IMPORTANT!

Para solicitar una copia de esta información en español, llame al ***1.866.229.3578*** *o visite* ***virginianaturalgas.com/safetyspanish***

Partners in safety.

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Safety First

Because safety is our No. 1 value, our training, operational standards and monitoring procedures meet or exceed all state and federal regulations. We conduct extensive quality control checks, visual inspections, routine maintenance and leak surveys of our pipeline system, including the meter located on your property.

Information about transmission pipelines operating in your community is available through the National Pipeline Mapping System (NPMS) and online at **https://www.npms.phmsa.dot.gov**.

Even though natural gas pipeline incidents are uncommon, you can help prevent emergencies by knowing the signs of a potential problem. Anytime you suspect a leak, leave the area immediately and call us at **1.877.572.3342**.

A Special Note of Caution about Corrugated Stainless Steel Tubing (CSST)

CSST is a flexible stainless steel pipe used to supply natural gas and propane to appliances and equipment. Coated with yellow or black exterior plastic, CSST is usually mounted alongside floor joists, inside wall cavities or on top of ceiling joists and attic spaces. Proper bonding and grounding significantly reduce the risk of electrocution or damage and fire from a lightning strike.

While Virginia Natural Gas does not use CSST in our work and maintenance, it may have been used during your gas equipment installation. If you suspect you have CSST at your home or business, have a certified professional perform an evaluation, as a bonding device may need to be installed to reduce chances of damage, fire and injury.

Natural gas meter safety and you

As our partner in safety, you can help protect your home and neighborhood. Here's how:

What you need to do year-round

- Ensure we have full access to our equipment for routine maintenance and safety inspections. Keep the meter clear of obstructions that can pose a potential danger to our employees, damage it or prevent us from reading it.
- Do not sit, stand or place items on the meter or chain anything to it.
- Be careful when using lawnmowers, weed eaters, or any other motorized equipment near a meter or other natural gas facilities.
- Maintain the natural gas-burning appliances within your home or business and on your property, as well as the gas lines that run from the meter to those gas-burning appliances – indoor and outdoor, above and below ground. Don't forget about any gas lines extending to yard lights, grills, pool heaters and garage or workshop heaters.
- Outdoors, keep natural gas vents clear and clean. Some direct-vent and high-efficiency appliances have direct side wall outdoor vents and air intakes that could become obstructed during heavy snowfalls. Use your hands or a broom, NOT mechanical equipment or a shovel, to clear snow from meters and vents. Snow or ice covering a natural gas meter or vent can cause hazardous buildup of carbon monoxide.
- Indoors and outdoors, keep trash and other combustible materials away from your heating and water heating systems.

What you need to do seasonally

Hire a qualified specialist to inspect your furnace to ensure all controls and emergency shutoffs are in good working condition. Do not attempt repairs yourself unless you are qualified.

What you need to do during our service visits

- If you want to inquire about someone you see working on the gas meter on your property, call us at **1.866.229.3578** rather than approaching them directly.
- Stow your pets for their and our employees' safety should we need to enter your home or business to service appliances or access our equipment.

Do not move or tamper with a meter or regulator, which can cause a potentially hazardous natural gas leak. Call Virginia Natural Gas at **1.866.229.3578** to have a qualified service representative perform any work needed on our equipment.

Never try to find a leak yourself.

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

If you suspect a leak, exercise caution. Natural gas is colorless and odorless, so we add a chemical odorant called mercaptan, which has a distinctive, "rotten egg" type odor.

Be aware that "odorant fade," while uncommon, can occur. Odorant fade occurs when a physical or chemical process causes the level of odorant in the gas to be reduced. This can happen in both existing gas pipe and new installations. Be aware that some individuals may not be able to detect the smell of the natural gas odorant because they have a diminished sense of smell, because the scent is being masked by other odors in the area or because the odorant has diminished so that it is not detectable.

If you detect even a small amount of this odor in the air:

Do not try to identify the source or stop the leak yourself.

Leave the area immediately, and move a safe distance away from the potential leak, while avoiding any action that may cause sparks.

Avoid using any sources of ignition, such as cell phones, cigarettes, matches, flashlights, electronic devices, motorized vehicles, light switches or landlines, as natural gas can ignite from a spark or open flame, possibly causing a fire or explosion. While natural gas is non-toxic and lighter than air, in confined spaces it can displace oxygen and in severe cases, if not used properly, can lead to asphyxiation.

Call us at 1.877.572.3342 or dial 911 once you are safely away from the leak area. Stay away until Virginia Natural Gas or emergency personnel indicate it is safe to return.

Protect against carbon monoxide

- Natural gas is a safe fuel source. However, incomplete combustion of any fuel – charcoal, gasoline, wood or even natural gas – produces carbon monoxide, which is poisonous and has no odor, taste or color.
- Carbon monoxide detectors are helpful, but they are no substitute for using equipment safely and having your appliances inspected at least once a year by a certified contractor. For a referral to one in your area, visit our website or call **1.866.229.3578** and choose **option 5**.

Call before you clear a sewer line

Many utilities are installed using "trenchless" or "directional" drilling because it avoids disrupting landscaping, sidewalks and streets. On rare occasions, a natural gas line installed using trenchless technology can accidentally intersect with an existing sewer line, creating what's called a "cross bore." **Cleaning sewers with mechanical devices can damage intersecting natural gas lines, releasing natural gas and causing unsafe conditions.** Before you or your plumber start any sewer work, **ACT** to do your part to keep yourself and your community safe.

- **Assume** all sewer obstructions outside the building will involve a cross bore.
- **Call 811** before starting work on any sewer pipe to have all utility lines on your property identified and marked. It's free, and it's the law. If the property has a private rather than public sewer line, the private utility needs to be contacted to mark the lines and help resolve the issue.
- **Take** every safety precaution after lines are marked. Make sure an in-line or CCTV camera is used to assess the blockage. Then, use minimally invasive tools to clear the clog. Exercise extreme caution any time power tools are used to clear a sewer line. If you suspect a cross bore is present, stop work immediately and call our emergency line at **1.877.572.3342**. Be sure to let the customer service representative know that you have discovered a cross bore. We will dispatch resources to remove the cross bore safely. For more natural gas safety information, visit **virginianaturalgas.com/safety**.

Virginia Natural Gas

Online Survey: Please take a moment to complete an online survey about natural gas safety and you by scanning the QR code or visiting **surveymonkey.com/r/TNY6DVK** to help us make sure we are keeping our communities safe.

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