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NYSEG, a subsidiary of Avangrid, serves approximately 907,336 electricity customers and 270,204 natural gas customers across more than 40% of upstate New York. Affiliated with Iberdrola S.A., Avangrid owns eight electricity, natural gas or combination utilities in Connecticut, Maine, Massachusetts, and New York. The utilities serve 2.2 million electricity customers, 1 million natural gas customers, and are recognized for safe, reliable energy delivery, excellent customer service, and a commitment to the community and environment.

For more information, visit nyseg.com and avangrid.com.

OUR COMMITMENT TO SAFETY

We work with industry groups to continually enhance natural gas pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents. And, as new technologies are developed in natural gas pipeline design, construction, inspections, and operations, we will continue to invest in pipeline integrity programs that will allow for the safe and reliable delivery of natural gas.

OUR ROLES IN ENSURING SAFETY

The work we do every day is essential to natural gas safety. Our work includes:

- Using the latest technology to monitor our natural gas delivery system around the clock.
- Conducting aerial and ground inspections.
- Extensive maintenance.
- Participating in UDig NY.
- Training, testing and qualifying employees under U.S. Department of Transportation standards for pipeline operators.

- Operating under time-proven operating and maintenance procedures and emergency response plans that are regularly reviewed and revised.
- Partnering with emergency responders and local officials to help prevent emergencies and prepare to respond to emergencies.

THE PUBLIC'S ROLES IN ENSURING SAFETY

How to recognize a natural gas leak:

- **Smell:** We add a non-toxic odorant to natural gas so that you'll be able to detect leaks. (The odorant smells like rotten eggs.)
- **Sight:** You may see a white cloud, mist, fog, bubbles in standing water, dirt being blown into the air or vegetation that appears to be dead or dying for no apparent reason.
- **Sound:** You may hear an unusual noise like roaring, hissing or whistling.

How to respond to a natural gas leak:

- Move to safe surroundings and warn others to stay away. (If the odor is inside, get up, get out and call NYSEG from another location.)
- Call **NYSEG** at 1.800.572.1121. (Or call 911.)
- DO NOT strike a match, use a cell phone or switch on/off appliances, lights or even a flashlight in the area where you smell natural gas. These items can produce sparks.
- Do not attempt to make any repairs.
- Do not attempt to put out a fire.

Additional leak response steps for Emergency Personnel:

- Secure the area.
- Evacuate as necessary.
- Take steps to eliminate possible sources of ignition.

EMERGENCY CONTACT: 1.800.572.1121

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:		
Natural Gas	1971	115

NEW YORK COUNTIES OF OPERATION:

Allegany	Ontario
Broome	Orange
Cattaraugus	Orleans
Cayuga	Otsego
Chemung	Putnam
Chenango	Saratoga
Clinton	Schoharie
Columbia	Schuyler
Cortland	Seneca
Delaware	Steuben
Herkimer	Sullivan
Lewis	Tioga
Livingston	Tompkins
Madison	Wayne
Niagara	Wyoming
Oneida	Yates
Onondaga	

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

Additional leak response steps for Excavators:

- Stop all work and move workers away.
- Keep the public and traffic away.
- Do not attempt to repair the leak or slow the rate of leaking natural gas.
- Do not attempt to extinguish a natural gas-fed fire.
- If you suspect or become aware of a dent, scratch or coating damage to a NYSEG pipeline, notify the company immediately at 1.800.572.1121.

PIPELINE MARKERS

NYSEG installs pipeline markers near roads, highways and at other locations along company rights of way. These markers show the approximate location of pipelines and provide emergency contact number information. Not all buried pipelines have markers. Whether or not a natural gas pipeline is marked – and even if you believe you know the location of a natural gas pipeline, always call 811 or UDig NY directly at 1.800.962.7962 to determine the location of the natural gas pipeline before doing any excavation.

PREVENTING DAMAGE TO NATURAL GAS FACILITIES

Whether you're putting up a fence or planting a tree, protect yourself and the safety of others by dialing 811 or contacting UDig NY directly at 1.800.962.7962 to have underground facilities marked.

(Please call at least two working days but not more than 10 working days before any excavation starts.)

Excavation must always be done carefully. Even minor damage must be reported as it is imperative for the pipeline owner to inspect and repair any damage.

WORKING TOGETHER ENSURES SAFE, RELIABLE NATURAL GAS SERVICE

NYSEG: To report a natural gas emergency, call **1.800.572.1121**

For all non-emergency natural gas services contact a plumbing and heating or appliance professional.