OUR COMMITMENT TO SAFETY

Safety is the natural gas industry’s top priority. Nationwide, more than 2 million miles of pipelines and mains deliver natural gas safely, reliably and efficiently every day for use by residential, commercial and industrial customers.

Natural gas has an excellent safety record.

Like all forms of energy, natural gas must be handled properly. If improperly handled, natural gas may cause a hazardous condition such as a fire, explosion or asphyxiation.

How we prepare for emergencies.

We also work with emergency responders, and state and local agencies to prevent and prepare for emergencies through training and periodic drills. Emergency plans and procedures are periodically updated and made available to federal and state authorities.

Información importante sobre seguridad. Por favor, guarde este documento y visite el sitio web que aparece abajo para ver su versión traducida.

Consignes de sécurité importantes. Veuillez conserver ce document et visitez notre site internet pour lire les consignes dans votre langue.

Informação Importante de Segurança. Salve este documento e visite o site abaixo para visualizar sua versão traduzida.

Thông Tín Quan Trọng về An Toàn. Xin giữ lại bằng này và viếng mạng lưu dũi dầy để xem bản dịch sang ngôn ngữ của quý vị.

Vажная информация о безопасности. Сохраните этот документ. С переводом можно ознакомиться на сайте по указанному ниже адресу.

Importanti informazioni sulla sicurezza. Si prega di salvare il presente documento e visitare il sito riportato qui sotto per visualizzare la versione tradotta.

重要的安全資訊。請保存此文件，並訪問下面網站，以查閱您的翻譯版本。

Our Commitment to Safety

For more information on Natural Gas Safety, visit: northeastgas.org/BeNosy

SMELL GAS?
Leave the premises and call us immediately!

1-800-292-5012

Berkshire Gas
www.berkshiregas.com

This safety information provided in partnership with:

Berkshire Gas: 130,000

Cut out and keep handy

1-800-292-5012

SMELL GAS?
Leave the premises and call us immediately!

1-800-292-5012

Berkshire Gas: 130,000
**Know what's below.**
Call **811** before you dig.
It's the law!

Digging causes almost 60% of all accidental damage to underground natural gas pipelines. Even a hand shovel can cause enough damage to create a leak or line failure!

**How to recognize a gas leak**
- **Smell**
  An odor similar to rotten eggs is added to help you recognize it. Not all pipelines are “odorized”, and the odor can fade over time.
- **Look**
  Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust. Or, vegetation that appears to be dead or dying for no apparent reason.
- **Listen**
  Hearing an unusual noise like roaring, hissing or whistling.

**What to do if you suspect a leak**
- **Smell**
  An odor similar to rotten eggs is added to help you recognize it. Not all pipelines are "odorized", and the odor can fade over time.
- **Listen**
  Hearing an unusual noise like roaring, hissing or whistling.
- **Move**
  to a safe environment and call us immediately. Do not use your telephone or cell phone in your home.
- **Provide**
  the exact location with cross streets.
- **Let us know**
  if sewer construction or digging activities are going on in the area.

**Educate your family about gas**
- **Never assume!** Natural gas lines often run along public streets and can be near and on private property. Sometimes they may be marked with line markers, but very often there will be no indication above ground. Don’t assume that you know where the underground lines are – failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines!
- **Line markers like these display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency.** Even if you don’t see one of these markers, there may still be natural gas lines nearby. Always call 811 before you dig! Not all line markers are represented in this illustration.

It is important for everyone in your family to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

**If you smell gas or suspect a leak**
**DON’T WAIT!**
Leave the premises and call us immediately.

**DO NOT assume** someone else will report the condition.

**Before you excavate:** Whether you are a professional or a do-it-yourselfer, before you excavate you must call to have the exact position of nearby underground natural gas lines marked.

**It’s free and easy.**

1. The law requires you to call 811 before you dig.
2. Your request will be forwarded to your local gas operator, and a worker will be dispatched to mark the line’s location.
3. Once the marks are made, pay attention to them and dig with care.