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**PROVIDING SAFE RELIABLE NATURAL GAS SERVICE**

Mountaineer Gas Company is West Virginia's largest natural gas distributor, providing safe, reliable, low cost natural gas service to over 226,000 customers. Our service territory stretches over 48 of the 55 counties and includes the operation and maintenance of over 5,600 miles of gathering and distribution lines.

**OUR COMMITMENT TO SAFETY & RELIABILITY**

The natural gas industry maintains an enviable record of safety and reliability. At Mountaineer Gas, we are committed to providing safe reliable natural gas service to our customers while protecting the safety and health of those who live, work or gather near our pipelines or other facilities.

**EMERGENCY RESPONSE**

Natural gas pipeline emergencies or failures are rare, however they can occur. An informed emergency responder with the assistance of an aware and educated public can help minimize potential damage or injury in the unlikely event of an emergency. *The following are types of emergencies where outside support may be necessary:*

- Gas detected inside or near a building
- Gas Pipeline break
- Explosion and/or fire involving pipeline facilities
- Low Gas Pressure
- Carbon Monoxide poisoning/Asphyxiations
- Natural Disasters
- Civil Disturbances

**WHAT TO DO FIRST**

Upon the first indication that gas may be involved, **NOTIFY THE GAS COMPANY OR CALL 911 IMMEDIATELY.** Give the location and any details, whether inside

or outside a building, you're name and emergency organization. Gas company personnel are instructed to report to the scene commander upon arrival. If several gas company employees are at the scene, the gas company will appoint a coordinator to work with the scene commander. In all cases, they can assist in the evaluation of the problem and action insofar as their service or any further services of the gas company are necessary.

**MOUNTAINEER'S ACTIONS & CAPABILITIES**

1. **24 Hour Emergency Call Center (1-800-834-2070)**
2. Dispatch company response personnel and notify other agencies if applicable
3. First Mountaineer Gas employee on scene will **take action to protect life first and property second.** Actions may include:
  - Controlling the flow of gas
  - Identifying and eliminating sources of ignition
  - Investigating for gas migration
  - Recommending evacuation, when necessary
  - Measuring gas concentration in air
4. When an incident involves multiple response crews (fire, police, other utilities, etc.), after following step 3, shall identify and inform scene commander or local emergency response officials in lieu of no commander;
  - Facility information
  - Site control plans and requirements
  - Who to contact when we are needed at the scene

**NECESSARY SUPPORT FROM EMERGENCY PERSONNEL**

- Crowd and traffic control
- Assistance with evacuations
- Medical treatment, if required
- Secondary fire control

**EMERGENCY CONTACT:  
1-800-834-2070**

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

**WEST VIRGINIA COUNTIES OF OPERATION:**

Barbour	Mason
Berkeley	McDowell
Boone	Mercer
Braxton	Mineral
Brooke	Mingo
Cabell	Monongalia
Calhoun	Monroe
Clay	Nicholas
Doddridge	Ohio
Fayette	Preston
Gilmer	Putnam
Grant	Raleigh
Greenbrier	Randolph
Hancock	Ritchie
Hardy	Roane
Harrison	Summers
Jackson	Tucker
Jefferson	Tyler
Kanawha	Upshur
Lewis	Wayne
Lincoln	Wetzel
Logan	Wirt
Marion	Wood
Marshall	Wyoming

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

**CALL 811 BEFORE YOU DIG,  
or call 1-800-245-4848  
IT'S FREE, AND IT'S THE LAW!**

Because even relatively minor excavation activities like landscaping or fencing can cause damage to a pipeline, its protective casing and/or buried utility lines, always contact your state One-Call Center before engaging in any excavation construction, farming or digging. Most states require 48 hours notice to the One-Call Center to allow the utility operators to mark their pipelines and utilities at your proposed digging site. In fact, most

