit a gas line and A LEAK DOES NOT occur, call 1-855-327-7758 so we can inspect the damage. A nick or scratch could cause a leak at a later date.



Never Assume!

Natural gas lines often run along public streets and can be near and on private property. Sometimes they may be marked with line markers, but very often there will be no identification above ground. Don't assume you know where the underground lines are - failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines.

Visit www.digsafe.com for more information.