

Call before dig. It's the law.

If you had the ability to see underground it would be easy to know exactly where natural gas pipelines are buried. But unfortunately you can't. And since you probably live or work near natural gas pipelines it's important to familiarize yourself with pipeline marks and know the warning signs.

Since pipelines are buried underground, markers are used to identify their location particularly in rural areas. The marker identifies the type of product that is being transported as well as who you need to call if there is a problem.

For your safety, state law requires you to call before demolition, excavation or construction. Call Mississippi One Call Center **811** the Call Before You Dig number at least 48 hours before you dig the process to have your excavation area marked before digging. Wait for the utilities to be marked and respect the marks with digging. It's easy and free.



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

ms1call.org

The Pontotoc Natural Gas's highest priority is the safety the public, employees, property and the natural gas distribution system. Pipelines are constantly monitored and are designed, installed, tested, operated and maintained to the highest safety standards.

Please read and share this information about pipelines running through your area with co-workers, family, and neighbors.

We need your help!

Please take a few minutes to complete and return the enclosed survey to assist us in evaluating our education program.

Thank you.

For more information on pipeline safety call



Pontotoc Natural Gas Department

139 West Reynolds Street
Pontotoc, MS 38863
pa@ci.pontotoc.ms.us

Phone: (662) 489-1722
Fax: (662) 489-7568

*After Hours Phone (After 4:30 p.m. &
Weekends): (662) 489-7805*

Pontotoc Natural Gas Department
139 West Reynolds Street
Pontotoc, MS 38863

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KNOW THE SIGNS THAT KEEP YOU SAFE

**A message for you about
pipeline safety**



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Add
Presort

PIPELINES IN YOUR COMMUNITY

America's pipeline network is used every day to transport products such as natural gas to homes, businesses and industrial facilities. According to the National Transportation Safety Board statistics, pipelines are the safest and most economical method of transportation.

Pontotoc Natural Gas is a natural gas distribution company serving your community and is committed to the safe and reliable operation of its pipelines in your community. We monitor the operations of our pipelines which are designed, installed, tested, operated and maintained in accordance with all applicable Federal and State requirements. The Pontotoc Natural Gas maintains its safety record by routine inspections, corrosion protection, maintenance and testing programs, employee training and public education. Public education includes educational outreach with excavating contractors, emergency response officials, appropriate public officials, and the affected public.

If you live or work near a pipeline....

How can you tell where a pipeline is located?

Since pipelines are buried underground, line markers are used to indicate their approximate location along the route. The markers can be found where a pipeline intersects a street, highway or railway.

The markers display the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.

Are pipeline markers always placed on top of the pipeline?

Markers indicate the general location of a pipeline. They cannot be relied upon to indicate the exact position of the pipeline. Also, the pipeline may not follow a straight course between markers. And, while markers are helpful in locating pipelines, they are limited in the information they provide. They provide no information, for example, on depth or number of pipelines in the vicinity.

Information about Natural Gas

- Natural gas remains a gas whether it is transported by a pipeline or found in the air.
- Natural gas is lighter than air and will rise.
- Natural Gas is usually colorless and odorless. The Pontotoc Natural Gas adds mercaptan that will emit a smell similar to rotten eggs.
- Natural gas is flammable.
- Any pipeline leak can be potentially dangerous.

Pipeline access and security

Pipeline right-of-way must be kept free from structures and other obstructions to provide access to the pipeline for maintenance and in the event of emergency. If a pipeline crosses your property, please do not plant trees or high shrubs on the right-of-way. Do not dig, build, store or place anything near the right-of-way without first having the pipeline marked and the right-of-way staked. Additionally, if you witness suspicious activity on a pipeline right-of-way, please report it to the authorities, or call Pontotoc Municipal Gas emergency number **662-489-1722 and 911**.

How to recognize a pipeline emergency

- **Look**—Persistent bubbling in standing water or discolored vegetation are signs of a possible leak around a pipeline area.
- **Listen**—Listen for any unusual noise like a hissing or roaring sound.
- **Smell**—Notice any strange or unusual odor (the products will have a petroleum odor or smell like rotten eggs).

If you are an emergency responder or public official...

Take steps to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Secure the area around the leak to a safe distance. This could include the evacuation of people from homes, businesses; schools and other locations, as well as the erection of barricades and similar precautions to control access to the emergency site.
- Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number and pipeline contents.
- If the pipeline leak is not burning, take steps to prevent ignition. This includes prohibit smoking, rerouting traffic and shutting off the electricity.
- If the pipeline is burning, try to prevent the spread of fire but do not attempt to extinguish it. If the fire is extinguished, gas or vapor will collect and could explode when reignited by secondary fires.

