

Prevention – the best defense against leaks

Emergency officials and first responders do their part daily to prevent natural gas leaks by keeping the following safety tips in mind:

- Understand that natural gas is lighter than air and displaces oxygen. Although natural gas is non-toxic, in extreme cases of oxygen displacement, it may lead to asphyxiation. Natural gas has a risk of ignition near a spark or open flame.
- Know where the pipelines are in your jurisdiction. If you notice any missing or damaged pipeline markers, contact Virginia Natural Gas at **800.552.7473** so they can be replaced.

- Virginia law requires all underground utilities be marked before any type of digging or excavation. Be on the lookout for any suspicious activity or unauthorized digging. If the excavator has not notified the state of their intent to dig, they must stop all activity immediately. The excavator is required to present a valid dig ticket number when requested by first responders. Also, no one, including homeowners, should be digging, ditching, drilling, leveling or plowing without having first contacted our state's One-Call number (**811**) to locate underground utilities.



- Remember, pipeline markers, like the sample pictured, indicate only the general area of the pipeline and not the exact location or depth. Pipeline markers may not be present in all areas.
- Information about transmission pipelines operating in your community is available through the National Pipeline Mapping System (NPMS) and online at: www.npms.phmsa.dot.gov/.



Para solicitar una copia de esta información en español, visita virginiannaturalgas.com/safetyspanish.



Help keep residents safe during a natural gas emergency

For Emergency Responders, in regards to natural gas safety.

Every day, natural gas is safely and efficiently delivered to millions of businesses and homes in the United States through more than 2 million miles of underground pipeline.

Virginia Natural Gas operates, secures and maintains the pipeline in our service territory. With safety being our highest priority, we adhere to federal, state and local pipeline safety regulations by performing extensive quality control checks, educate the public on natural gas pipeline leak recognition and damage prevention and work closely with emergency and public officials to develop emergency response plans:

How to recognize a pipeline leak

- **LOOK** for blowing dirt, discolored vegetation or continued bubbling of standing water.
- **LISTEN** for a hissing or roaring noise near a natural gas appliance or line.
- **SMELL** for the distinctive, rotten-egg odor associated with natural gas. Natural gas is colorless and odorless, so we add a chemical odorant called mercaptan for easy detection of a suspected natural gas leak. This odorant has a distinctive "rotten egg" type odor. You should act any time you detect even a small amount of this odor in the air. Be aware that "odorant fade," while uncommon, can occur. Odorant fade occurs when a physical or chemical process causes the level of odorant in the gas to be reduced. This can happen in both existing gas pipe and new installations.

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Help keep everyone safe during a natural gas emergency

Even though natural gas pipeline incidents are uncommon, it is still important to be prepared by knowing the signs of a potential problem.

You should take the following action any time you detect any of the signs of a pipeline leak:

- **DO NOT** try to identify the source to stop the leak yourself.
- **AVOID** using any sources of ignition, such as cell phones, cigarettes, matches, flashlights, electronic devices, motorized vehicles, light switches or landlines, as natural gas can ignite from a spark or open flame, possibly causing a fire or explosion. Natural gas is non-toxic, lighter than air and displaces oxygen. In severe cases, if not used properly, natural gas can also lead to asphyxiation.
- **CALL** Virginia Natural Gas immediately at our 24-hour emergency response line at **800.552.7473** with the location and type of emergency.
- **SECURE** the area by establishing a safety zone around the incident and control access. You may need to reroute traffic and evacuate area homes and businesses.

Online Survey

Please take a moment to complete a survey about natural gas safety and you by scanning the QR code or visiting [surveymonkey.com/r/FV2MQPB](https://www.surveymonkey.com/r/FV2MQPB) to help us make sure we are keeping our communities safe.



How we respond

Once we are notified of the emergency, we will immediately dispatch trained personnel to the site, keeping you informed of our progress. We will take all necessary actions to correct the problem. We will work together to ensure our community is safe.

Learn more

For more information about natural gas and emergency response procedures and training, contact us at **1.866.229.3578**.

To learn about our emergency response plan which recognizes and mitigates threats and also sustains the integrity of the pipelines. Visit virginianaturalgas.com/integritymanagementplan.