

Pipelines deliver our nation's energy

Many people don't realize the importance of our nation's natural gas pipeline system. Each day the underground invisible network of over a million miles of pipeline safely carries natural gas from supply areas to customers' homes, businesses and factories across the country.

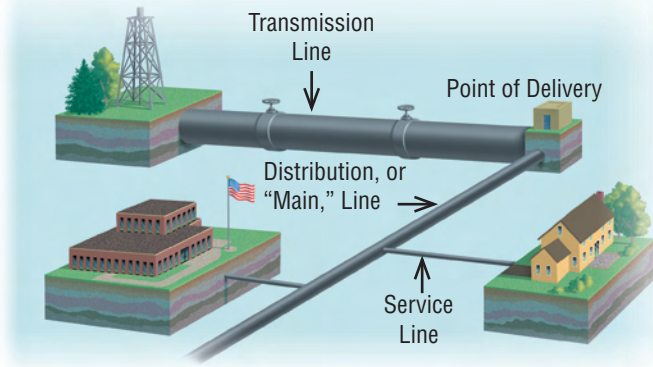
The natural gas industry has a proven record of safety. You can learn more by visiting the Web site of the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA), Office of Pipeline Safety at www.phmsa.dot.gov. PHMSA is the federal agency that regulates safety aspects of the gas industry.

Keeping the public and our pipelines safe is our top priority

Our gas control and monitoring center offices operate 24-hours a day, seven days a week. We regularly patrol our pipeline rights of way and conduct regular inspections of our pipeline system. Our operation employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators.

We spend millions of dollars each year in pipeline replacements and upgrades. Employees are on-call at all times to respond to any contingency. In addition, we work with emergency responders to make them aware of our pipelines and how to respond in an emergency.

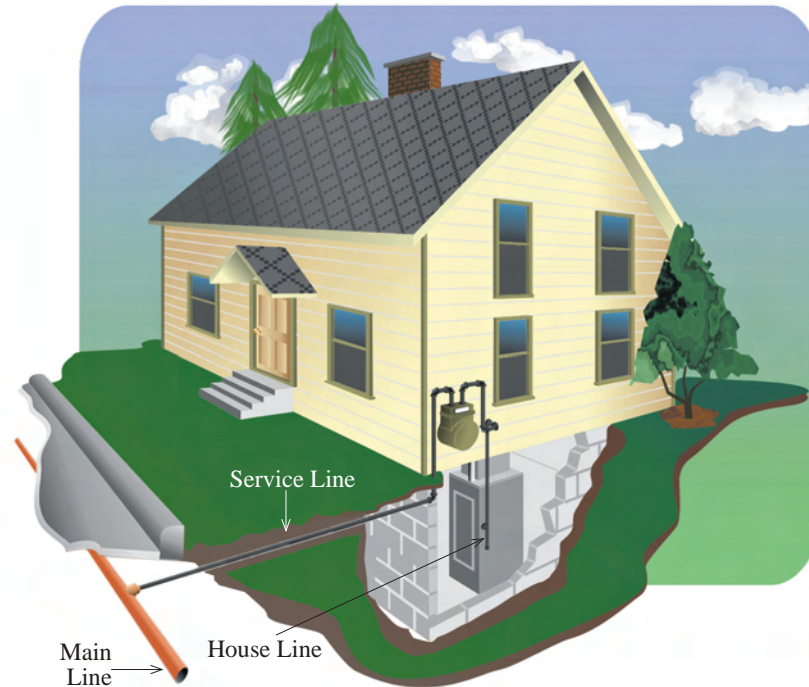
In accordance with federal regulations, some segments along the pipeline have been designated as High Consequence Areas. We have developed supplemental assessments and prevention plans for these highly populated areas with transmission pipelines.



Natural gas lines – What is your responsibility?

Natural gas is transported from producing wells through large underground pipelines called transmission lines. The gas then travels to cities and towns through main lines. From the main lines, natural gas is carried to your home or business through service lines, which stop at the gas meter. We own and maintain that pipeline to the meter; however the property owner owns the customer piping, including any that extend beyond the meter to the appliances inside the home or business, or to other locations on the property. We conduct routine inspections of all piping up to the meter, repairing and replacing lines and meters as necessary. It's the responsibility of the property owner, however, to initiate any inspection and necessary repair or replacement of customer piping through a qualified professional, such as a licensed heating/cooling contractor or plumber.

If there is buried piping between the meter and your appliances, it might become subject to corrosion and leakage over time. Buried piping should be inspected periodically for leaks and for corrosion if the piping is metallic. If a gas leak is detected, it might be necessary to interrupt your gas service temporarily until repairs are made. Once the necessary repair work has been completed, the qualified technician who performed the work can restore natural gas service.



Pipeline right-of-ways help protect your safety

A pipeline right-of-way is the strip of land over and around a pipeline. Right-of-ways are kept clear of obstructions to enable the gas company to safely operate, patrol, inspect, maintain and repair its pipelines. We regularly inspect our right-of-ways. A right-of-way agreement between the gas company and the property owner is called an easement. Easements provide the gas company with permanent, limited interest to the land to enable us to access, operate, test, inspect, maintain and protect our pipelines. Although agreements may vary, right-of-ways can extend up to 25 feet each way from the center of the pipeline. If the gas company has an easement on your property, you should be aware of our guidelines for encroachment and construction near natural gas pipeline equipment. They can be found on our Web site or by calling our toll-free number. It's important that property owners not install any structures, store anything that could be an obstruction, or plant trees or shrubs along the right-of-way. Normal gardening and agricultural activities are generally acceptable. But you should never dig or construct anything in the area without first having a gas company representative mark the pipeline, stake the right-of-way and explain the company's construction guidelines.

