



**Corporate Headquarters**  
 702 E Franklin Street  
 Tampa, FL 33602  
 Customer Service  
 Phone: (877) TECO-PGS or  
 (877) 832-6747 (Both Toll Free)  
 Website: www.peoplesgas.com

## OUR COMPANY

Since 1895, Peoples Gas System has provided Florida with reliable, environmentally-friendly, economical natural gas products and service. As Florida's leading provider of regulated natural gas distribution services, Peoples Gas has a presence in most of the state's metropolitan areas and serves over 512,000 residential, commercial and industrial customers. Safety First is our number one priority. We are also dedicated to continuing and enhancing our tradition of excellence in customer service. For more information, visit [peoplesgas.com](http://peoplesgas.com).

## COMMITMENT

Peoples Gas is committed to the protection of the public and the environment through the safe operation and maintenance of its pipeline systems. Peoples Gas qualified personnel are trained in emergency response activities.

Peoples Gas has committed the necessary resources to fully prepare and implement its emergency response plans and has obtained through contract the necessary private personnel and equipment to respond, to the maximum extent practicable, to a "worst case" discharge or substantial threat of such a discharge.

## COMMUNICATIONS

Peoples Gas has a 24-hour in-house Call Center (877-832-6747) for emergency reporting. On-site communications are conducted using cellular telephones, satellite phones and land-line telephone systems from Company facilities and offices.

## INCIDENT COMMAND SYSTEM

TECO Peoples Gas utilizes an expandable Incident Command System. Depending upon the size and complexity of an incident, additional Company or contract personnel may be added as needed. Additional federal, state or local agencies may be integrated into the

Incident Command System by utilizing a Unified Command Structure.

## TYPES OF PIPELINE EMERGENCIES OF WHICH THE OPERATOR WILL NOTIFY OFFICIALS

Anytime the safety of the public, our team members or property is compromised. For more information regarding Peoples Gas emergency response plans and procedures, call Lance Horton, Manager Standards & Technical Services, (813) 228-4561, or email [lehorton@tecoenergy.com](mailto:lehorton@tecoenergy.com).

## NATURAL GAS PIPELINE SAFETY AWARENESS

### Pipeline purpose and reliability

The purpose of natural gas pipelines is to carry one of the world's most efficient and environmentally-friendly fuels to businesses and homes like yours. These pipelines help meet the energy needs of the region. According to federal statistics, pipelines are the nation's safest and most reliable energy transportation system.

Although gas incidents are rare, this mode of transportation does carry some hazards should a release occur. These risks may include ignition, fire, and explosion, which can have a significant impact to both property and/or life. For this reason, Peoples Gas considers a natural gas leak first priority. We train extensively on leak response and liaison with First Responders on how to effectively respond to pipeline emergencies. These ongoing relationships help prevent incidents and assure preparedness for emergencies, should they occur.

### Be aware of the signs of a pipeline leak

Natural gas is lighter than air and may pose a hazard, especially if released in confined spaces. It's important to be able to identify signs of a natural gas leak, especially the rotten egg-like odor that natural gas gives off. Near a gas line, watch for blowing dirt, bubbling

## EMERGENCY CONTACT: 1-877-832-6747

### PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
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### FLORIDA COUNTIES OF OPERATION:

Baker	Manatee
Bay	Marion
Bradford	Martin
Broward	Nassau
Charlotte	Okeechobee
Clay	Orange
Collier	Osceola
Columbia	Palm Beach
Dade	Pasco
Duval	Pinellas
Flagler	Polk
Hardee	Putnam
Hendry	Sarasota
Hernando	Seminole
Highlands	St. Johns
Hillsborough	St. Lucie
Jackson	Sumter
Lafayette	Suwannee
Lake	Taylor
Lee	Union
Leon	Volusia
Levy	Wakulla
Liberty	Walton

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

water, dry spots in moist areas or dead plants surrounded by live, green plants. Listen for a hissing sound. All of these things could mean there is a natural gas leak nearby.

If you suspect a leak, leave immediately – don't try to find or stop the leak. Don't touch anything electrical before you leave or use a telephone, even a cell phone. Don't smoke, don't turn appliances or lights on or off, and don't operate any vehicle or equipment that could create a spark. Once you are out of the suspected area, immediately call **877-832-6747 (877-TECO PGS)**. If the smell of natural gas is particularly strong, call **9-1-1**.

## How to spot pipelines in your area

Peoples Gas installs yellow pipeline markers along the route of the pipeline including at road crossings, fence lines and street intersections. Pipeline markers show the name of the owner of the pipeline, the product contained in the pipeline and the number to call in case of an emergency. Please note that pipeline markers indicate that a gas facility is in the general area and are not necessarily placed directly over the pipeline nor do they indicate the depth of the pipeline. In areas of high density such as residential areas and downtown districts pipeline markers may not be present; however, gas pipelines may be located within the rights of way of streets and roadways. Be aware that unauthorized infringements on pipeline rights-of-way inhibit our ability to respond, perform routine maintenance, provide surveillance, respond to third party damage, and perform required federal and state inspections.

## High consequence areas and integrity management

Per federal regulations, Peoples Gas denotes certain parts of the pipeline as High Consequence Areas (HCAs). These are generally places with a large number of people congregated along Peoples Gas' transmission pipeline system. In addition, Peoples Gas has an Integrity Management Program that details the safety measures required to keep our pipelines safe.

Peoples Gas is committed to safety. That's why we follow state and federal regulations, as well as perform extensive quality control checks. These safety measures include scheduled corrosion inspections and control, leak survey, valves to isolate sections of the pipeline, and the use of leak detection equipment. We also work to educate residents about how to recognize and prevent natural gas leaks.

## Prevent damage to pipelines

Florida law requires anyone working on a project that involves digging of any kind- whether they own the property where the digging is taking place or not- to call **8-1-1** two full business days before digging starts. Trained professionals will visit the property where digging will happen to locate and mark all underground utility lines. The service is free and the message is simple: Call before you dig. For more information, visit **[sunshine811.com](http://sunshine811.com)**.

## Learn more

Visit [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov) for information on pipeline operators in your area. For additional information about natural gas safety, visit **[peoplesgas.com/safety](http://peoplesgas.com/safety)** or call **877-832-6747 (877-TECO PGS)**.

