



Our Commitment to Safety

Safety is the natural gas industry's top priority. The industry spends more than \$6 billion each year to maintain the gas distribution system's excellent safety record. We work with industry and peer groups to continually enhance our pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents. And, as new technologies are developed in pipeline design, construction, inspections, and operations, we will continue to invest in pipeline integrity programs that will allow for the safe and secure delivery of natural gas.

We work very closely with industry and government agencies on a variety of measures used to ensure pipeline safety including:

- Coordination with local One Call Centers
- Visual inspection programs
- Design and construction techniques
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs

And we work with emergency responders, state and local agencies to prevent and prepare for emergencies through training and periodic drills. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities.


Helpful Resources

Additional information can be obtained through the following organizations:

National Pipeline Mapping System
(www.npms.phmsa.dot.gov)

Pipeline and Hazardous Materials Safety Administration
(<http://primis.phmsa.dot.gov/comm/generalpublic.htm>)

Common Ground Alliance
(www.commongroundalliance.com)

National "Call Before You Dig" Organization  Know what's below. Call before you dig.
(www.call811.com)

National Association of State Fire Marshals
(www.firemarshals.org)

Northeast Gas Association (www.northeastgas.org)

American Gas Association (www.aga.org)



New England Gas Company
Emergency Number: (800) 936-7000
www.negasco.com

Call before you dig. Call Dig Safe: 1-888-DIG-SAFE
www.digsafe.com

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Natural Gas Pipeline Safety

What You Need to Know



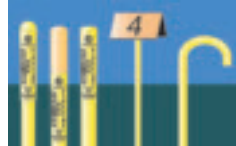


Whether you are at home, at work, or in a public place, it's likely you are in an area served by natural gas pipelines. More than 2.2 million miles of pipelines and mains quietly, reliably and efficiently deliver natural gas everyday for use by residential, commercial and industrial customers.

Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite.

Since pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency.

Whether you are a natural gas customer or not it is important for you to be familiar with the characteristics of natural gas and be prepared to react quickly and properly to ensure your safety and the safety of others.



Common pipeline markers
(not all pipelines are marked)

Using Your Senses

A gas leak is often recognized by smell, sight, or sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly. Not all transmission lines are odorized.

SIGHT – You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What You Should Do if You Suspect a Leak

- MOVE to a safe environment.
- CALL us immediately (see phone number below).
- DO NOT smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Know What You're Digging Into

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Excavation damage accounts for almost 60 percent of all reported pipeline incidents. Even minor damage such as a gouge, scrape, dent, or crease to a pipeline or its coating may cause a leak or failure.

To protect pipelines and other underground facilities, the law requires that all excavators contact the local One Call Center (see phone number on back) or the new national phone number 811 before excavation work begins on public or private property. Whether you are a do-it-yourself homeowner or a professional excavator, every job requires a phone call. The One Call Center will contact the gas utility operator of underground facilities in the immediate area so the location of pipelines can be marked prior to excavation. This service is performed at no cost to you.

Underground pipelines often run along a public street, but may also be near private property. The area along each side

of the pipeline is known as a right-of-way, which gives the facility owner the "right" to restrict certain activities, even on private property. Right-of-way locations must be respected and are usually marked on maps filed with local municipalities. The One Call Center can provide excavator with specific details regarding precautions required in addition to having the location of underground facilities marked. Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

Natural Gas Distribution Network

Source: American Gas Association

