



## NATURAL GAS PIPELINE SAFETY

At Virginia Natural Gas, we're continually improving and maintaining our natural gas pipeline infrastructure. This system — with more than 179 miles of transmission and 5,262 miles of distribution pipelines in southeastern Virginia — brings safe, reliable, and environmentally friendly natural gas to approximately 273,000 customers in our state.

At the end of 2009, we completed construction of the Hampton Roads Crossing pipeline, connecting our service areas north and south of the harbor. Today, this major infrastructure investment provides enhanced reliability for residential and industrial customers and military facilities throughout the Tidewater region.



In addition to upgrading our system and maintaining the safe condition of our pipelines through regular inspections, we use state-of-the-art technology to ensure the integrity of our system. Our Gas Control Operations Center continuously monitors the flow of natural gas through our pipelines and changes in operating conditions. Our gas controllers have the ability to adjust flows and operation pressures, and to shut off natural gas flowing in our transmission lines.

### Natural Gas Safety Where You Live and Work

No matter the season or weather, natural gas is one of the safest and most reliable sources of energy for homes and businesses. Safety is very important to us. That's why we regularly provide information to customers, emergency responders and excavators about natural gas safety.

#### If You Smell Gas ... Act Quickly

A rotten-egg odor is added to natural gas so that you can smell a leak if it occurs. The gas itself is actually odorless, but a substance called "mercaptan" is added as a safety precaution. If you smell a natural gas odor:

- Do not use any devices that might create a spark, such as light switches, phones, flashlights or electric appliances, including computers. A spark could ignite the gas.
- Immediately have everyone leave the house or building.
- Go to a nearby phone and call 911 or the Virginia Natural Gas hotline at 1-877-572-3342 to report the odor.
- Keep everyone away from the building until given the "all clear" from a gas company employee.

**Remember: Never try to find or fix a leak yourself.**

### Virginia Natural Gas Safety Initiatives

Employees at Virginia Natural Gas undertake a wide range of safety programs, including:

- Installing above-ground markers to indicate the location of certain portions of our buried gas lines.
- Performing regular visual inspections and leak surveys of our systems to identify potential problems.
- Maintaining detailed requirements for qualification and inspection of construction techniques used in our systems.
- Adding mercaptan, a rotten-egg smell, to odorless natural gas so that customers and the public can smell leaks if they happen.
- Supporting research and development focused on inspection technologies, pipeline integrity, corrosion prevention and construction techniques through the American Gas Association.
- Educating the public on the importance of "Call Before You Dig" to prevent third-party damage to natural gas pipelines.



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

### Planning a home improvement job? Planting a tree? Installing a fence or deck?

Accidental damage during third-party excavation is the leading cause of serious incidents on natural gas pipelines.

Before you start digging on your property, the law requires you to notify all utilities at least three full business days in advance so that underground lines can be located and clearly marked. (This excludes the day you call, weekends, and holidays.)

It's easy to comply. Just dial 8-1-1. It's toll-free. For more information, visit [www.call811.com](http://www.call811.com).