

Community Natural Gas Co., Inc.

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This letter is being sent to all customers as part of our Public Awareness Program. Our intent is to inform you of our pipeline purpose and reliability, hazard awareness and prevention measures, damage prevention awareness, leak recognition/response and how to get additional information.

NATURAL GAS is America's most popular home heating fuel – heating more households than all other energy forms combined. Natural gas pipelines are the safest, most reliable and most efficient means of transporting and delivering the gas that our country depends on every day. According to the U.S. Department of Transportation, the natural gas delivery system has the best safety record of any energy delivery system. The safety record of natural gas utilities is outstanding – and it keeps getting better.

NATURAL GAS is delivered to Community Natural Gas (CNG) via four interstate pipelines which are inspected by the U.S. Department of Transportation. At our sales metering stations we reduce the pressure and transport the natural gas to your city gate, where the pressure is further reduced. Through distribution mains the natural gas is delivered to your service line and meter where the pressure is reduced to that needed by your furnace and appliances. All of our mains and services are patrolled and inspected by trained technicians at intervals mandated by the Indiana Utility Regulatory Commission (IURC), who inspect our records annually. Our technicians also perform leak surveys at periodic intervals as mandated by the IURC. Our steel pipe is coated with materials that prevent corrosion. These coatings are inspected annually to insure their integrity. Excessive corrosion can cause the pipe to leak. CNG places pipeline markers at strategic locations to warn citizens that our pipelines are buried near their location. All valves are inspected annually to insure proper working condition in case of emergency.

NATURAL GAS, like other energy sources, is historically safe but it can be hazardous. Natural gas can only ignite in a 5 to 15 percent mixture with air. Since natural gas is odorless, CNG adds odor (Mercaptan) to give the gas a smell similar to rotten eggs. A person with a normal sense of smell should be able to detect this odor at 1/5 of the lower explosive limit, that is, at about 1% of gas in air. When natural gas leaks, oxygen is displaced in air causing a danger of asphyxiation. Please follow the guidelines listed under "NATURAL GAS SAFETY" on the back page of this letter.

RESPONSIBLE DIGGING STARTS WHEN YOU CALL THE ONE-CALL SYSTEM

Digging responsibly is the only way to dig, even if digging in your own back yard. This includes but is not limited to installing fence posts, mailboxes, trees and shrubs. The alternative could mean disaster. Buried gas pipes are typically made of plastic or coated steel. The main lines are typically 2" to 6" in diameter and are located roughly two feet below the surface, while service lines are typically ½" to 1" in diameter and buried 12 to 18 inches below the surface. Anyone planning an outdoor project that requires digging, whether the project is large or small, should call the ONE-CALL System to have your underground lines marked to avoid damage or injury. Call Indiana 811. This is a free service and it's the law.

The One-Call System will take information about planned excavations and distribute this information to its utility members. Within two working days of your call, a representative from each member utility company will mark the location of the underground facilities at the excavation site. Gas, oil or petroleum will be marked in Yellow.

After the lines are marked, dig with hand tools carefully. Buried lines may be within 24 inches on either side of the paint line or flags. Also, help children understand that a flag means someone is planning to dig in your neighborhood and the flag will help them to dig safely. Although these colorful flags may seem like toys to young children, it can be very hazardous if the flags are removed or relocated.

Natural Gas Safety

Indoor Leaks

If you smell gas inside your home or business and the smell is a strong, persistent natural gas odor or you hear a hissing or leaking sound you should:

- Leave the building (home or business) immediately, taking everyone with you (including pets), and leave all doors and windows open behind you.
- Call CNG from a neighbor's home or nearby business – we respond to emergencies 24 hours a day, 7 days a week.

In these conditions:

- DO NOT use telephones, cell phones, computers, appliances, or garage door openers
- DO NOT touch electrical outlets, switches or doorbells.
- DO NOT smoke, use a lighter, match or other open flame.
- DO NOT position or operate vehicles or powered equipment where natural gas may be present.
- DO NOT re-enter the home to open doors or windows.

Recognizing an Outdoor Gas Leak

If you hit a gas line while digging, smell a strong gas odor in the air, see or hear any unusual occurrences such as a high pitched whistle or hissing sound, blowing dust, dead vegetation in a normally green area, continuous bubbles in an underwater area or ground fires, you may be observing signs of a leak in a natural gas line. Always use caution near an outdoor gas leak and recognize the possible hazards, such as fire, ignition or explosion. In these conditions:

- DO NOT use any device or equipment that could generate a spark or a flame.
- DO NOT start up or shut down motor vehicles or electrical equipment.
- DO NOT use a telephone or cellular phone in or near the area where you observe signs of a leak.
- DO NOT attempt to repair or backfill any damaged or potentially damaged pipeline.

YOU SHOULD:

- Notify CNG immediately
- Call 911, or contact your local fire, police or sheriff's department if there appears to be an immediate danger and advise them of the location and nature of the situation.
- Abandon any equipment being used in or near the area. Evacuate the area and try to prevent anyone from entering.

STORING AND USING COMMON FLAMMABLE HOUSEHOLD ITEMS

Take extra care when storing and using flammable liquids and other materials in areas where gas appliances operate. Gasoline, paint thinner and kerosene are flammable when exposed to heat. These products can produce invisible explosive vapors that can be ignited by a small spark or flame, even at considerable distances from the flammable liquids. For this reason, never use flammable liquids in the same room or area where a gas water heater is located. It is best to store flammable liquids in approved, labeled containers.

When using aerosol insect sprays or "bug bombs" in areas where a pilot light or other open flame is present, be sure the pilot lights are extinguished before you spray. Other common products, such as any type of aerosol spray, paper, nail polish and disinfectants, can also be dangerous if placed near an open flame or heat source. **Prevent common household fires by always keeping flammable materials away from gas burning appliances.**

SAFETY TIPS

To prevent carbon monoxide poisoning, keep your appliances clean and well serviced. Also keep snow and ice from building up around appliance vents and your meter assembly. Replace old uncoated flexible appliance connectors. To prevent burns, especially to small children, keep your hot water temperature set low enough so as not to scald.

If you need additional information, call the number listed on the front page that is closest to you.