



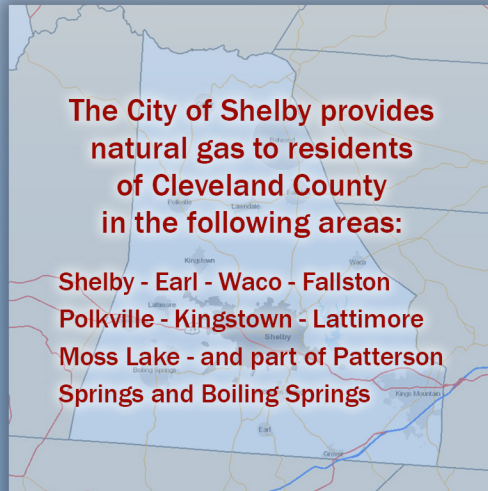
Introduction

Natural Gas Safety

Recognizing and Reacting to a Natural Gas Leak

PUBLIC AWARENESS PROGRAM

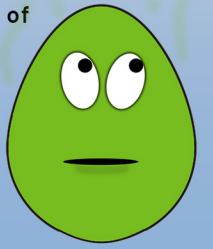
The City of Shelby owns and operates a natural gas system in Cleveland County, NC with approximately 10,500 customers and over 719 miles of underground piping. We strive to operate a gas system with an emphasis on safety.



As one of the many people who live or work near one of our pipelines, you can help us keep our system operating safely. The information in this publication will be useful to you, and also help you keep us informed of safety issues in order to:

- Recognize and react to a gas leak
- Know about pipeline markers
- Know how to recognize a pipeline emergency
- Know about the importance of calling 811 before you dig
- Know about customer owned piping

Natural gas is colorless and odorless in its natural state. An odorant known as Mercaptan is added to give natural gas its recognizable smell, which smells like rotten eggs. If a natural gas leak occurs, your sense of sight and smell will help you identify the possible location of the leak. The following are some ways to detect natural gas leaks:



- A hissing sound
- Blowing dust or vegetation near a pipeline
- A strong odor of rotten eggs in the air
- Dead or dying vegetation near otherwise green plants or vegetation
- Bubbles that appear in a wet area in your yard or driveway
- A fire or explosion on or near a pipeline or a pipeline facility

If you suspect you have a gas leak:

- Do NOT turn ON or turn OFF any lights, appliances, or electrical switches
- Open windows and doors of the structure if inside
- Call 911 from a safe location, not in the area of the gas leak if inside
- Get everyone to a safe location and wait for the emergency personnel to arrive
- Warn others to stay out of the area

Here are some examples of pipeline emergencies:

- A leaking pipe
- A damaged or weakened pipeline
- An explosion or fire ON, NEAR or INVOLVING a pipeline or pipeline facility

If you suspect a Pipeline Emergency, call 911.

City of Shelby
Energy Services
P.O. Box 207
Shelby, NC 28151-0207
704-484-6866
cityofshelby.com

Potential Hazards

Pipeline Release

Natural gas is an extremely flammable commodity and it is easily ignited by heat, sparks or flames. Therefore, there is a potential for a leak to escalate into a fire or an explosion that could affect people or property. High concentrations of natural gas, particularly in confined spaces, may cause irritation or asphyxiation. Our gas system is continually monitored for safety and compliance to meet or exceed all federal, state and local regulations. With our continual efforts to monitor and improve our natural gas system, natural gas is one of the safest and most reliable energy sources available today.

Carbon Monoxide Gas

Carbon monoxide gas is a by-product of burning fuel; natural gas included. The symptoms of CO poisoning are: headaches, nausea and vomiting. If you suspect you have an improperly burning gas appliance or a problem with a vent system, call your heating contractor to have them check your appliance and make any repairs that are needed.

Pipeline Markers Identify Pipeline Areas



The City of Shelby uses pipeline markers along the pipeline right of way. Pipeline markers are to WARN everyone that a pipeline is buried in the area. They only indicate "approximate" location of the pipeline and should NOT be used as a means to locate the pipeline. Pipeline markers are an important part of our Public Awareness Program and should be respected. If you damage one of our pipeline markers, we request you call Customer Services at 704-484-6866 and we will get it replaced. Always call the North Carolina One Call Center at 811 to get utilities located before doing any excavating.

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Customer Notification

The City of Shelby's system is regulated under Part 192 of the Federal Code of Regulations. Part of the code requires us to notify customers of their responsibilities regarding natural gas piping.

The City of Shelby maintains the piping to the meter set. Customers are required to maintain all piping downstream of the meter set, which includes any above ground piping. The City of Shelby DOES NOT maintain the customers buried gas piping.

Customers with buried gas piping should be aware that without proper maintenance, it may be subject to the hazards of corrosion and ultimately leaks.

Buried Gas Piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic
- Repaired if any unsafe condition is discovered

Plumbing and heating contractors can assist in locating, inspecting and repairing the customers piping; if needed.

When excavating near buried gas piping beyond the meter, the piping should be located in advance by the owner and the excavation should be done by hand. The City of Shelby is proud of its safety program and wants to ensure customers are informed of policies and procedures. If you have any questions, please contact Customer Services at 704-484-6866.

Call 811 Before You Dig

It's Free, It's Smart and It's the Law

It may be quite surprising, but damage to buried utility lines can occur when doing typical home improvement projects such as putting up a fence, mailbox post, swing set or clothesline pole, building a deck or room addition, planting a garden, trees or shrubbery.

If you are beginning a home improvement project that requires digging or adjusting the grade of your property, please contact the North Carolina One Call Center at 811 before digging.

The representative will advise you during the call of the member utility owners they will be notifying on your behalf. The underground utilities will be identified by color-coded paint, stakes, or flags. It is the responsibility of the caller to contact a utility locating company to have private lines located.

Once the underground facilities have been located it is very important that the paint stakes, or flags not be disturbed.

If you do not find out where it is safe to dig in your yard, it is quite possible that you could find a buried utility service and potentially create a life threatening situation. Please remember to:



Know what's below.
Call before you dig.