



1809 Coyote Drive
Chester, VA 23836
Emergency Number: 1-800-544-5606
Customer Care Number: 1-800-543-8911
Website: www.columbiagasva.com

COLUMBIA GAS OF VIRGINIA

Columbia Gas of Virginia serves approximately 290,000 natural gas and propane customers in more than 100 communities across the Commonwealth. With headquarters in Chester, Va., it is one of six regulated utility companies of NiSource (NYSE: NI), one of the largest fully regulated utility companies in the United States, serving approximately 3.2 million natural gas customers and 470,000 electric customers through its local Columbia Gas and NIPSCO brands.

PIPELINE SAFETY

Each day, the underground network of over a million miles of pipeline carries and delivers natural gas safely and reliably from supply areas to customers' homes, businesses and factories across the country. While the natural gas industry has a proven record of safety, an on-going working relationship with excavators, contractors, emergency responders and public officials is essential to maintain the safe operation of this important energy delivery system.

At Columbia Gas, providing safe, reliable service to the communities we serve is a top priority. We are committed to keeping the public and our pipelines safe and take steps to ensure the ongoing safe operations of our pipeline system. We make a significant investment each year to replace and upgrade our pipeline infrastructure. We regularly patrol our pipeline rights-of-way and conduct regular inspections of our pipeline system.

Our gas control and monitoring center operates 24-hours a day, seven days a week. Our operations employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators and are on-call at all times to respond to any emergency situation.

In accordance with federal regulations, some segments along the pipeline have been designated as High

Consequence Areas. We have developed supplemental assessments and prevention plans for these highly populated areas with transmission pipelines.

Columbia Gas works with emergency responders to educate them on pipeline safety and how to respond in an emergency. Columbia Gas follows FEMA's Incident Command System and utilizes its Emergency Manual as a tool providing guidance during natural gas related incidents or emergency situations.

Three critical areas we include in our Emergency Manual used during critical incident response involving natural gas facilities are Incident Preparation, Incident Management, and Incident Review & Reporting.

To learn more, please reach out to us through the contact information provided in the Additional Information section.



**SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.**

CONTACT 811 BEFORE YOU DIG

By law, anyone planning to excavate in Virginia is required to contact Virginia 811 by calling 811 or visiting VA811.com at least three business days before work begins. Excavation projects include, but aren't limited to: digging, planning to cross pipeline rights-of-way with heavy equipment and blasting in the vicinity of any pipelines.

Pipeline damage is most frequently caused by excavation projects conducted without prior location of underground utility lines and failing to protect buried utility lines during excavation. Don't take chances! Dig-ins may result in loss of life, personal injury, property damage, fines or liability for costly repairs.

If you expose, hit or touch a pipeline or other natural gas equipment, immediately vacate the area and from a safe location call 911 and our

EMERGENCY CONTACT:

1-800-544-5606

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

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

VIRGINIA

COUNTIES OF OPERATION:

Albemarle	Fairfax	Page
Alleghany	Fauquier	Pittsylvania
Amherst	Fluvanna	Powhatan
Appomattox	Giles	Prince George
Augusta	Goochland	Prince William
Bedford	Greene	Rockbridge
Botetourt	Greensville	Rockingham
Brunswick	Halifax	Shenandoah
Buckingham	Isle of Wight	Southampton
Campbell	Loudoun	Spotsylvania
Caroline	Louisa	Stafford
Chesterfield	Madison	Surry
Culpepper	Mecklenburg	Sussex
Dinwiddie	Orange	Warren

VIRGINIA

CITIES & TOWNS OF OPERATION:

Altavista	Lawrenceville
Bridgewater	Lexington
Broadway	Lynchburg
Brookneal	Manassas
Buena Vista	Manassas Park
Chase City	Narrows
Chatham	Pearisburg
Chesapeake	Petersburg
Clifton Forge	Portsmouth
Colonial Heights	Quantico
Covington	Rich Creek
Culpeper	Scottsville
Dayton	Smithfield
Dumfries	South Boston
Fredericksburg	South Hill
Glasgow	Stanardsville
Gordonsville	Staunton
Harrisonburg	Suffolk
Haymarket	Surry
Herndon	Timberville
Hopewell	Warrenton
Hurt	Waynesboro

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

emergency number at 800-544-5606. Even if it looks minor at the time, a scratch, scrape, gouge, dent or crease to the pipe or coating might cause a safety problem in the future. It's important that we inspect any potential damage, whether or not it's apparent.

RECOGNIZING GAS LEAKS

In its natural state, natural gas is colorless and odorless. We add an odorant called mercaptan to natural gas as a safety precaution to give it a distinctive smell similar to rotten eggs or sulfur. Gas leaks can also be detected by sight and sound. Be aware of signs such as blowing dirt, bubbling water or dead vegetation and a hissing or roaring sound.

If you suspect a natural gas leak, STOP what you are doing, LEAVE the area immediately and CALL 911 and our emergency number at 800-544-5606 from a safe location. Wait for our service crew to arrive. Don't light a match or candle, or operate anything that could cause a spark, including cell phones, lights, appliances, flashlights, garage door openers, machinery, etc. Don't open the windows and doors in an attempt to ventilate.

OPERATION OF GAS VALVES

Do not operate above or below ground main line valves when responding to an emergency. Strict procedures must be followed prior to and during the operation of any main line gas valve in order to achieve the desired effect on the system and to assure safety of the

public and employees. Operating a gas valve can further worsen an incident. Gas valves on city gates and supply lines, regulator stations, and gas mains should only be operated by Columbia Gas and under the supervision of Columbia Gas Operations and Engineering Departments.

Similarly, never attempt to squeeze-off a plastic (polyethylene) pipe with improvised equipment such as the jaws-of-life or actual squeeze-off jacks in an attempt to shut off the flow of gas. It is okay to close a meter valve or service line curb valve in order to make a situation safe. If a valve is closed, only a Columbia Gas representative should turn it back on.

Please report these actions to Columbia Gas immediately so that appropriate follow-up safety checks can be conducted. Do not assume that closing a meter or service line valve has eliminated a hazardous condition – leakage upstream of the valve could be migrating. It is absolutely vital to monitor the situation and any concentrations of natural gas in the vicinity. Columbia Gas operations personnel will perform the necessary safety checks and restore service when safe to do so.

PIPELINE MARKERS & RIGHTS-OF-WAY

Natural gas pipelines are sometimes identified by markers placed at intervals along pipeline rights-of-way. Markers display 24-hour emergency telephone numbers and might provide other identifying information. Pipeline markers

may be round, flat, or triangular. The tops of markers may be yellow or orange with black text.

They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad or river and in heavily congested areas. Line markers are not always directly over the main but indicate that a gas pipeline is in the area. The absence of above-ground markers DOES NOT indicate that there are no gas lines in the area.

While markers are helpful in indicating the presence of pipelines in the area they do not show the exact location, depth or how many pipelines are in the rights-of-way or easement, so always contact 811 before digging.



NATIONAL PIPELINE MAPPING SYSTEM

Visit the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) website at phmsa.dot.gov for more information and to view pipeline locations using the National Pipeline Mapping System (NPMS) public map view. PHMSA is the federal agency that regulates safety aspects of the natural gas industry.

ADDITIONAL INFORMATION

Please contact us to schedule training or to learn more about natural gas safety and safe digging.

For additional information contact:
Kristie Kubovic
Public Awareness Program Manager
Phone: 412-268-0932
kkubovic@nisource.com

