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RG&E, a subsidiary of Avangrid, serves approximately 385,925 electricity customers and 319,737 natural gas customers in a nine-county region centered on the City of Rochester. 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 [rge.com](http://rge.com) and [avangrid.com](http://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 RG&E from another location.)
- Call **RG&E** at 1.800.743.1702. (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: 1.800.743.1702

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

## NEW YORK COUNTIES OF OPERATION:

Genesee	Orleans
Livingston	Wayne
Monroe	Wyoming
Ontario	

*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 RG&E pipeline, notify the company immediately at 1.800.743.1702.

## PIPELINE MARKERS

RG&E 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**

**RG&E:** To report a natural gas emergency, call **1.800.743.1702**

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