



Energy to do more®

Ryan Geisinger  
 UGI Utilities, Inc.  
 2121 City Line Rd.  
 Bethlehem, PA 18017  
 Phone: (484) 225-2622  
 Email: FirstResponse@ugi.com  
 Website: www.ugi.com

**ABOUT UGI UTILITIES, INC.**

UGI Utilities, Inc. is a natural gas and electric utility committed to delivering reliable, safe and affordable energy to our 700,000 customers in 45 counties in Pennsylvania and 1 county in Maryland. UGI Utilities, Inc. is a wholly-owned subsidiary of UGI Corporation, based in Valley Forge. Headquartered in Reading, PA, UGI Utilities, Inc. consists of two divisions, the gas service division and the electric service division.

**NATURAL GAS PIPELINE SAFETY**

UGI operates approximately 12,000 miles of natural gas pipelines. At UGI, the safety of our customers and the residents in the communities we serve is our first priority.

**HOW NATURAL GAS GETS TO CUSTOMERS**

Natural gas is delivered to the homes and businesses of our customers through a series of underground pipelines. High strength steel pipelines are like interstate highways, moving millions of cubic feet of natural gas across the country from production areas to sales areas.

UGI receives gas from these interstate pipelines and distributes it to customers through a network of smaller pipelines.

**PIPELINE SAFETY**

According to the National Transportation Safety Board and the U.S. Department of Transportation, natural gas pipeline transportation.

Federal and state regulations govern the design, construction, operation and maintenance of pipelines.

UGI complies with these regulations and has an excellent safety record. Experienced personnel regularly inspect and maintain pipelines. Crews are available to respond to problems 24 hours a day.

**DAMAGE PREVENTION: CALL BEFORE YOU DIG**

Most pipeline leaks are the result of damage during construction and excavation activities, when an individual or contractor is not aware of the pipeline's location.

To prevent damage, state laws in Pennsylvania and Maryland require notification to a "One-Call" center at least three business days before excavation work begins. Calls are to be made whether you are planning a major development or just landscaping your property.

- National One-Call Number: 811



Know what's below.  
 Call before you dig.

You will be asked to provide your name, address and a description of the work being performed. The One-Call center notifies utilities of the planned work. When UGI receives a notice, we determine if our pipelines are near the proposed work site. If they are, we send a technician to mark the location of our pipelines with yellow paint, flags or stakes.

**PIPELINE MARKERS**



Most UGI pipelines do not have permanent markers. However, larger pipelines may have markers indicating their approximate location, especially in areas where the pipeline crosses streets or rivers.

The markers include the name of the company and the emergency phone number for reporting problems.

If you do not see a marker, do not assume there are no pipelines in the areas. Always call the One-Call center

**EMERGENCY CONTACT:**

1-800-276-2722

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Natural Gas	1971	115
Hydrogen Sulfide	1053	117

**PENNSYLVANIA COUNTIES OF OPERATION:**

Adams	Lebanon
Bedford	Lehigh
Berks*	Luzerne
Blair	Lycoming
Bradford	McKean
Bucks	Mifflin
Carbon	Monroe
Centre	Montgomery
Chester	Montour
Clarion	Northampton
Clearfield	Northumberland
Clinton	Pike
Columbia	Potter
Cumberland	Schuylkill
Dauphin	Snyder
Forest	Susquehanna
Franklin	Tioga
Fulton	Union
Huntingdon	Venango
Jefferson	Wayne
Juniata	Wyoming
Lackawanna	York
Lancaster*	

**MARYLAND COUNTY OF OPERATION:**

Frederick

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

*\*UGI also operates landfill gas lines in these counties.*

before digging. It is a federal crime to damage, remove or destroy pipeline markers.

**PIPELINE RIGHT-OF-WAY**

Gas companies have right-of-way agreements with landowners to build, operate, test, maintain and protect pipelines. Although these agreements

vary, the right-of-way for most UGI pipelines extend 25 feet from each side of the pipeline.

In order for UGI to respond to emergencies and to perform required maintenance activities, the pipeline right-of-way must be kept clear of obstructions. Do not place buildings, swimming pools, sheds, and other structures on the pipeline right-of-way. Also, do not plant trees or shrubs that grow more than 5 feet tall on the right-of-way.

