

# The Natural Gas Delivery System

## Natural Gas Pipelines: Safe, Sound and Underground

### Committed to Safety

Citizens Gas & Coke Utility is committed to ensuring our operations remain as safe as possible to protect the public, our employees and the pipelines' operational integrity.

Pipeline distribution and transmission systems are the safest, most reliable and efficient manner of transporting energy products. Pipelines exist almost everywhere throughout the United States - generally buried underground - transporting the energy that we depend on every day to heat our homes, generate electricity, cook our food and so much more.

Everyone, especially contractors and people living along pipeline right-of-ways, can contribute to safety by knowing where pipelines are in their communities and how to recognize unauthorized activity or abnormal conditions.

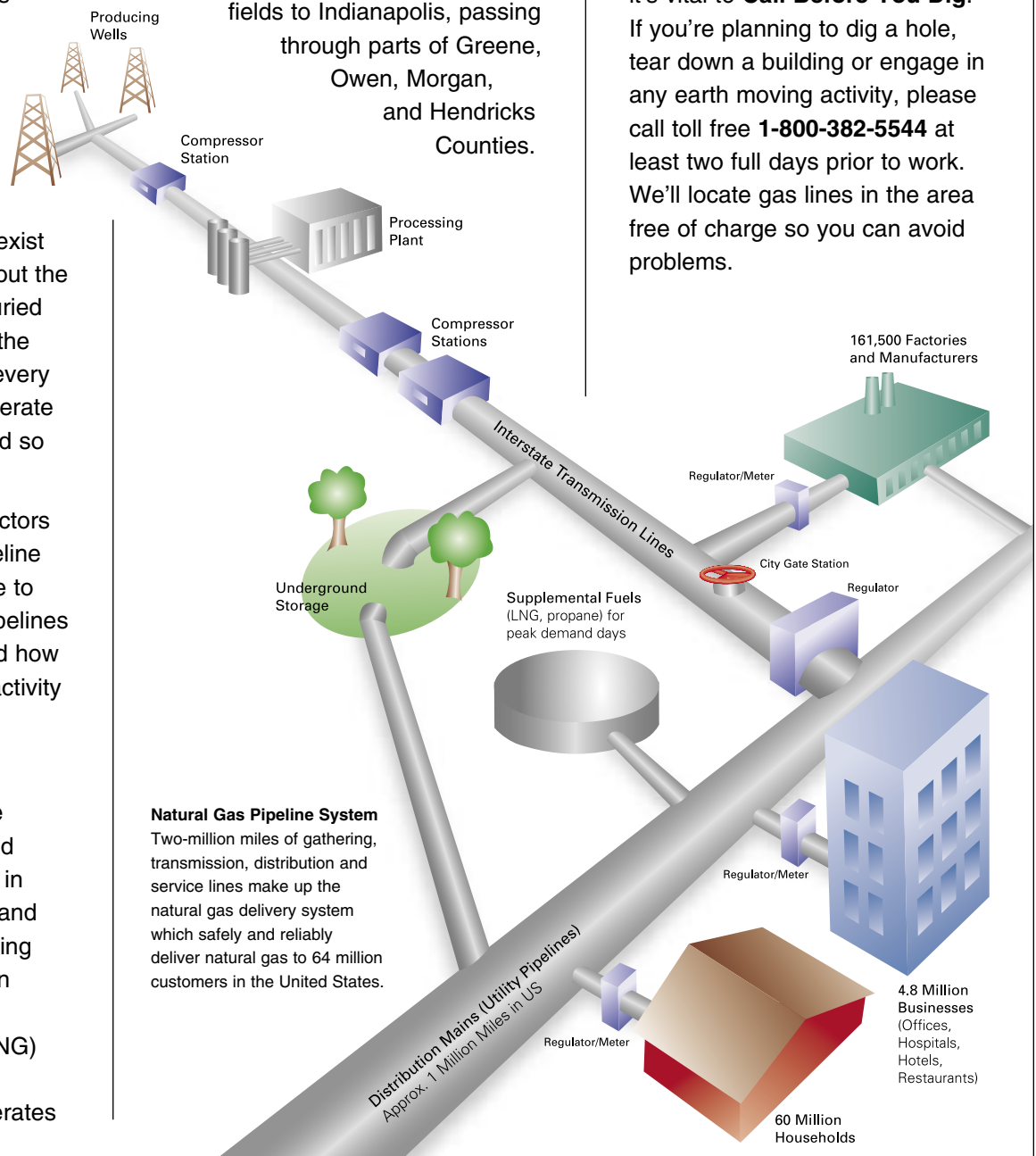
### Our Operations

Citizens Gas operates more than 3,000 miles of steel and plastic distribution pipelines in and around Marion County and the natural gas system serving nearby Westfield, Indiana. In addition, the utility operates two liquefied natural gas (LNG) storage facilities in Marion County. The utility also operates

natural gas storage fields and oil production operations in Greene County, about 70 miles Southwest of Indianapolis. A 20-inch diameter steel transmission pipeline transports gas from these storage fields to Indianapolis, passing through parts of Greene, Owen, Morgan, and Hendricks Counties.

### Call Before You Dig

Damage from digging or some other third-party intrusion is by far the most common cause of pipeline emergencies. That's why it's vital to **Call Before You Dig**. If you're planning to dig a hole, tear down a building or engage in any earth moving activity, please call toll free **1-800-382-5544** at least two full days prior to work. We'll locate gas lines in the area free of charge so you can avoid problems.



## Markers



For safety reasons, most of our pipelines are buried. To identify them, look for the line markers like those shown here. We install markers at many roads, rail and river crossings, and other places along the right-of-way. Markers show the line's approximate location, and they also provide emergency contact information.



*Keeping pipeline right-of-ways clear is critical to safety.*

Markers do not provide information on the depth or number of pipelines in the vicinity and do not indicate the exact position of the pipeline. Pipelines may not follow a straight path between markers.

## Recognizing a Leak

Leaks from natural gas pipelines are unusual, but we want you to know what to do in the unlikely event one occurs. The following are common signs of a pipeline leak.

- A rotten egg smell -- because of a chemical we add;
