



Michelle Wisz
 Chattanooga Gas Company
 2207 Olan Mills Drive
 Chattanooga, TN 37421
 Phone: (423) 490-4310
 Website: www.chattanoogagas.com

CHATTANOOGA GAS

Chattanooga Gas, a wholly owned subsidiary of Southern Company Gas, an Atlanta-based energy services company, serves approximately 62,000 residential and commercial natural gas customers in Hamilton and Bradley counties in southeast Tennessee.

For more information, visit www.chattanoogagas.com.

ABOUT NATURAL GAS

Chattanooga Gas employees are proud to deliver one of the safest, most efficient, reliable and environmentally friendly energy choices you can make for your home or business. As the cleanest-burning fossil fuel, natural gas produces only half the carbon emissions of coal and is the nation’s leading choice for home heating.¹ In fact, the carbon footprint of a house using natural gas for heating and hot water is at least 40 percent lower than that of an all-electric home.² And natural gas appliances bring more comfort and convenience to your life – whether it’s the cozy warmth of natural gas heat or the convenience a natural gas generator provides during an electricity outage.

1, 2 Emission estimates based on the Department of Energy’s electric power emission estimates for all generation energy sources from its Annual Energy Outlook 2006.

NATURAL GAS SAFETY

Every day, more than two million miles of underground pipelines across the United States safely and efficiently deliver natural gas to millions of businesses and homes. Chattanooga Gas is responsible for keeping a portion of this system safe. That’s why, in addition to following state and federal pipeline safety regulations, we perform extensive quality control checks, educate residents how to recognize and prevent natural gas leaks, and work closely with emergency and public officials to develop emergency response plans.

Emergency officials and first responders can help to prevent natural gas leaks by keeping the following safety tips in mind:

- Natural gas is non-toxic, lighter than air and displaces oxygen. In severe cases it may lead to asphyxiation and has a risk of ignition near a spark.
- Near a pipeline leak, note that the familiar, “rotten-egg” type odor of natural gas may not be present. Signs to look for include bubbling water, blowing dirt and dead plants or discolored vegetation. Also listen for a hissing sound.
- Know where the pipelines are in your jurisdiction. If you notice any damaged pipeline markers, contact Chattanooga Gas at 866-643-4170 so they can be replaced.
- Be on the lookout for any suspicious activity or unauthorized digging. No one, including homeowners, should be digging, ditching, drilling, leveling or plowing without having contacted Tennessee811, our state’s one call center, first by calling 811.

While natural gas incidents are uncommon, it’s still important to be prepared. Here are a few suggestions to keep residents safe in the event of a natural gas leak:

- Call Chattanooga Gas immediately with the location and type of emergency at 866-643-4170 or 800-289-8151.
- Establish a safety zone around the incident, and control access. You may need to reroute traffic and evacuate area homes and businesses.
- Avoid doing anything that might ignite leaking gas in the area – prohibit smoking and cell phone use, and don’t use any mechanical equipment that could create a spark.
- Do not attempt to operate any pipeline valves or repair a leak yourself.

EMERGENCY RESPONSE CAPABILITIES

Commitment

Chattanooga Gas Company (CGC) is committed to the protection of the public and the environment through safe operation and maintenance of its natural gas pipeline systems. CGC’s qualified personnel are trained in emergency

EMERGENCY CONTACT:
Emergency Responders
1-800-289-8151
Customers/General Public
1-866-643-4170

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

Natural Gas	1971	115
-------------	------	-----

TENNESSEE COUNTIES OF OPERATION:

Bradley	Hamilton
---------	----------

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

response activities and regularly participate in drills and exercises reflecting various types of response levels, emergency scenarios, topographic terrain and environmental sensitivities.

CGC has committed the resources necessary to fully prepare and implement its emergency response plans and has the necessary equipment to respond, to the maximum extent practicable, to a “worst case” natural gas incident or threat of such incident.

Communications

CGC uses its 24-hour Call Center (1-866-643-4170 for Customers/General Public; 1-800-289-8151 for Emergency Responders) as a communications hub in emergency response situations. The Call Center possesses a wide variety of resources and capabilities. On-site communications are conducted using cellular telephones, portable radios, and/or land-line telephone systems from Chattanooga facilities and offices.

Incident Command System

CGC uses an expandable Incident Command System when responding to natural gas incidents. Depending upon the size and complexity of an incident, additional CGC or contract personnel may be added. Additional federal, state or local agencies also may be integrated into the Incident Command System by using a Unified Command Structure.

Chattanooga Gas Company

For more information regarding Chattanooga Gas Company emergency response plans and procedures, call Michelle Wisz at (423) 490-4310.

PIPELINE INTEGRITY MANAGEMENT

Chattanooga Gas has implemented an integrity management program for transmission pipelines in the company's high-consequence areas according to DOT regulations. It is a systematic and comprehensive process designed to provide information to effectively allocate resources for according to DOT regulations. It is a systematic and comprehensive process designed to provide information to effectively allocate resources for appropriate prevention, detection and mitigation activities. The program builds on the existing foundation of pipeline safety regulations covering design, construction, testing, operation and maintenance that has been in place for many years.

These are the basic steps in the integrity management process:

- High-consequence area (HCA)
- Threat identification and risk assessment
- Regulatory Requirements

To learn more, visit chattanoogagas.com/integritymanagementplan.

Information about transmission pipelines operating your community is available through the National Pipeline Mapping System (NPMS) and is available online at ww.npms.phmsa.dot.gov.

EXCAVATOR SAFETY

You already know to call before you dig (811), but do you know what to do if someone hits a natural gas line while digging or excavating?

If you are aware that a natural gas line has been hit or you:

- SEE blowing dirt, discolored vegetation or continued bubbling in standing water;
- HEAR the hissing or roaring noise of natural gas escaping; or
- SMELL the distinctive, rotten-egg odor associated with natural gas;

Do the following:

- LEAVE the area immediately and move a safe distance away from the potential leak, while avoiding any action that may cause sparks. Do not attempt to repair the damage yourself.

- AVOID using any sources of ignition, such as cigarettes, matches, welders, flashlights, electronic devices and motorized vehicles, as natural gas can ignite from a spark, possibly causing a fire or explosion. Natural gas is non-toxic, lighter than air and displaces oxygen. In severe cases, if not used properly, natural gas can also lead to asphyxiation.
- CALL 866.643.4170 and 911 once you are out of the area of the suspected leak and in a safe place. Stay away until Chattanooga Gas or emergency personnel indicate it is safe to return.

Note: Do not solely rely on sense of smell. Be aware that some individuals may not be able to detect the odorant because they have a diminished sense of smell, olfactory fatigue, or because the odor is being masked by other odors in the area. Certain conditions may cause the odorant to diminish so that it is not detectable. Some gas lines, due to their unique function, may not have odor at all.

Remember:

- Call before you dig by dialing 811
- Await the required amount of time before digging
- Respect the marks
- Excavate with care

For more information regarding local One Call requirements, call 811 or visit tenn811.com.

