

Important Natural Gas Safety Information

because you live, work, or own property
within 1,000 feet of a natural gas pipeline.

Información en español en el interior.



SOUTHWEST GAS

swgas.com/safety

NATURAL GAS LINES CAN BE LOCATED ANYWHERE.

The following messages are intended to provide essential reminders about natural gas safety - whether you're a natural gas customer or not.

Your Safety. Our Priority.

Southwest Gas has sent you this brochure because we may operate natural gas pipelines near where you live, work or own property and we want to assure you about the safety and reliability of our natural gas pipelines. While pipeline problems are rare, maintaining a safe pipeline requires your participation as well. This information is provided to help you know how to recognize and respond to a pipeline emergency.

SOUTHWEST GAS EMERGENCY NUMBER

IN CASE OF AN EMERGENCY, or if you smell natural gas, call **911** and Southwest Gas at **877-860-6020**, immediately, whether you're our customer or not.

Resources For Natural Gas Safety Information

- Southwest Gas **swgas.com/safety** or call **877-860-6020**
- U.S. Department of Transportation Pipeline Safety Community **phmsa.dot.gov/pipeline**
- Pipeline and Hazardous Materials Safety Administration, Office of Pipeline Safety National Pipeline Mapping System **npms.phmsa.dot.gov** for information on transmission pipeline operators near you and to view maps with general location of pipelines.
- Safety Data Sheet (SDS) - If you're an employer, please request an SDS for natural gas by calling **877-860-6020** or **visit swgas.com/safety**. In addition, please make sure that your employees are familiar with both the content of the SDS information and how to obtain it.

How to Recognize and Respond to a Natural Gas Leak

A NATURAL GAS LEAK MAY BE PRESENT IF YOU:



SMELL

A DISTINCT SULFUR-LIKE ODOR, SIMILAR TO ROTTEN EGGS, EVEN IF IT'S FAINT OR MOMENTARY.



HEAR

A HISSING OR ROARING COMING FROM THE GROUND OR ABOVE-GROUND PIPELINE.



SEE

DIRT OR WATER BLOWING INTO THE AIR, UNEXPLAINED DEAD OR DYING PLANTS OR GRASS, OR STANDING WATER CONTINUOUSLY BUBBLING.



If you suspect a natural gas leak:

- **Exit the area or building immediately.** Tell others to evacuate and leave doors open.
- From a safe place, call **911** and Southwest Gas at **877-860-6020**, day or night, **whether you're our customer or not.** A Southwest Gas representative will be there as soon as possible.
- Don't smoke or use matches or lighters.
- Don't turn off or on any electric switches, thermostats, or appliance controls.
- Don't start or stop an engine, or use an automated garage door.

Make sure you and your family know the signs of a natural gas leak and how to respond in case of an emergency.

REMEMBER: Call Before You Dig.



Know what's below.
Call 811 before you dig.

Natural gas lines can be located anywhere, so every digging project requires a call to **811** – even small projects like planting trees or shrubs. Whether you're a homeowner or professional excavator, one call to 811 gets underground utility-owned lines marked for **FREE**.

Before digging:

- Call 811 at least two working days in advance
- Wait for the site to be marked
- Respect the marks
- Dig with care – use hand tools only when digging within 24 inches of marked gas lines
- Familiarize yourself with your state's call-before-you-dig law

SIGNS OF SAFETY—PIPELINE MARKERS

Since most natural gas pipelines are buried underground, line markers are often used to indicate the approximate location of the pipeline. Pipeline markers:

- Are yellow
- Are typically placed where a pipeline intersects a street, highway, or railroad
- List emergency telephone numbers in case of a natural gas emergency
- Are NOT required for all pipeline facilities
- Don't indicate the pipeline's depth or exact location

Don't try to guess the pipeline's location or route by the marker's placement; call 811 two working days before any digging project. Damage or removal of pipeline markers is a federal offense.



Digging without calling can result in a natural gas leak, which has the potential to disrupt natural gas service to an entire neighborhood, cause an evacuation, fire, property damage, injury, or loss of life, and potentially result in fines and repair costs. Calling 811 before every digging project gets underground utility-owned lines marked for free and helps prevent undesired consequences.

Rights-of-Way

A right-of-way is a strip of land where some of the property owner's legal rights have been granted to a utility company. They allow the pipeline operator to inspect, repair, maintain, or replace pipeline on property owned by others. Pipeline markers are often placed along the rights-of-way to indicate the pipeline's approximate location.

Encroachments into the rights-of-way can cause unsafe conditions. When a pipeline is accidentally damaged by excavation and other construction activities, outages, impaired access, excessive/dangerous loads on the pipeline, and evacuations can occur.



Working together to protect pipelines, we can significantly reduce risks to people, communities, and the environment.



Safety of rights-of-way can be promoted by:

- Always calling **811** at least two working days before any digging, blasting, or boring project
- Using safe excavation practices
- Monitoring and reporting suspicious activity on a right-of-way
- Keeping rights-of-way free from obstructions
- Following recommended practices on land use near rights-of-way

Keeping Our Communities Safe

Natural gas pipelines are considered one of the safest methods of energy transportation in the United States. However, damage to pipelines can occur due to improper digging, corrosion, or natural disasters, which may result in the unintentional release of natural gas.

We're dedicated to protecting people and property along our natural gas pipelines. Our goal is to identify and resolve potential problems before they occur. The reliability of our pipeline systems is achieved through:

- **SAFE CONSTRUCTION PRACTICES**
- **COMPREHENSIVE INTEGRITY MANAGEMENT PROGRAMS**
- **IMPROVEMENT PROJECTS**
- **ROUTINE INSPECTION AND MAINTENANCE**
- **BUILDING, MAINTAINING, AND ENHANCING OUR PARTNERSHIPS WITH PUBLIC SAFETY AND EMERGENCY RESPONSE AGENCIES IN OUR COMMUNITIES**
- **MEETING OR EXCEEDING ALL FEDERAL AND STATE REQUIREMENTS FOR SAFE PIPELINE OPERATIONS AND MAINTENANCE**

Additionally, we use a risk-based integrity management program to evaluate the condition of our high-pressure transmission pipelines and employ specific measures to protect densely populated areas or places where people gather near the pipeline.

Neighbors like you can help us maintain a safe, secure, and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities, please call Southwest Gas immediately at **877-860-6020**.





Know what's **below**.
Call **811** before you dig.



Entérese de lo que hay **enterrado**.
Llame al **811** antes de excavar.