- Discolored or dead vegetation may mean gas leaking into the ground;
- LNG leak may cause a dense white cloud or fog;
- A pool of liquid on the ground (for oil and LNG);
- Flames coming from the ground or an exposed pipeline valve;
- Continuous bubbling in a wet, flooded area;
- Dirt or water being blown or appearing to be thrown in the air; and
- An unusual hissing or roaring noise.

## If You Smell Gas

### Inside a Building

If you smell gas inside a building, please do the following:

- Do not do anything that would create a spark including turning off lights, lighting a match or using the

telephone (including cell phones).

- Ensure everyone leaves the home/building immediately.
- Use a telephone away from the building to call **911** and Citizens Gas at **924-3311** or **1-800-427-4217**, any time of day or night. When you call give your name, phone number and a description of the leak and its location. Please note: There is no charge for calling the gas company to check for a gas leak. Citizens Gas is available to immediately respond to leak calls 24 hours per day, 365 days per year.

### Outside a Building

If you smell gas outside a building or experience a pipeline emergency, we recommend you do the following:

- Do not do anything that would create a spark including lighting a match, starting an engine, and using a cell phone.
- Do not touch, breathe or make contact with leaking liquids or gases;
- Turn off any machinery and equipment; however, if a vapor cloud has surrounded a piece of equipment, do not go into the cloud to turn it off;
- Ensure everyone leaves the area immediately. Walk into the wind, away from the area of the leak.
- Use a telephone away from the

area of the leak to call **911** and Citizens Gas, **924-3311** or **1-800-427-4217**, any time of day or night. When you call give your name, phone number and a description of the leak and its location.

- Warn others.

## Pipeline Security

Like many other industries in the United States, the natural gas industry has been on a heightened alert in light of recent world events.

We continue our frequent ground and aerial patrols along the pipeline and diligently monitor our facilities. Should you see unauthorized individuals or vehicles or other unusual activity near our pipeline and other facilities, please call **911** or your local emergency response number. Also call Citizens Gas at **924-3311** or toll free at **1-800-427-4217**.

## Emergency Response:

Citizens Gas will immediately dispatch personnel to the site to help handle the emergency and to provide information to emergency responders. We will also take the necessary operating actions - starting and stopping equipment, closing and opening valves, and other steps - to minimize the impact of the leak.