



Know what's below. Call before you dig.

For your convenience the City of Drakesboro and other utilities have joined a "One Call System". All you have to do is dial "811" 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 "811" program.

Before you begin any type of excavation, please dial 1-800-752-6007. This program is designed to prevent excavation damage to pipelines, water and utility lines. Law requires notification and fines can be imposed for failure to comply.

Within 72 hours, the City of Drakesboro will investigate the area of your work, mark in yellow paint, flag or stake 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 the City of Drakesboro'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 contact us immediately at (270) 476-8986 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. The City of Drakesboro will inspect the damage and make any necessary repairs or maintenance.

Washout of soils on the pipeline right-of-way, or along stream banks. Erosion can expose a pipeline to damage from machinery or the elements. The City of Drakesboro 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 the City of Drakesboro to investigate the situation:



Distressed or dead vegetation in a pipeline right-of-way. This can be caused by a small leak in a gas pipeline.



Hissing sound or odor of gas in the pipeline right-of-way.



Odor of Gas

Natural gas is odorized to give it a distinctive 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.

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 the area.

EMERGENCY PROCEDURES

1. Leave the area immediately.
2. Warn Others
3. **DO NOT** light a match, start an engine, use a telephone (in the area), operate any electrical switches, appliance controls, or pull any plugs from outlets nor do anything that may create a spark.
4. Call 270-338-2000 or 911

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, FOLLOW THIS PROCEDURE:

1. Get everyone out of the building immediately.
2. Leave the door open.
3. Use a neighbor's phone or cellular phone outside the building to call the City of Drakesboro. **DO NOT** use the telephone in the building.
4. **DO NOT** operate any electrical switches, appliance controls, or pull any plugs from outlets.

•IF YOU SMELL OR DETECT NATURAL GAS OUTSIDE, CALL THE CITY OF DRAKESBORO IMMEDIATELY AT

(270) 476-8986
911 or 270-338-2000 **

Carbon Monoxide (CO) Information

Carbon Monoxide is an odorless, colorless, tasteless, non-corrosive gas. Whenever combustion takes place without sufficient oxygen, carbon monoxide is produced. It can be produced if natural gas doesn't burn and vent properly. Your gas furnace and water heating equipment should be serviced regularly to ensure they are working properly, efficiently and safely. This includes proper venting of exhaust gases. Early symptoms of carbon monoxide poisoning include headache, dizziness & nausea. If you have these symptoms and there is a chance they could be caused by carbon monoxide poisoning, leave the area right away and seek medical attention. For your safety, you should install carbon monoxide detectors.



Dear customer,

The City of Drakesboro 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 Drakesboro and portions of Muhlenberg 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 information.



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

One of the easiest ways to locate a pipeline is to recognize pipeline markers. The City of Drakesboro paints these markers with high-visibility yellow paint, and installs markers at road crossings 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. In case of an emergency please dial (270) 338-2000 or 9-1-1.



CITY OF DRAKESBORO

212 MOSE RAGER BLVD.
DRAKESBORO, KY 42337
PHONE: 270-476-8986
FAX: 270-476-7714
24 HOUR EMERGENCY #
270-338-2000 OR 9-1-1

City of Drakesboro

You have received this brochure because you live near a pipeline operated by the City of Drakesboro. Our goal is to make our pipelines safer by sharing important safety information with our customers.



CITY OF DRAKESBORO NATURAL GAS

"Lighting the darkness and warming the night!"

PUBLIC AWARENESS NOTICE

Standard Operating Procedure

City of Drakeboro

Excess Flow Valves

An excess flow valve (EFV) is a device City of Drakeboro can install on the natural gas service line, which is the underground gas line that runs from the gas main to the customer's meter. If your service line is damaged and broken, an EFV will automatically shut off the flow of natural gas. This will prevent natural gas from escaping from the damaged section of the service line and reduce the chances of an accidental ignition.

Eligibility

You may already have an EFV installed on your existing natural gas service line; those customers who do not have an EFV on their natural gas service line may be eligible to have one installed for a fee. Most residential and small commercial customers will be eligible (some services may not be eligible due to operational conditions). If you are interested or wish to find out if you already have an EFV on your natural gas service line, please contact City of Drakeboro. You can reach a representative during regular business hours by phone at 270-476-8986

Safety

An EFV is designed to shut off the flow of natural gas if a service line is inadvertently dug into by a home owner or other individual during excavation. Restricting the gas flow after a gas service line is damaged may decrease the potential for property damage and/or injury.

Cost

The cost of installing the EFV will be at the expense of the customer. The average installation cost is estimated \$250.00, but the actual cost will vary depending on the conditions and difficulty of installation. City of Drakeboro will evaluate your request and advise you of the projected cost so you can make an informed decision about whether or not to have an EFV installed.

Installation of an EFV will not protect against leaks on customer appliances or house piping. EFVs also do not protect against leaks on the gas meter or slow leaks on the service line.

CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and ordinances governing operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your services threatened by disconnection for non-payment.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636). However, your utility may not fall under the authority of the Kentucky Public Service Commission.

Customer Notification

City of Drakesboro Gas is committed to ensuring that the Natural gas lines to your home or business remain safe and reliable. City of Drakesboro owns, operates and maintains the Natural gas pipeline and facilities leading up to and including the meter of all residential And commercial customers. This maintenance includes regular inspections to ensure no leaks are present and the lines are in good condition.

You own and are responsible for all buried and above ground natural gas piping on your property that runs from the meter to the structure and other outside gas appliances as well as all piping within the structure. This is referred to as "customer piping" and must be maintained by you, the customer. If the customer piping is not properly maintained, corrosion and leaks can occur creating a hazardous condition.

To keep your home or business safe, you should monitor and properly maintain the natural gas lines that you own. Your customer piping should periodically be inspected for leaks. If the piping is metallic, it should also be inspected for corrosion. A licensed plumber or qualified technician can assist you with the inspection and maintenance of your customer piping. Any unsafe condition that is discovered should be repaired immediately.

If excavation is required, remember to call 811, the national call-before-you-dig number, to ensure that buried lines are located and marked prior to digging. When excavation is near a buried pipeline, the excavator is required to hand dig to avoid damage to the underground piping.

City of Drakesboro Gas is committed to the safe and reliable delivery of natural gas to your home or business. Please feel free to call City of Drakesboro Gas if you have any questions or need any additional information concerning your customer piping.

Contact: City of Drakesboro Gas 270-476-8986