

July 2017

PUBLIC AWARENESS NOTICE

Dear Customer,

Sweetwater Utilities Board is committed to providing safe and reliable Natural Gas Service to the customers in our service area while minimizing the impact to the environment. We utilize safe operational practices with trained and knowledgeable operating personnel.

We distribute Natural Gas through an underground network of pipes in Sweetwater and portions of Monroe County. We provide the final delivery of this vital energy to our customers. In an effort to enhance your awareness of our system, we are forwarding the following:

- **Public Responsibilities**

Pipelines are accustomed to preparing for catastrophic events, such as tornadoes, and earthquakes, and we continue to work extensively on preparing for and mitigating any disruption to the service we provide.

Interstate natural gas pipelines are America's safest transportation networks. We have achieved this safety record through the diligent efforts of the gas pipeline industry working closely with state and federal agencies, and the public.

Natural Gas is flammable. If its release is not controlled, it could result in a fire or an explosion. As an industry, our goal is to improve public safety by continuing to improve our safety record. You can help.



How? Simply follow these steps:

- ✓ Be aware of Pipelines in Your Area
- ✓ Call Before You Dig
- ✓ Report Unusual Conditions
- ✓ Know What Steps to Take in an Emergency

Pipeline Awareness



Because natural gas pipelines are underground, the public often is unaware of their presence. Pipelines may be in your neighborhood, or even on your property. How do you know?

One of the easiest ways to locate a pipeline is to recognize pipeline markers. Sweetwater Utilities Board uses markers with high-visibility yellow, and we install the markers at road crossings, railroads and other points along the pipeline right-of-way. The markers identify the pipeline company and include telephone numbers to call to reach a company representative.

If a pipeline is on your property the easement is the agreement

that gives the pipeline company the right of access to build, operate and maintain the pipeline. **Remember:** If a pipeline is on your property, the right-of-way must be kept clear of structures and trees. These restrictions are necessary for safety reasons. Please contact us for additional information.

Call Before You Dig

Are you thinking about building a new swimming pool, installing a drain tile system or constructing a new building?

For your convenience Sweetwater Utilities Board and other utilities have joined a "One Call System." All you have to do is call the "One Call" number 72 hours prior to your planned excavation and provide them with the information concerning your work. They in turn will alert the utilities that are participating in the "One Call" program.



**TENNESSEE ONE CALL
JUST DIAL - 811**

Before you begin any type of excavation, please call your state's One Call System. This program is designed to prevent excavation damage to pipelines, utilities, water lines and telecommunication systems. Law requires notification and fines can be imposed for failure to comply.

Within 72 hours, Sweetwater Utilities Board will investigate the area of your work, and mark in yellow paint, flags, or stakes where our pipelines are located. Every effort is made to place the markings directly above the pipe, but could vary two feet in either direction. Depth is not usually indicated, requiring extreme caution while excavating in close proximity of a marked facility. It is highly recommended that pipelines be exposed by hand digging.

Report Unusual Conditions

You can be an important addition to a pipeline company's safety program by being alert to conditions or situations that could threaten the integrity of pipelines in your neighborhood. Here are examples of potentially dangerous situations. Please immediately contact us at (423) 337-5081 if you encounter any of these or need any additional information:

- **Accidental hit** of a pipeline. Occasionally a plow, post-hole digger or other excavation equipment strikes a pipeline. While the impact may not seem significant, damage to the pipe and coating creates a concentration of stress and corrosion on that part of the pipeline. Sweetwater Utilities Board will inspect the damage and make any necessary repairs or maintenance.
- **Washout of soils** on the pipeline right-of-way, or along river and stream banks. Erosion can expose a pipeline to damage from machinery or the elements. Sweetwater Utilities Board will take action to protect the pipeline.
- **Suspected Pipeline Leak.** There are several signs that can indicate a leak is present. If you see any of these signs, please notify Sweetwater Utilities Board and we will investigate the situation:
 - **Hissing sound** in the pipeline right-of-way. This can indicate a leak in a gas pipeline.
 - **Distressed or dead vegetation** in a pipeline right-of-way. (See pictures on next page) This can be caused by a small leak in a gas pipeline.



Distressed/Dead Vegetation

- **Odor of gas** in the pipeline right-of-way.

Natural gas is odorized to give it a distinctive rotten egg or sulfur like odor. The odorization of gas provides a means of early gas leak detection. Workers in the natural gas industry add odorants and maintain an odorant level in the gas to make it detectable if there is a gas leak. We have available a Scratch and Sniff card at our office, located at 101 Oak Street, for you to become familiar with this distinctive odor.

Steps to Take in an Emergency

If you encounter a leak or a suspected leak, you immediately should take steps to protect yourself and others in that area.

EMERGENCY SAFETY PROCEDURES

IF AN ODOR OF GAS IS PRESENT IN YOUR HOME OR BUSINESS, OR IF YOU HEAR A HISSING SOUND OF ESCAPING NATURAL GAS AND SUSPECT A GAS LEAK:

DO:

- ✓ **DO** LEAVE THE AREA IMMEDIATELY.
- ✓ **DO** WARN OTHERS AND GET EVERYONE OUT OF THE BUILDING IMMEDIATELY.
- ✓ **DO** LEAVE THE DOOR OPEN.
- ✓ **DO** IMMEDIATELY USE A NEIGHBORS PHONE OR CELLULAR PHONE **OUTSIDE OF THE BUILDING** TO CALL 911 OR SWEETWATER UTILITIES BOARD at 337-5081 or 337-6890*.

** Numbers available 24/7. Once notified, someone from SUB will come out and make an inspection at no charge to you.*

DO NOT:

- ✗ **DO NOT** LIGHT A MATCH, START AN ENGINE, OPERATE ANY ELECTRICAL SWITCHES, OPERATE ANY LIGHT SWITCH, OPERATE ANY APPLIANCE CONTROLS, PULL ANY PLUGS FROM OUTLETS OR DO ANYTHING THAT MAY CREATE A SPARK.
- ✗ **DO NOT** USE ANY PHONE IN THE BUILDING.