

## Stay safe – call before you dig.

A damaged gas pipeline or service line to a house may create an explosion hazard resulting in injury and death, severe property damage, and loss of vital service. If you are planning a project that involves digging, trenching, drilling, grading or excavating:

- Call 8-1-1 before you dig
- Conduct a site survey
- Wait the required time
- Have an emergency plan
- Respect the marks
- Dig with care



Know what's below.  
Call before you dig.

8-1-1 is the national number you should call before you begin any digging project. Whether you are planning to do it yourself or hire a professional, smart digging means calling 8-1-1 before each job.

**Gas Emergencies**  
Call 1-800-444-3130 anytime

If you have a billing question, problem or request, please call us Monday through Friday, 7am. to 6pm.

Buffalo, NY: **716-686-6123**

Erie, PA: **814-871-8200**

All other areas: **1-800-365-3234**



**National Fuel**<sup>®</sup>

[www.nationalfuelgas.com](http://www.nationalfuelgas.com)

## Understanding Pipeline Safety



**Be Safe.**  
Know What's  
Below.



**National Fuel**<sup>®</sup>

[www.nationalfuelgas.com](http://www.nationalfuelgas.com)

## Pipeline markers show what's below.

The United States relies on natural gas for nearly one-fourth of its energy needs. Produced almost entirely in the United States, this clean and efficient fuel is the most popular heating fuel. More than 2.2 million miles of pipelines efficiently deliver natural gas every day to American homes safely and reliably. Running underground, this pipeline infrastructure is usually identified with pipeline markers and runs along streets and private property.



Pipeline markers indicate the location, product carried and the pipeline operator's contact information. The area on each side

of the pipeline is known as a right-of-way. To ensure continued safety, the pipeline's owners have the right to restrict certain activities on private property within a right-of-way. Pipeline markers serve a critical role by showing people who might be digging the location of a pipeline corridor – because even minor damage to a pipeline could cause a leak or failure. We'll always respect your property, but for the sake of safety, please ensure that the right-of-way provides access to underground pipes.

## Rotten Eggs? Use your senses.

In the unlikely event of a pipeline failure, it's important to use your senses, and know the signs of an outdoor leak. You're likely familiar with the smell of natural gas. It comes from

an odorant that is added to help detect leaks. If you smell this odor outside, or suspect there's a gas leak, call **1-800-444-3130** immediately. Use your senses to identify any of the following signs of a leak and then move to a safe environment:

- **Smell** a rotten egg odor
- **Hear** a hissing sound
- **See** dirt, grass or leaves blowing from underground
- **See** water bubbling in a puddle or creek
- **Notice** a strange patch of dead grass

Call **1-800-444-3130** with the exact location of what you've observed. Don't assume that someone else has, or will, call to report the situation. Our personnel are available 24 hours a day, seven days a week to answer calls about gas leaks or other gas emergencies.

## Steps to take in the unlikely event of a leak in your home.

If you detect a faint gas smell, check to see if you have a pilot light out or a burner that is not completely turned off. If you smell a strong gas odor, or are unable to detect the cause of the odor:

- Don't switch lights on or off.
- Don't light any matches.
- Do open doors and windows to ventilate.
- Do leave the premises.
- Do call National Fuel's emergency line at **1-800-444-3130** from a different location.