



Natural Gas is Transported and Delivered Safely to You

The American Gas Association estimates 2.5 million miles of underground pipelines deliver natural gas to customers throughout the country. Did you know that according to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas? For decades, Dominion Energy has been improving its system and replacing older pipe to ensure safe natural gas delivery to our customers. While the design, construction, integrity, and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. Statistics show the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging. Read on to learn how you can prevent, recognize and report such hazards.



Contact 811 Before You Dig

Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other lines. It can spare you repair costs and it's the law.

If you're planning a project that involves digging in your yard, remember to first **call 811** or make an online request at least **two full business days** before you dig, grade or excavate. The national 811 number will connect you with your local line-location center, which will notify utilities of your intent to dig and allow them time to properly mark buried lines for **FREE**.

Is tree-planting on your to-do list?

It's especially important to contact 811 before planting deep-rooted vegetation, specifically trees, in your yard. Trees and deep-rooted vegetation **should not** be planted over gas lines or close to gas meters. Trees planted too close to natural gas infrastructure can cause several potential safety-related problems, such as damaging the protective coatings that minimize corrosion. In addition, a tree uprooted during a storm or natural disaster could rupture or severely damage gas lines in the area. Don't forget to call 811 before you dig to avoid these potential problems.

Tips to Prevent CO Poisoning

Carbon monoxide (CO) comes from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. High concentrations of CO can be toxic, but you can avoid CO poisoning with simple preventive measures and common sense:

- Have your heating systems serviced by a licensed heating contractor every year. This helps ensure that your system is operating safely and that combustion byproducts vent to the outside.
- Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and garage, or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the garage door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you are feeling dizzy, light-headed, or nauseated and suspect CO poisoning, seek prompt medical attention by calling your poison control center at 800-222-1222 or dialing 911.

Need Help with Home-Energy Costs?

Funds are available to help qualified families and individuals pay their utility bills. Call 211 or visit [211.org](https://www.211.org) to learn more about bill assistance and additional resources in your area.

Meet Your Sustainability Toolkit

Sustainability means many things when it comes to energy, including embracing innovations to protect our energy supplies and environment. You have the tools to make a difference.

Minimize Your Carbon Footprint with CarbonRight®

The **CarbonRight®** program is an opportunity to offset carbon emissions from natural gas usage in your home or business by supporting projects that reduce greenhouse gas emissions. A typical residential customer can offset their entire natural gas carbon footprint by purchasing one \$5 block a month.

Support Renewable Energy through GreenTherm®

GreenTherm® supports the production of renewable natural gas, or RNG, a pipeline-quality gas produced from existing waste streams and a variety of renewable and sustainable biomass sources. Producing RNG involves capturing and using methane that would otherwise be emitted into the atmosphere.

Conserve Energy with ThermWise®

ThermWise® helps you save energy and money. The program offers Home Energy Plans in which a home energy expert visits your home to conduct a thorough home energy efficiency analysis. ThermWise rebates help offset the cost of energy-efficient appliances and weatherization improvements for existing homes, businesses, and builders.



Visit [DominionEnergy.com](https://www.dominionenergy.com) to learn more about how to support a more sustainable energy future.



For more information about Dominion Energy, visit [DominionEnergy.com](https://www.dominionenergy.com).

For customer service, please call 800-323-5517 Monday through Friday, 7 a.m. to 6 p.m.

How to Identify an Outside Gas Leak

The following signs may indicate a natural gas pipeline leak or failure:



"Rotten egg" odor*



Hissing, roaring or blowing sound



Dirt being blown into the air



Water being blown into the air at a pond, river or creek



Continuous bubbling in wet, flooded areas



Fire at or near exposed piping



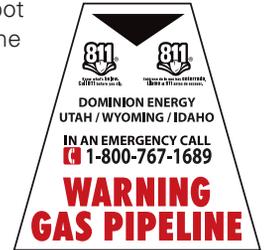
Flames coming from the ground



Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker like this and call the emergency number **(800-767-1689)** or call 911 to report a leak or other natural gas emergency.

**Note: In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Dominion Energy add an odorant to make leaks easy to smell. However, sometimes the smell of the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call 911.*



EFVs Help Protect People and Property

More than a decade ago, Dominion Energy launched a safety initiative to install excess flow valves (EFVs) on new and replacement service lines. An EFV is a small plastic valve that automatically stops the flow of gas if a service line is severed. Today, more than 200,000 customers have an EFV on their natural gas service line. Customers who do not currently have an EFV may request one. The costs for installation are \$2,255 for a .75-inch service line, \$2,489 for a 1.25-inch service line, or \$2,601 for a 2-inch service line. Prices are subject to change. For more information, visit [DominionEnergy.com](https://www.dominionenergy.com).

What Should You Do if You Damage a Gas Line or Come Across a Leaking Line?

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches, and phones.
- Evacuate everyone from the area.
- Do not try to make repairs or operate pipeline valves.
- Do not try to extinguish fires.
- From a safe place, call 911 or other local emergency responders, including Dominion Energy at **800-767-1689**.

If a line is pulled or jarred or its coating is damaged, follow these steps:

- Stop work and check for the sound and signs of escaping gas in the area.
- Do not make repairs or backfill until Dominion Energy has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in locating a line.



For more information about pipeline safety, call **800-323-5517** or scan this code to download a free brochure.