



Pipeline Emergency Response

Please Post This Important Information

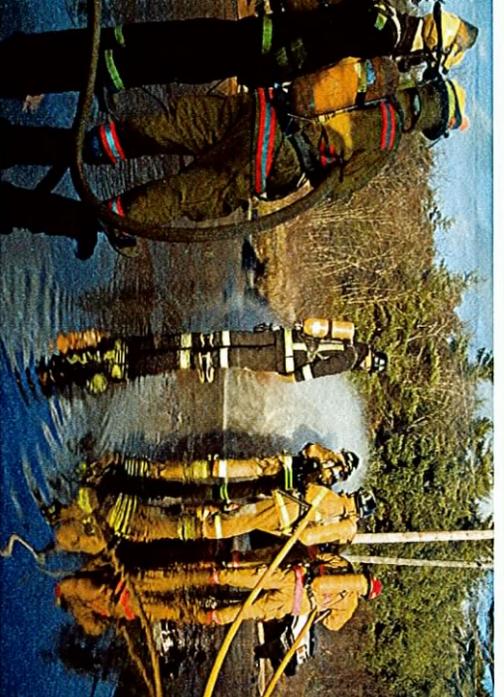
Damage Prevention

PSNC Energy regularly patrols its lines to monitor for construction activity or other encroachments that may present a potential threat. Careless digging poses the biggest threat to our pipelines and to people. North Carolina state law requires all excavators notify North Carolina 811 before beginning any excavation work. When a utility locate request is received by NC One Call, utilities have two business days beginning at 12:01 am of the next business day to mark their underground facilities.

Natural Gas

Natural gas is composed primarily of methane. It is lighter than air, colorless and odorless. An odorant called Mercaptan, which some say smells like rotten eggs, is added to the gas. The natural gas in our system can be transported at pressures up to 960 psi.

Specific gravity: **0.60**
Flammable range: **5 – 15 percent**
Ignition temperature: **1,200 degrees F**



Leak Indications

- Brown or discolored vegetation amid healthy plants
- Dirt being blown into the air
- Fire at or below ground level
- Bubbles coming from bodies of water
- A loud roaring or hissing sound
- A rotten egg odor (Mercaptan)

Emergency Response Recommendations

- Evacuate areas where natural gas is present.
- Isolate and secure the area and restrict access.
- Call PSNC Energy immediately at 1-888-546-2288.
- Do not operate (open or close) pipeline valves or other associated equipment.
- Eliminate ignition sources.
- Using combustible gas detectors, establish the perimeter of the impacted area. Check for migration of natural gas to surrounding buildings and sewers.
- Position vehicles and equipment upwind and at a safe distance from the incident site.
- Do not attempt to extinguish a natural gas fire unless life or property is in jeopardy. Remove surrounding combustibles or keep them watered down to prevent ignition.

Pressure-relieving Devices

On occasion, a pressure-relieving device may activate at an above-ground facility. These devices are designed to relieve pressure on the system in the event of over-pressurization. Notify us and we will dispatch company personnel to respond. Natural gas will readily dissipate in the atmosphere. Under no circumstances should the pressure-relieving device be valved off.

Incident Command System

PSNC Energy's response to a pipeline emergency is directed toward the safety of all persons and includes isolating, minimizing and controlling the pipeline release. We maintain comprehensive emergency response plans at our facilities. Our personnel are trained to respond and communicate with emergency response agencies within the Incident Command structure.

Media Relations

Pipeline incidents are rare. When they do occur, they can attract media attention. PSNC Energy's public affairs personnel can be reached 24 hours a day, seven days a week by dialing **919-819-0965**.

Company Contact Numbers

Pipeline Emergency: **1-888-546-2288**
General Information: **1-877-776-2427**

Additional Information

For information about transmission pipelines in your area, visit the National Pipeline Mapping System's Web site at www.npms.phmsa.dot.gov.



www.psnccenergy.com/gassafety