

APPALACHIAN NATURAL GAS DISTRIBUTION COMPANY



# LIVING SAFELY



WITH  
NATURAL GAS  
PIPELINES

EMERGENCY NUMBER  
866-261-5525 (ANGD)  
304-325-9165 (BGC)



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

VISIT OUR COMPANY WEBSITES

[www.appnatgas.com](http://www.appnatgas.com)

[www.bluefieldgas.com](http://www.bluefieldgas.com)

**SAVE THIS INFORMATION**

IN THE EVENT OF  
AN EMERGENCY,  
CALL 911!



**AND**

IF YOU KNOW OR  
SUSPECT AN EMERGENCY  
INVOLVING OUR  
COMPANY PIPELINES OR  
FACILITIES, CALL

**866-261-5525 (ANGD)**

**304-325-9165 (BGC)**

# SIGNS OF A NATURAL GAS PIPELINE LEAK

Leaks from a natural gas pipeline are extremely rare. Year after year the National Transportation Safety Board statistics support the industry's safety record. However, it is important to know how to recognize the signs of a leak if one were to occur in your area.

## CALL RIGHT AWAY IF YOU:

### SEE

- Vegetation over or near the pipeline which appears to be dead or dying for no apparent reason.
- Water bubbling at a creek, pond, river or any wet area.
- Dirt being blown or appearing thrown into the air.
- Fire or explosion near or involving the pipeline.
- Exposed pipeline, which may have been caused by a natural disaster, such as flood or earthquake.

### HEAR

- A hissing, whistling or roaring sound.

### SMELL

- Natural gas is usually colorless and odorless, but may have a petroleum smell at times. Occasionally, our pipelines contain odorized gas. In that case the gas will have a slight "rotten egg" smell.

## STEPS YOU SHOULD TAKE IF YOU SUSPECT A GAS LEAK

1. If you suspect a leaking or damaged pipeline, do not operate anything (cellular phones, lighters, flashlights, vehicle ignition, two-way radios, etc.) that may ignite a gas leak, leave the area immediately and warn others to stay away.
2. If you suspect your excavator equipment has struck a pipeline, do not attempt to move the equipment. Shut the equipment off and leave the area.
3. Once away from the pipeline, call our 24 hour Operations Communication Center Emergency number at 866-261-5525 (ANGD) or 304-325-9165 (BGC), as well as your local fire or police department.

# CAUTION

## GAS PIPELINE

APPALACHIAN NATURAL GAS COMPANY  
BLUEFIELD GAS COMPANY

In an emergency, call

**866-261-5525** (ANGD)

**304-325-9165** (BGC)

**BEFORE DIGGING  
CALL MISS UTILITY at 811**



CALL OUR 24-HOUR OPERATIONS  
COMMUNICATION CENTER'S  
EMERGENCY TELEPHONE NUMBER.

**866-261-5525** (ANGD)

**304-325-9165** (BGC)

**DO NOT OPERATE ANYTHING THAT MAY IGNITE  
A GAS LEAK (CELLULAR TELEPHONES, LIGHTERS,  
FLASHLIGHTS, VEHICLE IGNITION, TWO-WAY  
RADIOS, ETC.)**

**DO NOT GO NEAR THE AREA. KEEP OTHERS  
AWAY FROM THE SITE**

**DO NOT ATTEMPT TO SHUT OFF ANY VALVES OR  
EXTINGUISH ANY FIRES**

Before You  
Excavate Call  
Toll Free  
Nationwide:



Know what's below.  
Call before you dig.

[www.call811.com](http://www.call811.com)



## PIPELINE INFORMATION

Our company operates underground natural gas pipelines in your area. We are providing this safety information as part of our pipeline damage prevention program to our neighbors who live and work in the vicinity of our facilities. Please share this information with others.

### WHAT IS NATURAL GAS?

Natural gas is the cleanest burning fossil fuel. It moves silently, safely and efficiently through an extensive network of interstate pipelines in the United States, and our company is a part of that network.

Below are some reassuring facts about natural gas:

- Natural gas is not a poison or toxic.
- Natural gas is colorless and odorless in its natural state.
- Natural gas will not ignite on its own. To burn, gas requires both a precise amount of oxygen and an ignition source.
- Natural gas is lighter than air and will rise and diffuse rapidly.

### ARE PIPELINES SAFE?

Natural gas pipelines are the safest method of transporting energy. They lie underground, virtually unseen as they deliver large volumes of gas to their customers. Although our company follows strict pipeline safety procedures, it is still important for everyone living and working near gas pipelines to know basic safety information.

Also, pipelines are part of the critical infrastructure of the United States energy grid. While, pipeline companies and employees across the nation are on a heightened state of alert, we continue to monitor and patrol the pipelines regularly via aircraft, vehicles, and / or on foot. Please call local law enforcement if you see anything out of the ordinary in your area. Together, we can take precautions that will keep America Strong.



## IF YOU LIVE OR WORK

### HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

Since natural gas pipelines are built underground, line markers are used to indicate the approximate location of the pipelines. However, these markers do not indicate how deep the pipeline is buried. Also, the route can take twists and turns between markers.

