



**Greenville
Utilities**

SPECIAL NOTE TO PUBLIC OFFICIALS:

North Carolina's One-Call system is for homes and businesses alike. Even minor contact with a pipeline, causing a small dent, chip or crack, can lead to a natural gas emergency down the road. By law, projects that could affect gas lines and transmission pipeline Rights-of-Way and easements should not be undertaken without proper authorization. Becoming familiar with the pipeline system in your community and doing your part to be on the lookout for suspicious activity and unauthorized digging will go a long way to prevent personal injuries or even fatalities, as well as costly property and environmental damage.

CALL 811 NOW, DIG LATER—IT'S THE LAW

Each year in North Carolina, lives are endangered, money and time are wasted and property is destroyed because individuals fail to follow safe digging practices. The North Carolina 811 system, which is free to the excavator as well as the homeowner, helps those who dig, ditch, blast, drill, level or plow comply with the safety rules and regulations of the construction industry.



Calling before you dig and digging safely not only prevents damage, but is also the law! North Carolina state law requires homeowners, contractors and

excavators to contact the NC 811 Center at least three business days before digging. The NC 811 Center provides a toll-free telephone number, 811, to help reduce damages to underground facilities, thereby reducing the loss of service to the public and the loss of time and money to excavators, utilities and taxpayers.

Be safe, not sorry. Know what's below. Call before you dig. Dial 811, Monday through Friday between 7 a.m. - 7 p.m. (excluding holidays). NC 811 is available for emergency locate requests 24/7. For more information, visit www.nc811.org.

We're providing safe,
reliable & economical
natural gas service with
exceptional customer
attention & care.



Natural Gas Pipeline Safety and You



Greenville Utilities

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This brochure is a publication of Greenville Utilities' Public Information Office.



“Keeping the delivery of natural gas safe for everyone remains our highest priority.”



HOMES. BUSINESSES. INDUSTRIES. Together, they comprise millions of natural gas consumers in neighborhoods and communities like ours across the nation. Underground pipeline energy highways, over two million miles in all, safely transport and distribute natural gas to customers nationwide. This network of natural gas pipelines, according to federal government statistics, is the nation’s safest energy transportation system.

Most natural gas pipelines are buried underground, not only for safety reasons, but also to protect them from the weather and ensure uninterrupted service. Whether you are a GUC natural gas customer or not, you probably live and work near underground gas pipelines that run under streets, sidewalks and yards.

As your natural gas operators, we are dedicated to making the natural gas pipeline delivery system even safer by sharing the important safety information contained in this brochure.

A SAFETY FIRST COMMITMENT

The natural gas industry as a whole invests billions of dollars in research, testing, damage prevention, training and awareness building efforts to ensure pipeline safety. As further assurance, the natural gas pipeline system is regulated by numerous federal and state government agencies.

Though pipeline leaks and incidents occur only rarely, keeping the delivery of natural gas safe for everyone remains our highest priority. From design and construction to operations and maintenance, natural gas utilities and pipeline companies like ours set high standards to keep natural gas pipelines incident free. That’s why, in addition to following state and federal pipeline safety regulations, GUC sponsors public education programs and performs system inspections using sophisticated leak detection equipment.

In Greenville/Pitt County, we work closely with public fire and safety officials to promote natural gas safety. Damage prevention education and training takes place at least once a year, so local officials are prepared and know how to respond if there ever is a natural gas emergency.

NATURAL GAS SAFETY IS FOR EVERYONE

We are part of your community. As your neighbors, we know it is important for everyone to be informed and know how to respond in case of a natural gas emergency.

DETECTING A NATURAL GAS LEAK

Natural gas is one of the safest, most reliable and environmentally friendly fuels in use today, but leaks can occur. There are three key ways to recognize a natural gas leak.

- **LOOK.** Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by green, live plants also may indicate a natural gas leak.
- **LISTEN.** An unusual hissing sound near gas lines or appliances may indicate a natural gas leak.
- **SMELL.** In its raw state, natural gas is colorless and odorless. Natural gas utility companies add a substance called mercaptan to create the familiar, rotten-egg-like odor you associate with natural gas. You should take action even if you detect only the faint odor of natural gas in the air.

TAKE ACTION FOR NATURAL GAS SAFETY

Here are some key words to help you remember what to do if a natural gas leak is suspected.

- 1 LEAVE.** Leave the area immediately. Do not try to find or stop the leak.
- 2 DON’T TOUCH.** Do not smoke, use a cell phone, flashlight, turn on or off any lights or appliances or operate any kind of vehicle or equipment that could create a spark.
- 3 CALL.** Once you are out of the suspected area, immediately call our 24-hour Emergency Hotline at 1-855-767-2482. If the smell of gas is particularly strong or if there is a fire, call 911.

SAFETY INSIDE AND OUTSIDE OF YOUR PROPERTY

Underground utilities, including natural gas pipelines, exist everywhere. You are responsible for gas lines from the gas meter to your home or business. If there is a natural gas line on your property, once a year a plumbing or heating contractor should locate and inspect the lines, and make necessary repairs.

In addition, it’s important to familiarize yourself with any pipeline markers that exist on your property. They may be found near a pipeline Right-of-Way (ROW). The ROW provides sufficient space for pipeline operators to inspect and perform maintenance on the pipeline. If you ever damage or knock over one of these pipeline markers, contact the pipeline operator.

In your community, watch for markers indicating where natural gas pipelines are located. Pipeline markers include the phone number you should use in case of an emergency.

If you would like more information on natural gas safety, please contact GUC at 551-1587 or visit us at guc.com.

