

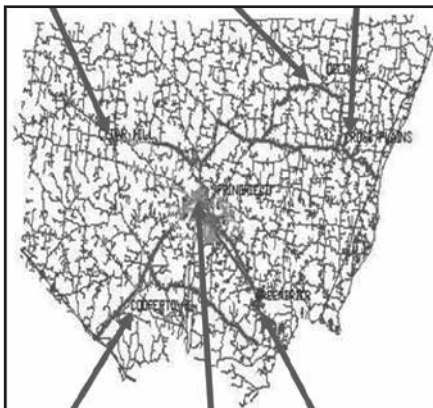


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GENERAL INFORMATION

The Springfield Gas Department is responsible for the purchase and distribution of natural gas to more than seven thousand (7,000) customers in Springfield and Robertson County. A team of twenty-four (24) employees is responsible for the construction, maintenance, operation and safety inspection of the system. The Tennessee Regulatory Authority conducts periodic inspections of the system and provides written reports to the department. The City of Springfield has a contract with the Tennessee Energy Acquisition Corporation for the purchase, transportation and storage of natural gas.

CEDAR HILL Orinda Cross Plains



COOPERTOWN SPRINGFIELD

**PIPELINE AWARENESS
 HOW DO YOU KNOW?**

Because natural gas pipelines are underground, the public is often unaware of their presence. Pipelines may be in your neighborhood, or even on your property. How do you know?

One of the easiest ways to locate a pipeline is to recognize pipeline markers. The Springfield Gas Department paints these markers with high-visibility yellow, and installs the markers at road crossings, railroads and other points along the pipeline right-of-way. The markers identify the pipeline company and include telephone numbers to call to reach a company representative.

If a pipeline is on your property, the agreement gives the pipeline company the right of access to build, operate and maintain the pipeline. Please remember, if a pipeline is on your property, the right-of-way should be clear of structures and trees. These restrictions are necessary for safety reasons. Please contact the Springfield Gas Department for additional information.

- When you call Tennessee One Call at 1-800-351-1111 or 811, they will locate all buried utility lines on your property, so you can safely dig and prevent a potentially hazardous condition.
- In 2004 the Federal Office of Pipeline Safety recorded 48 cases of third party excavation damage to distribution lines nationwide resulting in more than \$10 million dollars worth of property damage and four injuries. Calling before you dig can prevent a costly or even deadly mistake.

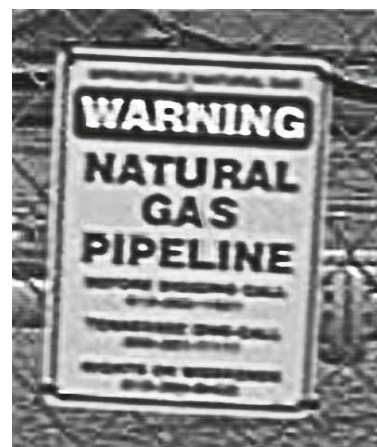
**EMERGENCY CONTACT:
 1-615-384-0008**

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

TENNESSEE
 COUNTIES OF OPERATION:

Robertson

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



CHARACTERISTICS OF NATURAL GAS

Natural gas is a colorless, odorless gas; however, Mercaptan a strong smelling chemical that smells like rotten eggs is added to help detect a possible leak.

If you smell gas, or just think, you might smell gas, leave the area immediately and call your local gas provider at 384-0008 or 911 from a neighboring home or business.

Never turn switches on or off or use a flashlight or phone in the presence of the gas smell, because an electric spark could ignite the gas, causing an explosion.



Mission Statement

The Springfield Gas System is committed to providing safe and reliable Natural Gas Service to the customers in our service area while minimizing the impact to the environment. We utilize safe operational practices with trained and knowledgeable operations personnel.

Steps Springfield Gas System will take in the event of an emergency.

- Protect the public and employees
- Protect public and private property
- Maintain and restore service to customers
- Public Relations: Answer questions, provide information & customer support/service

Emergency Classification Criteria

- Any leak, spill or release of hazardous fluids from your pipeline that would result in a fire or explosion
- Any un-ignited leak of hazardous fluid or gas from your pipeline that would create a hazardous situation
- Any large leak of hazardous fluid from your pipeline, even if the leak is not creating a hazardous situation
- Any natural disaster such as hurricane, tornado, earthquake, or flood
- Bomb threats directed at your pipeline or facility
- Any riots or demonstrations at, or in close proximity to your facilities
- Any un-ignited leak, fire, or explosion that is not related to your pipeline but would cause additional hazards to people and proximity nearby



Public Responsibilities

Interstate natural gas pipelines are America's safest transportation networks. We have achieved this safety record through the diligent efforts of the gas pipeline industry working closely with state and federal agencies, and the public. Natural gas is flammable. If its release is not controlled, it could result in a fire or an explosion. As an industry, our goal is to improve public safety by continuing to improve our safety record. You can help.

How?

Simply follow these steps:

- Be Aware of Pipelines in Your Area
- Call Before You Dig
- Report Unusual Conditions
- Know What Steps to Take in an Emergency