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**PIPELINE SAFETY**

System failures occur infrequently along the nation’s network of interstate natural gas pipeline facilities, and many of these are caused by damage from others digging near the pipeline. We watch for unauthorized digging, but we request your help to notify us.



**Know what's below.  
 Call before you dig.**

**ALWAYS CALL 811 BEFORE YOU DIG!**

**WHAT ARE THE SIGNS OF A NATURAL GAS PIPELINE LEAK?**

- Blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Gaseous or hydrocarbon odor
- Dead or discolored vegetation in a green area
- Flames, if a leak has ignited

**WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?**

Your personal safety should be your first concern:

- Evacuate the area and prevent anyone from entering
- Abandon any equipment being used near the area
- Avoid any open flames
- Avoid introducing any sources of ignition to the area (such as cell phones, pagers, 2-way radios)
- Do not start/turn off motor vehicles/ electrical equipment
- Call 911 or contact local fire or law enforcement
- Notify the pipeline company

- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

**PIPELINE LOCATION AND MARKERS**

Pipeline markers are used to indicate the approximate location of a natural gas pipeline and to provide contact information. Markers should never be removed or relocated by anyone other than a pipeline operator.

You can also find out where other companies' pipelines are in your area by going to the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

**EMERGENCY RESPONSE PLANS**

An Emergency Response Plan is developed for each pipeline facility to contain, control and mitigate the various types of emergency conditions/ situations that could occur at one of our facilities. For more information regarding our emergency response plans and procedures, contact us directly.

**IF YOU SMELL OR DETECT NATURAL GAS OUTSIDE, CALL CITIZENS GAS UTILITY DISTRICT IMMEDIATELY**

Scott County Office  
 (423) 569-4457

Morgan County Office  
 (423) 346-7256

Additional Contact Numbers  
 (423) 569-8289  
 (423) 628-2800  
 (423) 627-4122

**EMERGENCY CONTACT:  
 1-423-346-7256**

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

**TENNESSEE  
 COUNTIES OF OPERATION:**

|          |       |
|----------|-------|
| Fentress | Scott |
| Morgan   |       |

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