



Website: www.peoples-gas.com
 Facebook, Twitter, Instagram: @peoplesnatgas

Peoples Natural Gas General Inquiries About Locate Issues Should be Addressed by Calling the Peoples Natural Gas Damage Prevention Hot Line at 1-866-284-1010.

ABOUT PEOPLES NATURAL GAS

Peoples Natural Gas provides safe and reliable service to over 740,000 homes and businesses in Pennsylvania and Kentucky.

Since our founding in 1885, Peoples has been providing Western Pennsylvania with clean, safe and reliable natural gas. From the industrial age to the technology era, Peoples has been an integral part of the fabric that makes up this region.

Today, we are re-establishing ourselves as a committed community partner and a leader in the natural gas industry. We are once more your local company fully focused on our communities and our region’s future growth. Our vision is to help our region move forward by serving our customers well, creating jobs and supporting economic development in the region.

VISION AND VALUES OF PEOPLES NATURAL GAS

The four point vision of Peoples Natural Gas:

- Ensure the safety of our customers and employees.
- Provide valued services to our customers.
- Build long-term economic growth for our regions.
- Improve the quality of life for our communities.

Peoples Natural Gas is committed to the safety of our customers and our employees. We strive to provide the highest level of customer service to each and every one of our customers. And, we support local non-profit organizations and drivers of economic development to make the region where we all live and work a better place. Quite simply our values are . . .

- Safety
- Trust
- Community
- Customer Commitment

PEOPLES NATURAL GAS PLACES THE HIGHEST PRIORITY ON THE SAFE OPERATION OF OUR PIPELINE SYSTEM

Peoples Natural Gas adheres to all safety laws and regulations, responding to pipeline integrity issues in a prompt and efficient manner.

The Pipeline Safety Improvement Act of 2002 mandates certain pipeline regulations and additional communication with businesses and residents in areas known as High Consequence Areas along natural gas transmission pipelines.

Generally speaking, these areas are those:

- That meet certain population density criteria;
- That contain populations of impaired mobility such as hospitals and schools, and
- Where people congregate, such as parks and stadiums.

THE INTEGRITY MANAGEMENT PROGRAMS

Peoples Gas has two Integrity Management Programs designed to maintain the safe delivery of natural gas through the Transmission and Distribution systems to ensure the safety of our employees, customers and the community.

TRANSMISSION INTEGRITY MANAGEMENT PROGRAM

Peoples’ Transmission Integrity Management Program is designed to monitor transmission pipelines. The plan outlines methods for handling threats and maintaining the integrity of the pipeline. Our program includes procedures and practices that ensure the safe and reliable delivery of natural gas to our customers. Some of these are:

**EMERGENCY CONTACT:
Peoples 1-800-400-4271**

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

**PENNSYLVANIA
COUNTIES OF OPERATION:**

Allegheny	Greene
Armstrong	Indiana
Beaver	Jefferson
Blair	Lawrence
Butler	Mercer
Cambria	Somerset
Clarion	Venango
Clearfield	Washington
Fayette	Westmoreland
Forest	

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

- All pipelines are operated at closely monitored pressures within the parameters established by the U.S. Department of Transportation. We monitor our system 7 days a week, 24 hours a day, so that any changes in the system may be dealt with in a prompt fashion.
- Computer-assisted control centers with the ability to detect and interpret changes in line pressure.
- Periodic in-line inspections.
- Periodic aerial patrols to monitor our right of ways.
- Ground patrols to inspect situations that may affect the buried pipelines.
- Trained maintenance personnel to service and monitor stations along the pipeline.

DISTRIBUTION INTEGRITY MANAGEMENT PROGRAM

Peoples’ Distribution Program (DIMP) began in 2011 and ensures the safe operation of the distribution system that delivers natural gas to our customers. A committed staff maintains the

integrity of the system and ensures the safe delivery of natural gas to our customers. All employees are involved in Distribution Integrity.

NATURAL GAS IS A SAFE, RELIABLE FUEL

However, there are circumstances in which natural gas can be hazardous. It is important that the general public, residents along pipeline rights of way, and public officials aid in the protection of all pipelines. It is of the utmost importance that excavation around our pipelines be monitored by responsible personnel. If there is reason to suspect that an unmonitored excavation is occurring along a right of way, call Peoples' emergency contact number. It is imperative that "One Call" procedures be followed by anyone doing any type of excavation.

PEOPLES NATURAL GAS EMERGENCY PLAN

The first priority of Peoples Natural Gas is to protect the public and employees, then the environment and property while maintaining an efficient and reliable pipeline system. Federal, state and local codes and regulations provide requirements for identifying and handling emergencies.

Peoples Natural Gas has created an emergency plan with the purpose to outline the procedures, guidelines, organizational support and communication that will minimize or prevent hazard to people, property and the environment.

The emergency plan has been developed to address emergency situations that may occur on Peoples Natural Gas's transmission, distribution, storage and gathering systems. The plan is available to all emergency officials upon request.

WHAT IS A PIPELINE EMERGENCY?

A pipeline emergency is a suspected leak, fire or encroachment of the pipe. A leak can be identified by:

SIGHT: Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak. Dirt or water blowing up from the ground may indicate a natural gas leak.

SOUND: Natural gas leaks may make a hissing or a high-pitched whistling noise. Noises will vary based on the line pressure.

SMELL: A strong odor of natural gas can indicate unburned fuel in the air. Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

In the event of an emergency, please call **Peoples Natural Gas Emergency Line at 1-800-400-4271**. The line will answer 24 hours a day. Please use this number for emergencies only.

FIRST RESPONDER BEWARE SAFETY RESOURCE WEBSITE, A PROJECT OF PEOPLES NATURAL GAS



Our goal is to help first responders work safely in emergencies where natural gas utilities are involved. If you are interested in gas-specific safety tips, please visit Peoples' First Responder Beware website at peoples-gas.e-smartresponders.com.

The website has advanced safety information and allows you to explore our interactive training tools.



Become an e-SMART worker. Check out our safe practices, case studies, and video. Each of these is designed to help you and your team work safely around natural gas lines. Visit the e-SMARTworkers website at peoples-gas.e-smartworkers.com.



Know what's below. Call before you dig.

BEFORE YOU DIG, EXCAVATE, OR BLAST, CALL 811

811 is the National One-Call communication system designed to mark the location of underground facilities prior to any excavation activities. Calling 811 is free and is REQUIRED three days prior to the start of any digging in Pennsylvania.

Hundreds of thousands of miles of underground facilities are vulnerable to excavation activities. By calling 811 and locating underground facilities prior to digging, excavating or blasting, there is a positive impact on worker safety, public safety, and the protection of the environment and preservation of the integrity of the buried infrastructure. Careless digging causes far-reaching consequences. By working together as a team we can keep unfortunate incidents to a minimum. It is a responsibility that each of us must take personally. **Call 811 before you dig.**