**HOW TO RECOGNIZE A GAS PIPELINE LEAK**

Natural gas is colorless and odorless, so gas companies add a harmless odorant that smells like rotten eggs so leaks can be easily detected. Indications of a gas leak include:

- A gas or petroleum odor
- A hissing sound
- Blowing dirt, grass or leaves near a pipeline
- Water bubbling or blowing into the air at a pond, creek or river
- A patch of dead grass or vegetation in an otherwise green area
- Flames coming out of the ground or burning above the ground

**IF YOU SUSPECT A GAS LEAK**

**DO:**

1. Abandon any motorized equipment.
2. Immediately evacuate the area at a minimum of 330 feet in an upwind direction.
3. Evacuate any others in the affected area.
4. From a safe place, call 911 and UGI.

**DO NOT:**

1. Bring open flames, smoking materials, cell phones, flashlights, motor vehicles or other sources of ignition into the area.
2. Attempt to operate any pipeline valves you see.
3. Attempt to put out any gas fire.

**POLICE, FIRE AND PUBLIC SAFETY OFFICIALS**

During an emergency situation involving one of our facilities, public safety is the top priority. To help ensure public safety, we recommend the following:

- Call UGI immediately and report the location of the incident: 1-800-276-2722.
- If gas is burning, do not extinguish the fire unless absolutely necessary to protect life.

- Participate in the Emergency Responder Programs sponsored by UGI, other pipeline companies and One Call organizations.

If you have any questions, would like additional information on pipeline safety, or would like to obtain gas service, please contact us:

- UGI Utilities, Inc.  
**1-800-276-2722**
- Online: [www.ugi.com](http://www.ugi.com)

**REPORT ANY CONTACT WITH A UGI PIPELINE IMMEDIATELY**

If you hit or touch a gas pipeline while digging, call UGI's emergency contact center immediately at 1-800-276-2722. If the pipeline is leaking, please call 911.

Even if the pipeline is not leaking, a gouge, scratch or dent to the pipeline or its coating may cause a future safety problem. It is important that UGI inspect and repair any damage.

**LANDFILL GAS PIPELINE INFORMATION**

In addition to operating its own natural gas system, UGI also operates a Landfill Gas pipeline that is owned by another company, but operated by UGI under a contract. This Landfill Gas line is

located in Berks and Lancaster counties. Rather than release this methane to the atmosphere, these landfills collect the methane and pipe it to facilities, like electric generation stations, where it is used as fuel.

Landfill Gas contains hydrogen sulfide (H2S) which is a toxic gas that is recognizable by be harmful the chance of a release is not likely, it is important for you to be informed about what to do in the event of a pipeline emergency if you live in or perform excavation in one of these two counties. Learn more about Landfill Gas/Hydrogen Sulfide through the following resources:

- US Department of Transportation (DOT) Emergency Response Guide for First Responders: [www.phmsa.dot.gov/hazmat/library/erg](http://www.phmsa.dot.gov/hazmat/library/erg)
- Medical Management Guidelines for Hydrogen Sulfide, Agency for Toxic Substances and Disease Registry: [www.epa.gov/lmop/faq/pubhtml](http://www.epa.gov/lmop/faq/pubhtml)

**FOR MORE INFORMATION ABOUT PIPELINE SAFETY AT UGI**

Visit the Safety section of UGI's website, [www.ugi.com/safety](http://www.ugi.com/safety), to learn more about how UGI is committed to the safe and reliable delivery of natural gas. For more information, or to view UGI's Safety Program go to [www.ugi.com/safety](http://www.ugi.com/safety)

**FIRST RESPONDER TRAINING**  
FOR NATURAL GAS & ELECTRICAL EMERGENCIES



Methods Of Delivering Effective Learning (MODEL) approach by Michael Callan affords the ability to create multi-level partnerships across all response disciplines.

*"A sure fire way to increase the safety of emergency responders is to educate them. Team Callan has one main purpose - reducing emergency scene injuries and fatalities."*

- Michael Callan



**SIGN UP TODAY:**  
[www.ugi.com/EMS](http://www.ugi.com/EMS)

This training has been approved by the Pennsylvania Department of Health for two hours of CON-ED credits. Virtual class sessions are available if equipped.

**Sponsored by UGI in partnership with RTUE**


