Responding to NATURAL GAS EMERGENCIES

DIRECT LINE FOR EMERGENCY RESPONDERS:
800.634.4300

For more information, please visit: duke-energy.com/GasSafety
If you smell natural gas or receive a report of a leak

KEEPING THE PUBLIC SAFE

- **REQUIRE** nonessential persons to leave the area immediately, positioning them UPWIND
- **RESTRICT** the use of anything electrical that may create a spark, including cellphones, light switches and radios
- **RESTRICT** persons from returning to the area until Duke Energy has declared the area safe

KEEPING EMERGENCY PERSONNEL SAFE

**DO** … set up a safe perimeter
**DO** … call Duke Energy (800.634.4300)
**DO** … keep all ignition sources away from any escaping natural gas

**DO** … assist Duke Energy with access to the incident scene
**DO** … evaluate the area for possible gas migration
**DO** … keep the public safe by evacuating structures when necessary

**DO NOT** … attempt to locate the source of a leak
**DO NOT** … attempt to stop a leak
**DO NOT** … attempt to operate pipeline valves yourself, as it may inadvertently cause more danger or additional damage

**DO NOT** … attempt to squeeze or bend pipe to restrict the flow of gas, as static electricity may ignite the gas
**DO NOT** … attempt to extinguish a natural gas fire

If you smell natural gas or receive a report of a leak, act quickly and safely.

**SMELL**
Natural gas smells like rotten eggs

**LOOK**
Natural gas leaks often cause bubbling water, blowing dirt or dead plants. You may also see sinkholes and/or exposed pipe

**LISTEN**
Natural gas leaks often cause a hissing sound near a natural gas line or meter
Recognizing utilities in the area

- **WHITE**
  - Proposed excavation

- **ORANGE**
  - Communications, alarm or signal lines, cables or conduit

- **PINK**
  - Temporary survey markings

- **BLUE**
  - Potable water

- **RED**
  - Electric power lines, cables, conduit and lighting cables

- **PURPLE**
  - Reclaimed water, irrigation and slurry lines

- **GREEN**
  - Sewer and drain lines

- **YELLOW**
  - Gas, oil, steam, petroleum or gaseous materials

The color code chart indicates the marking standard requirements for locating utilities. Natural gas lines will be marked in yellow.

- **It's easy and free:**
  - Call **811** at least two business days before you plan to dig. Within approximately two business days, the utility-owned lines will be marked.

### Properties of Natural Gas

<table>
<thead>
<tr>
<th>Properties of Natural Gas</th>
<th>Description</th>
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<tr>
<td><strong>Appearance</strong></td>
<td>Combustible mixture of hydrocarbon gases that is colorless and shapeless</td>
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<tr>
<td><strong>Odor</strong></td>
<td>Since natural gas is odorless by nature, an odorant called mercaptan is added to create a smell similar to rotten eggs</td>
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| **Special Behavior**      | • Low density and lighter than air  
                           • In an open area, it rises into the atmosphere and dissipates  
                           • In an enclosed area, it first collects overhead |
| **Hazards**               | • Extremely flammable and explosive  
                           • Suffocation can occur if natural gas displaces the oxygen in an enclosed area |
| **Other Characteristics** | • Flammability range is 4-15% gas to air mixture  
                           • Ignition temperature is 1163°F Fahrenheit  
                           • Heating value of 1,000 BTU/cubic foot |
Natural gas right of way

LOOK FOR A RIGHT OF WAY

What is a right of way (ROW)? A pipeline ROW is a strip of land where Duke Energy has a legal right to operate a pipeline.

PIPELINE MARKERS INDICATE HIGH-PRESSURE NATURAL GAS FACILITIES

Markers are placed in the general vicinity of the pipeline and may not indicate the exact location of the pipeline.

DUKE ENERGY’S PIPELINE MARKERS WILL ALWAYS INCLUDE:

1. Pipeline operator
2. Product
3. Contact number

To receive more specific information about the location of our transmission pipelines, visit the National Pipeline Mapping System at npms.phmsa.dot.gov/PublicViewer.

PIPELINE MATERIALS:

- Steel: Diameters range from ¾” to 36”, carrying pressures from 60 psi to 900+ psi
- Plastic–Polyethylene: May be solid black, black with a yellow stripe or solid yellow. Diameters range from ½” to 8”, with pressures up to 75 psi

Duke Energy transmission pipelines and facilities are designed, installed, operated and maintained according to the government's safety requirements to help provide natural gas that is delivered in a safe and reliable manner.

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Additional copies are free to you, so please contact us at pipelinesafety@duke-energy.com and tell us how many to send.