

# Natural Gas Pipeline Safety and You



## How PSNC Energy promotes public safety and protects its pipeline system.

PSNC Energy is providing your household with this public safety brochure because we own and operate natural gas pipelines near your home or business. These pipelines transport natural gas to more than 500,000 customers throughout a 28-county service territory in North Carolina.

This brochure explains what you should do in the event of a natural gas emergency. Please note the following emergency contact number: **1-877-776-2427**.

According to federal statistics, natural gas pipelines are the safest and most environmentally friendly form of energy transportation in use today.

For the safety of our system and the people around it, PSNC Energy follows a rigorous inspection and testing schedule for all equipment and safety devices. We also monitor our pipelines 24 hours a day, 365 days a year, and operate our pipelines in accordance with all state and federal regulations.

## Pipeline Right-of-Way

Our pipelines are located in private easements, corridors or rights-of-way that provide us the access needed to operate and maintain our facilities. To prevent others from digging into our pipelines, we place yellow markers similar to the one pictured at regular intervals along the pipeline corridors. These markers are visible where pipelines cross roadways, streams, some property lines and various other locations. Please keep in mind that pipeline markers do not identify the exact location of the pipeline within the right-of-way and that not all pipelines can be marked. The absence of a pipeline marker does not mean that an underground pipeline may not be present. For more information about what activities are allowable and prohibited on a PSNC Energy right-of-way, please visit [psncenergy.com](http://psncenergy.com).



## Dig Safely

If you are planning to dig on your property, follow these important steps:

1. **Call before you dig.** State law requires that you notify North Carolina 811 by dialing 811 to have your utilities located before you begin any excavation work. When a utility locate request is received by NC 811, utilities have two business days beginning at 12:01 am of the next business day to mark their underground facilities.
2. **Wait.** At no cost to you, technicians will mark the location of the utility lines on your property. Once all lines are marked, you can then safely begin your digging project.
3. **Respect** the markings for your safety.



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

The 811 logo is a registered trademark of Common Ground Alliance.

4. **Dig with care.** If you accidentally hit the pipeline, no matter how minor it may seem, leave the area immediately and call PSNC Energy from a safe place at **1-877-776-2427** and **911**.

## Signs of a Gas Leak

Natural gas is a colorless, odorless, non-toxic yet flammable substance. An odor is added to help you detect a potential gas leak. Signs of a possible natural gas leak are:

- A rotten egg odor.
- Discolored or dead vegetation over or near the pipeline.
- A hissing, whistling or roaring sound near a gas appliance or the pipeline.
- Dirt or debris being blown into the air.
- Persistent bubbles in streams, ponds or wet areas.
- Flames if a leak has ignited.

## What To Do if a Leak Occurs

If you suspect a gas leak:

- Leave the area immediately.
- Warn others to stay away.
- From a safe place, call PSNC Energy at **1-877-776-2427** and **911**.

Remember these additional safety tips when you smell gas:

- Do not attempt to turn natural gas valves on or off.
- Do not turn on or off any electric switch; this could cause a spark and ignite the gas.
- Do not use your telephone, cell phone, garage door opener or a flashlight.
- Do not smoke, use a lighter or strike a match.
- Do not start or stop nearby vehicles or other machinery.

## Important things to know if a pipeline is located on your property

- It is illegal to tamper with or remove PSNC Energy's pipeline markers.
- Permanent structures such as storage buildings, sheds or swimming pools, or bodies of water may not be built within the right-of-way.
- Trees may not be planted within the right-of-way.
- Changing the ground elevation by either adding or removing soil from the right-of-way is not permitted.

### FOR ADDITIONAL SAFETY INFORMATION

please call us at **1-877-776-2427** or visit [psncenergy.com/gassafety](http://psncenergy.com/gassafety).

### TO VIEW A LIST OF OTHER PIPELINE OPERATORS IN YOUR AREA

visit the National Pipeline Mapping System's Web site at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).