



203 N. Plaza Ave.  
 P.O. Box 310  
 Big Lake, TX 76932  
 Phone: (325) 884-2511  
 Emergency/After Hours: (325)884-2012  
 Website: www.cityofbiglaketx.com

The City of Big Lake owns and operates 20 miles of high pressure natural gas transportation pipelines providing natural gas service to 851 homes and businesses. We purchase our natural gas from West Texas Gas Marketing.

The City of Big Lake works hard to maintain the integrity and safety of our pipeline system. We conduct routine checks for gas leaks throughout the year. The primary method for checking is performed by leak surveys. Leak surveys will be accomplished by using any one, or a combination of methods including, but not limited to vehicle, walking, using leak detection equipment (either portable or mobile), with sensitivity capable of detecting small leaks. Though we take these measures, we also request your help to maintain a safe, secure and reliable pipeline system.

If you observe any unusual or suspicious activity near our pipeline distribution lines or in the unlikely event an emergency occurs, please call us at any time using one of the following numbers:

- During normal business hours, please call the office at (325) 884-2511
- After Hours and Emergencies, please call (325) 884-2012
- You may also call 9-1-1 at any time to report an Emergency

**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 or turn off motor vehicles or electrical equipment
- Call 9-1-1 or contact local fire or law enforcement
- Notify the pipeline company (City of Big Lake)
- Do not attempt to extinguish a natural gas fire
- Do not attempt to operate any pipeline valves

Any gas leak found is classified according to the severity and immediacy of hazard. Any hazardous gas leak is to be located and repaired immediately, or take action to reduce the hazard through temporary repairs, or activities to reduce the accumulation of gas.

Not all gas leaks pose a hazard to human life or property. Only trained, certified personnel can assess the severity and the hazard level. Report any leak suspicion to the City of Big Lake immediately to expedite the investigation of a potential leak.

**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 are requesting your help too.

**EMERGENCY CONTACT:  
 1-325-884-2012**

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

**TEXAS  
 COUNTIES OF OPERATION:**

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

We participate in One-Call Centers and strongly encourage those who are going to dig to **call the 8-1-1 "Call before you dig" hotline** to allow the City of Big Lake and other buried utilities a chance to mark the underground facilities in the area before digging begins.

**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 or situations that could occur with our pipeline distribution system. The City of Big Lake works in partnership with the Reagan County Sheriff's Office and Big Lake Volunteer Fire Department to execute our Emergency Response Plan. For more information regarding the City of Big Lake Emergency Response Plan, contact us at (325) 884-2511, or [cityofbiglake@wcc.net](mailto:cityofbiglake@wcc.net).