How to identify underground natural gas pipelines

Natural gas pipelines are sometimes identified by markers placed at intervals along pipeline rights of way. Markers display 24-hour emergency telephone numbers and might provide other identifying information. They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad, or river and in heavily congested areas. Pipeline markers are important to your safety. It's a federal crime to willfully deface, damage, remove or destroy any pipeline sign or right-of-way marker. While the markers are very helpful to indicate the general location of pipelines in the area, they may not identify the number of pipelines or the exact location, depth, or direction of the pipeline. That's why you should not rely solely on the presence or absence of a pipeline marker. Always call your state's one-call notification service at 811 to have underground pipelines marked.



Call Dig Safe at 811 or 1-888-344-7233 at least 72 hours before digging — it's the law!

Use your senses to detect a natural gas leak

Natural gas pipelines have a proven record of safety. Sometimes, however, pipeline failure can occur. Hazards associated with a pipeline failure and gas release may include blowing gas, line rupture, fire, explosion or, if gas is present in a confined area, possible asphyxiation.

Damage by outside force, often by someone digging into a pipeline, is the largest single cause of pipeline failures. Incidents may occur due to corrosion, material failure, equipment failure or other causes, also.

Look

- Dirt being blown or appearing to be thrown in the air
- Water bubbling or being blown into the air at a pond, creek, river or other wet areas
- Fire coming from the ground or appearing to burn above the ground
- Dead or dying vegetation on or near a pipeline right of way in an otherwise green area
- Dry or frozen spot on the right of way



Listen

- Hissing, blowing or roaring sound



Smell

- Rotten egg or petroleum odor



If you suspect a gas leak . . .

Do

- If you smell gas inside, get out immediately.
- If you suspect a leak outside, turn off and abandon any motorized equipment you might be using.
- Leave the area quickly.
- Warn others to stay away from the area.
- From a safe distance, call your community's emergency responders at **911** and Bay State Gas at **1-800-525-8222**.
- Wait for the fire department or our service crew to check the situation and let you know when it's safe to return.

Don't

- Use open flame or anything that would spark ignition, such as cell phones, flashlights, motor vehicles, power tools, electrical equipment, etc.
- Attempt to operate pipeline valves

Be alert to suspicious activity

Since you live and work in an area near our transmission and service lines, we encourage you to take an active role in helping us keep our pipelines safe. Besides being aware of signs of a gas leak or digging along pipeline rights of way, please be alert to suspicious individuals or activities around our pipelines and contact police. Our employees and contractors carry photo identification and will gladly show it upon request.

Visit www.phmsa.dot.gov for more information about the location of natural gas pipelines in your area.

Call before you dig – it's the law!

By law, anyone planning to excavate is required to call Dig Safe at **811** before work begins. Whether you're planning an excavation as part of a home landscaping project or building a major development, avoid property damage, personal injury, and possible fines by calling your state's one-call notification service before you start to dig.

The service will notify all utilities to mark the approximate location of underground service lines that might be in the construction area at no cost to residential customers.

Contractors and excavators

Pipeline damage is most frequently caused by contractors doing excavation or other work that could disturb underground utility lines. Don't take chances! Dig-ins may result in loss of life, personal injury, property damage, or liability for costly repairs. Call Dig Safe at **811** or **1-888-344-7233** in advance of any excavation, or if you're planning to cross pipeline rights of way with heavy equipment or to perform blasting in the vicinity of any pipelines.



If you hit a pipeline . . .

If you expose, hit, or touch a pipeline or other natural gas equipment, call your community's emergency responders at **911** and Bay State Gas at **1-800-525-8222** immediately. Even if it looks minor at the time, a scratch, scrape, gouge, dent or crease to the pipe or coating might cause a safety problem in the future. It's important that we inspect any potential damage, whether or not it's apparent.

Emergency responders and public safety officials

As a public utility, we consider emergency responders as part of our safety team. It's important for fire and police officials to be familiar with the location of our pipeline facilities in their area. That's why we participate in meetings with other pipeline companies, mail information regularly, and work with emergency responders to be prepared for any possible incident.

What the gas company will do

In the event of a pipeline emergency, our company will work to control the situation immediately by taking these actions:

- Evacuate and isolate the area
- Notify appropriate public safety officials and work with them during the emergency
- Locate the site of the emergency and stop or reduce gas flow to the affected area
- Repair the equipment and restore service to customers
- Investigate the cause of the incident

Emergency action guidelines

Follow these guidelines to help safeguard the public in the event of a pipeline emergency:

Do

- If the gas lines in your home or on your property have been damaged or are leaking, or if you notice damage to a natural gas pipeline, call **911**.
- Report the type (leak, rupture, fire, other) and location of the emergency to your local gas company or the appropriate pipeline company immediately.
- Secure a safety zone around the emergency site and control access. This might include evacuating people within the safety zone.
- Allow gas company employees access to the area and work with them to control the emergency.
- Be aware of wind direction and possible flammable sources.
- Preserve the area for accident investigation.

Don't

- If gas is not burning, avoid doing anything that could ignite it.
- If gas is burning, control secondary fires, but do not attempt to put out a pipeline fire unless directed by gas company personnel.
- Do not attempt to operate pipeline valves.



**Know what's below.
Call before you dig.**