



1000 Fianna Way
Fort Smith, AR 72919
Emergency Dispatch Phone: 1-800-883-3181
Customer Service Phone: 1-800-842-5690
Website: www.aogc.com

ABOUT ARKANSAS OKLAHOMA GAS CORP.

We operate nearly 1,678 miles of odorized distribution and 50 miles of odorized transmission, and approximately 53,388 service lines in Arkansas.

Natural gas is an important source of energy for America's homes and businesses. Arkansas Oklahoma Gas Corporation (AOG) is privileged to provide energy to our customers in Arkansas and Oklahoma by transporting natural gas through a network of underground pipelines. Year after year, pipelines prove to be one of the safest and most reliable modes of energy transportation. AOG is dedicated to the continued safe operation of our pipelines for your protection and the protection of the environment. We are committed to achieving an outstanding safety record. We maintain 24-hour surveillance and perform routine inspections, computer monitoring, corrosion protection, maintenance/testing programs, and employee training.

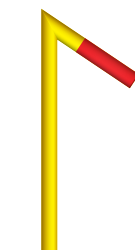
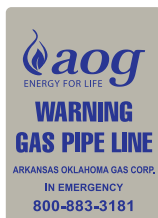
AOG serves Crawford, Sebastian, Franklin, Logan, Yell, and Scott counties in Arkansas and Sequoyah, Latimer, Haskell, Le Flore, and Delaware counties in Oklahoma.

WHAT DOES ARKANSAS OKLAHOMA GAS DO IF A LEAK OCCURS?

To prepare for the event of a leak, AOG regularly communicates, plans and trains with local emergency responders.



Pipeline Markers



Pipeline casing vent

Upon the notification of an event or leak, AOG will immediately dispatch trained personnel to assist emergency responders.

AOG personnel and emergency responders are trained to protect life, property and facilities in the case of an emergency.

AOG personnel will also take steps to minimize the amount of leakage and to isolate the pipeline emergency as best as they can.

MAINTAINING SAFETY AND INTEGRITY OF PIPELINES

AOG works hard to maintain the integrity and safety of our pipeline systems. We stay in touch with industry and government organizations to monitor potential threats and study new technologies that will help keep our facilities as safe and secure as possible.

Neighbors like you can help us maintain a safe, secure and reliable pipeline system. If you observe any unusual or suspicious activities near our pipeline facilities, or in the unlikely event an emergency occurs, please call us immediately at **1-800-883-3181**.

HOW TO GET ADDITIONAL INFORMATION

If you need general information, more information on Pipeline Safety and Integrity, or have a non-emergency question, please visit www.aogc.com, call us at 1-800-883-3181, or write to us at:
Pipeline Safety Department
Arkansas Oklahoma Gas Corp.
publicawareness@summitutilities.com
1000 Fianna Way,
Fort Smith, AR 72919

FOR EMERGENCY RESPONSE OFFICIALS

The following guidelines are designed to ensure the safety of those in the area if a natural gas pipeline leak is suspected or detected:

Possible actions to secure the area around the leak

EMERGENCY CONTACT:

1-800-883-3181

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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ARKANSAS COUNTIES OF OPERATION:

Crawford	Scott
Franklin	Sebastian
Logan	Yell

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

- Evacuating people from homes, businesses, schools and other locations.
- Erecting barricades to prevent access to the emergency site.

Possible steps to prevent ignition of a pipeline leak

- Re-routing traffic
- Shut off electricity and residential gas supply by qualified individuals.
- Preventing ignition sources from entering the emergency site.

Contact AOG

- Contact AOG as quickly as possible at **1-800-883-3181**.



- Pipeline markers provide our name, phone number and product (natural gas) within the pipeline.
- Do not operate any valves; this action could escalate the emergency.
- AOG will dispatch personnel to aid in the response of the emergency.

911 Telecommunications

Dispatch personnel play a critical role in effective response to pipeline emergencies. A dispatcher's actions can save lives, protect property, and direct the appropriate emergency responders to the scene. Follow these simple guidelines in the case of a pipeline emergency involving AOG facilities:

- Gather the information (if possible), about release characteristics such as burning or blowing
- Know the appropriate response for release of natural gas
- Know the wind direction at the time
- Warn of ignition sources if possible
- Dispatch appropriate emergency responders
- Contact AOG immediately at 1-800-883-3181

FOR CONTRACTORS AND EXCAVATORS

One of the leading causes of pipeline failure is from someone damaging the pipeline when they're digging near it. AOG watches for unauthorized digging, but we are also asking for your help.

Signs of a Natural Gas Pipeline Leak

Any one of the following could be a sign of a leak:

- Blowing or hissing sound
- Gaseous or "rotten egg" odor

- Flames, if a leak has ignited
- Dead or discolored vegetation in an otherwise green area
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas

What to Do If You Suspect a Pipeline Leak

- Leave the area and try to prevent anyone from entering.
- Abandon any equipment being used in or near the area.
- Avoid any open flames or smoking material.
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers and two-way radios).
- Do not start or turn off motor vehicles or electrical equipment.
- Do not attempt to extinguish a natural gas fire.



- Do not attempt to operate any pipeline valves.
- Call 911 from a safe location or contact your local fire department or law enforcement personnel.
- Notify AOG by calling 1-800-883-3181 or the emergency number listed on the pipeline marker.

ALWAYS CALL 811 BEFORE YOU DIG

Arkansas and Oklahoma have established One-Call notification centers and require by law that you call 48 hours before digging. Simply dial 811 to reach the one-call center for your area to ensure your safety. If you're unable to reach your state's one-call center by dialing 811, **call Arkansas One-Call at 1-800-482-8998, or Oklahoma One-Call at 1-800-522-6543.**

To request a line locate in Arkansas call 811 or click Arkansas811.com, or okie811.org in Oklahoma.



EMERGENCY RESPONSE PLANS

An Emergency Response Plan is developed for each pipeline facility to contain, control and mitigate the various types of emergency conditions/ situations that could occur at one of our facilities. For more information regarding Arkansas Oklahoma Gas emergency response plans and procedures, contact us directly at publicawareness@summitutilities.com.