

Natural Gas is Transported and Delivered Safely to You

According to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas. The American Gas Association estimates 2.5 million miles of underground pipelines deliver natural gas to customers throughout the country. While the design, construction, integrity and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. For decades, Dominion Energy has been improving its system and replacing older pipe to ensure safe natural gas delivery to our customers. Statistics show the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging. Read on to learn how you can prevent, recognize and report such hazards.

Call 811 Before You Dig

If you're planning a project that involves digging, remember to first call 811 at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center. Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other line. It can spare you repair costs and it's the law. After receiving your call, each participating utility will mark its line locations for **FREE**.



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

Do You Know How to Identify an Outside Gas Leak?

The following signs may indicate a natural gas pipeline leak or failure:



A "rotten egg" odor*



Dirt being blown into the air



Continuous bubbling in wet, flooded areas



Flames apparently emanating from the ground



Hissing, roaring or blowing sound



Water being blown into the air at a pond, river or creek

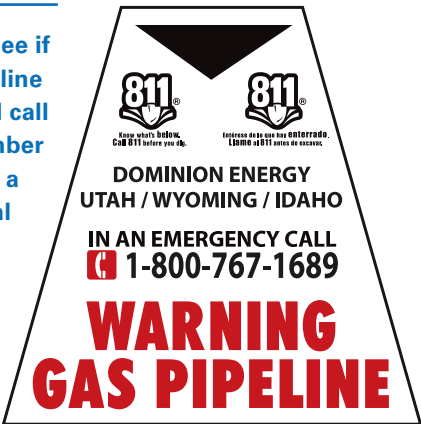


Fire at or near exposed piping



Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker like this and call the emergency number or call 911 to report a leak or other natural gas emergency.



*In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Dominion Energy add an odorant to make leaks easy to smell. However, sometimes the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911. Call 800-323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell.

Rate Increase Requested

The Public Service Commission of Utah (PSC) approved a \$16.3 million increase in Dominion Energy's natural gas rates in Utah. As of Oct. 1, the typical residential customer's monthly bill increased by about 96 cents.

The request was part of the company's regular gas-cost-adjustment filing to cover costs of buying natural gas for its customers. This adjustment simply enables the company to change rates to reflect changes in gas-supply and other costs.

What to do if You Damage a Gas Line or Come Across a Leaking Line

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches and phones;
- Evacuate everyone from the area;
- Do not try to make repairs or operate pipeline valves;
- Do not try to extinguish fires; and
- From a safe place, call 911 or other local emergency responders, including Dominion Energy at 800-767-1689.

Follow these steps if a line is pulled, jarred or its coating is damaged:

- Stop work and check for the sound and signs of escaping gas in the area; and
- Do not make repairs or backfill until Dominion Energy has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in locating a line.

For more information about pipeline safety, call 800-323-5517 for a free brochure or view it online at DominionEnergy.com. This brochure is also printed in Spanish.

¿Habla Español?

Sepa que hacer si usted le pega o descubre un escape de gas natural en la tubería subterránea pidiendo una copia gratis del folleto Seguridad Relacionada a las Tuberías en español. Por favor llame al 800-323-5517.



For more information about Dominion Energy, visit DominionEnergy.com.

For customer service, please call 800-323-5517 Monday through Friday, 7 a.m. to 6 p.m.

How to Prevent CO Poisoning

Carbon monoxide (CO) can come from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. High concentrations of CO can be toxic, but you can avoid CO poisoning with simple preventive measures and common sense:

- Have your heating systems serviced by a licensed heating contractor every year. (This helps ensure that your system is operating safely and that combustion byproducts vent to the outside);
- Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors;
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and garage, or outside near an open window;
- Do not run a car or truck inside a garage attached to your house, even if you leave the door open;
- Do not burn anything in a stove or fireplace that is not vented; and
- Do not heat your house with a gas oven.

If you are feeling dizzy, light-headed or nauseated, and suspect CO poisoning, seek prompt medical attention by dialing 911 or calling your poison control center at 800-222-1222.

Find Ways to Save through a Home Energy Plan

Autumn is the perfect time to measure, evaluate and improve the way your home uses energy. A ThermWise® Home Energy Plan includes checking insulation, appliance and window efficiencies as well as water- and energy-usage patterns. This information is used in preparing a customized report specific for your home.

To schedule a \$25 Home Energy Plan with one of our home energy experts, call 888-324-3221 weekdays from 8 a.m. to 5 p.m. Or, visit **ThermWise.com** for a free do-it-yourself Home Energy Plan.

