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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 more than 220,000 customers. Our service territory stretches over 49 of the 55 counties and includes the operation and maintenance of more than 5,900 miles of distribution, gathering, and transmission pipelines.

Natural gas is a colorless, lighter-than-air gas that is flammable or explosive when allowed to mix with air near a source of ignition. It is an asphyxiant that displaces oxygen in a confined space. Leaks on Distribution pipelines are detected by a rotten-egg smell that is added to the gas. You may hear hissing, see blowing dirt, bubbles, or dead vegetation in a normally green area. Protect yourself and others by preventing ignition, leaving the area, keeping others away, and calling 1-800-834-2070.

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;

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

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

**WEST VIRGINIA
COUNTIES OF OPERATION:**

Barbour	McDowell
Berkeley	Mercer
Boone	Mineral
Braxton	Mingo
Brooke	Monongalia
Cabell	Monroe
Calhoun	Morgan
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
Mason	

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

- 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

**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 serious damage done to pipelines is done when a third party inadvertently excavates, blasts or drills within a pipeline right-of-way. By contacting the One-Call Center first, this type of damage can be prevented. Sometimes pipeline companies will require a representative present to monitor the safe excavation.

No one digs more dirt than America's farmers and ranchers, which is why

many agricultural operations such as chisel plowing, deep ripping, drain tile installation and other deep excavation activities can benefit from calling 811.

811 is a federally-mandated number designated by the FCC to consolidate all local "Call Before You Dig" numbers and help save lives by minimizing damages to underground utilities. One easy phone call to 811 starts the process to get your underground pipelines and utility lines marked for **FREE**. When you call 811

from anywhere in the country, your call will be routed to your state One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can continue your project by digging with care and respecting the marks. More information regarding 811 can be found at www.call811.com.

This color code chart will help determine which utilities have marked their underground utility lines.

- | | |
|--|--|
|  WHITE - Proposed excavation |  ORANGE - Communications, alarm or signal lines, cables or conduit |
|  PINK - Temporary survey markings |  BLUE - Potable water lines |
|  RED - Electric power lines, cables, conduit and lighting cables |  PURPLE - Reclaimed water, irrigation and slurry lines |
|  YELLOW - Gas, oil, steam, petroleum or gaseous materials |  GREEN - Sewer lines |

MOUNTAINEER'S SERVICE TERRITORY