Never assume the pipeline lies in a straight line. Always call your state's One-Call Center before digging. It is a crime for any person to deliberately damage, destroy or remove any pipeline sign or right-of-way marker.

Pipelines can lose cover by natural erosion or other forces. Certain types of deep farming activities require advanced notification. Some examples are: chisel plowing, water works, and drain tilling. If you observe indications that a pipeline is shallow or exposed, contact our 24 Hour Operations Communication Center at 866-261-5525 (ANGD) or 304-325-9165 (BGC).

### WHAT IS A PIPELINE RIGHT-OF-WAY?

A pipeline right-of-way is the strip of land over a pipeline. A right-of-way agreement between our pipeline company and a property owner is called an easement. Easements provide our pipeline company with permanent, limited access to the land to enable us to operate, test, inspect, maintain and protect our pipeline.

### CAN I BUILD/DIG ON A RIGHT-OF-WAY?

Pipeline right-of-way must be kept free from structures and other obstructions. If a pipeline crosses your property, please do not plant trees or shrubs on or near the right-of-way without first having our company personnel mark the pipeline, stake the easement and explain construction guidelines to you.

### WHO SHOULD I CALL IF I DETECT A GAS LEAK IN MY HOME?

If you suspect a natural gas leak inside your home or on your service line, immediately evacuate and call 911 and 866-261-5525 (ANGD) or 304-325-9165 (BGC).



## IF YOU ARE A PUBLIC SAFETY OFFICIAL

A public safety official must take whatever steps are necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Notify our company by calling our 24 Hour Operations Communication Center at 866-261-5525 (ANGD) or 304-325-9165 (BGC). Report the type (leak, rupture, fire) and the location of the emergency.
- Establish a safety zone around the emergency site and control access. This may include evacuating people within the safety zone.
- If gas is not burning, avoid doing anything that may ignite it. Be aware of wind direction and potential ignition sources.
- If gas is burning, control secondary fires, but do not attempt to put out the fires. Do not attempt to operate pipeline valves.

While emergency response agencies are doing their part, our employees will do what needs to be done to protect lives and property.

- They will first protect people from injury by removing all persons from the danger zone. If a fire doesn't already exist, they will remove any sources of ignition.
- They will help people in distress.
- They will eliminate the natural gas source. If it is possible to do so from the location of the emergency, they will. In many cases, the natural gas must be shut off at a remote location. It's important for you to know that our employees are responsible for operating the valves that isolate the affected facilities.
- Is your group or agency interested in a presentation or additional information? Call us at 304-325-9165 to arrange a meeting.
- For more information visit: [www.pipelineemergencies.com](http://www.pipelineemergencies.com)



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



## IF YOU ARE AN EXCAVATOR OR PLAN TO DIG

People doing excavating, digging or grading are the most frequent cause of pipeline damage and failure. Whether you are planning to build a major development or landscape your property, you should protect your safety and the safety of those around your work site by notifying your state's One-Call Center before you begin.

When notified in advance by the One-call Center, company personnel (or a contractor of our company) will mark the exact location of the pipeline. This free service allows you to begin your project with the assurance that safety will not be compromised and our pipeline will not be damaged.

### WHAT IF I DIG AND DISTURB A PIPELINE?

If you hit or contact a pipeline in any way, inform our company immediately. A gouge, scrape, scratch, dent or crease to a pipeline or its coating may cause a future safety problem. It is imperative that our company inspects and repairs any damage to our pipeline, no matter how minor it may seem.

### WHAT SAFETY PROCEDURES SHOULD YOUR TAKE?

When it comes to safety of you or anyone else near a pipeline, it is important to know the procedures you should take when someone has damaged a pipeline or when you suspect a gas leak.

If you or anyone accidentally damages or suspects a gas leak on a company pipeline, follow the procedures below:

1. Leave the area immediately and warn others to stay away.
2. If you suspect your excavation equipment has struck a pipeline, do not attempt to move the equipment. Shut the equipment off and leave the area.
3. Once away from the pipeline, call our 24 hour Operations Communication Center at 304-325-9165, as well as your local fire or police department

The Operations Communication Center is made up of personnel trained in emergency situations, who are available 7 days a week, 24 hours a day. They are trained to respond and direct any emergency calls to the proper authorities, gather the most accurate information regarding an incident and dispatch the proper company personnel to the location of the emergency as quickly as possible.



## CALL BEFORE YOU DIG

Before you begin an excavation project, call your State One-Call Center. This service is available to you, free of charge, so that you can proceed safely with any digging, trenching, blasting, excavating, drilling, plowing, boring, augering and grading. Never guess where a pipeline is located. If you ever damage or hit a company pipeline, no matter how minor the contact may seem, call us immediately so we can assess the damage.

Please share this information with family, friends, and coworkers. If you are a farmer or rancher pass along this information to tenants, hired-hands and contractors excavating on your property.

A nationwide phone number, 8-1-1, was launched to make it easier to contact your one-call center, or continue to use this toll free number:

Virginia .....800-552-7001  
 West Virginia .....866-245-4848



ANGD / BGC  
 4699 East  
 Cumberland Road  
 Bluefield, WV  
 24701