Pontotoc Municipal Gas actions during an emergency

We will immediately dispatch personnel to the site to help handle the emergency and provide information to public safety officials to aid in their response. We will also take the necessary operating actions to minimize the impact of the emergency. Public safety personnel and other unauthorized personnel should not attempt to operate any of the valves on the pipeline. Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

If your company does excavation work

...or if you are a homeowner or farmer who occasionally digs on your property, we need your help in preventing pipeline emergencies. Records show that damage from excavation-related activities, particularly from equipment digging into pipelines, is the leading cause of pipeline accidents. Without proper coordination, excavation activities in the vicinity of underground pipelines can result in very dangerous situations.

Dig safely

It is important that you call **811**, the Call Before You Dig number at least 48 hours before you dig. Taking time to call before you dig protects your safety by preventing serious accidents and injuries. It also helps prevent disruption of services and possible delay of your project.

What to do if you are digging and disturb a pipeline

Even if you cause what seems to be only a minor damage to the pipeline, notify the pipeline company immediately. A gouge, scrape, dent or crease to the pipe or coating may cause a future break or leak. It is imperative that the pipeline company inspect and repair damage to the line.

Do not attempt to make the repairs to the line yourself. If a line is ruptured or leaking, call **911** and Pontotoc Municipal Gas (**662-489-1722**).

A pipeline emergency could be:

- A damaged pipeline,
- Fire or explosion near or directly involving a pipeline or pipeline facility,
- A natural disaster affecting the pipeline, such as tornado,
- flood or soil erosion, or
- A leaking pipeline.

Actions to take if you suspect a pipeline leak

What to do in a pipeline emergency

Your first concern should be for personal safety and the safety of those around you:

You Should:

- **IMMEDIATELY LEAVE THE AREA.** Leave immediately on foot in a crosswind direction away from the leak or vapor cloud and maintain a safe distance. Warn others to stay away from the leak. Abandon any equipment being used in or near the area.
- **CALL 911, SEEK THE AID OF LOCAL AUTHORITIES.**
- **IMMEDIATELY NOTIFY Pontotoc Municipal Gas**
Call emergency number **662-489-1722, 911** and give your name, the location and a description of the leak.

Do Not:

- **DO NOT** create any sparks or heat sources which could ignite escaping gas or liquids.
- **DO NOT** start a car, turn on or off any switches or light a match or cigarette.
- **DO NOT** attempt to operate any pipeline valves.
- **DO NOT** use a cell phone while near the suspected emergency area.
- **DO NOT** drive into or near a leak or vapor cloud.
- **DO NOT** go into a leak or vapor cloud to turn off equipment.

Notice to customers;

Customer-owned service lines

Notice pursuant to Department of Transportation Regulations 49 CFR 192.16

Pontotoc Municipal Gas, is required to inform you that buried gas piping from the gas meter to the structure (s) or gas utilization equipment is the responsibility of the homeowner to maintain. If the buried pipe is not maintained, it may be subject to the potential hazards of corrosion or leakage.

If you have such piping, you should have the piping periodically inspected for leaks. If the piping is metallic, it should also be inspected periodically for corrosion. If any unsafe condition is found, it should be repaired. Plumbing contractors are possible recourses for the inspection and maintenance of your piping. If your gas meter is next to your house or building wall and the gas piping goes directly into the structure without going underground, this notice does not apply to you.

When excavating near buried gas piping, the piping should be located in advance by calling 811 and the excavation done by hand.

Please complete the short survey below based on the information in the enclosed brochure. Your response will allow us to measure the overall understanding of pipeline safety in our area and assist in the continuous improvement of our communications. Please mail this card back to the Pontotoc Natural Gas. Thank you for your help.

- 1 Within the past three years, do you recall receiving natural gas safety information from the City of Pontotoc other than a gas bill? Yes No
- 2 How would you know if the City of Pontotoc's gas distribution pipeline is near you? (Check all that apply)
 Marker/Sign Received mailing Line runs through property Customer Other
- 3 If you are planning on digging, which of the following actions would you be likely to take?
 Call 811 "One Call" Call 911 Call City of Pontotoc Don't know
- 4 Are you aware of the prevention measures the Pontotoc Gas takes to maintain safe operations? Yes No
- 5 What would you do if you saw suspicious or construction related activity on or near the Pontotoc Gas distribution pipeline right-of-way? (check all that apply) Call 911 Call 811 "One Call" Call City of Pontotoc Nothing
- 6 Do you know how to recognize a leak? Yes No
- 7 What would you do in the event of a pipeline emergency? (Check all that apply)
 Call 911 Flee the area Call gas company Nothing

Comment _____