

Do **YOU** Have



**9** Lives ?

Dear Neighbor,

## Do you have nine lives?

We didn't think so, which is why it's so important to take good care of the only life you have. Corning Natural Gas wants you to be aware of natural gas and pipeline safety so that you can help prevent accidental pipeline damage, recognize a gas leak, and understand how to respond in an emergency. Your life, or the life of someone you love may depend on it.

At Corning Natural Gas, we do everything we can to maintain a safe and reliable gas system. Our technicians pass rigorous, annual written and field tests, and conduct regular leak surveys and repairs. We also have an aggressive pipeline replacement program that will further ensure your safety.

Despite all this, accidents do occasionally occur. That's why we ask that you take the time to educate yourself, your household members, or your employees and staff with the safety information in this brochure. Your only life, or the life of someone you know could depend on it.

Please don't hesitate to contact us if we can be of further assistance.

Sincerely,

Your Friends at Corning Natural Gas Corporation



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### Take the Quiz: Are You Gas Savvy?



Scan QR Code  
with your smart  
phone camera to  
take the quiz





# How Do You Know Where a Pipeline Is?

Most pipelines are underground, where they are more protected from the elements and minimize interference with surface uses. Even so, pipeline rights-of-way are identified by pipeline markers along pipeline routes that identify the approximate – NOT EXACT – location of the pipeline.

Every pipeline marker contains information identifying the company that operates the pipeline, the product transported, and a phone number that should be called in the event of an emergency. For any person to willfully deface, damage, remove, or destroy any pipeline marker is a federal crime.

**Markers do not indicate pipeline burial depth, which will vary.** Markers are typically seen where a pipeline intersects a street, highway, or railway. They may not be marked at regular intervals outside of these intersections, so never assume you know where the underground lines are.

**Pipeline marker** – This marker is the most common. It contains operator information, type of product, and an emergency contact number. Size, shape and color may vary. Don't assume there can't be a pipeline just because there is no nearby marker.

**Aerial marker** – These skyward facing markers are used by patrol planes that monitor pipeline routes.

**Casing vent marker** – This marker indicates that a pipeline (protected by a steel outer casing) passes beneath a nearby roadway, rail line, or other crossing.

## Pipeline Markers



# Call 811 Before You Dig

Natural Gas lines often run along public streets and can be near or on private property. Sometimes they may be marked with line markers, but often, there will be no indication above ground. Don't assume you know where the underground lines are. Failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines.

- **Make the call.** One free, simple phone call to UDig NY at 811 will notify all appropriate utility companies of your intent to dig.
- **Provide advance notice.** Contact 811 at least two, but not more than ten business days (not including the date of the call) prior to digging to ensure enough time for utility lines to be properly marked.
- **Provide your project info.** When you call 811, a representative from UDig NY will ask for the location and description of your digging project. You will be given a ticket number for your project.
- **Allow utilities to mark underground lines.** UDig NY will notify Conring and other affected utilities that will then send professional locators to the proposed dig site to mark the approximate location of any underground lines.
- **Respect the markings.** Preserve the paint/flags until no longer needed for safe excavation. It is recommended that you remove them to the best of your ability once your excavation work is complete.
- **Dig carefully.** Once lines have been properly marked, carefully hand dig with a shovel around the marked areas. Better yet, consider designing your project to avoid digging anywhere close to the underground facilities. Never use mechanized equipment within 24 inches of marks or exposed underground pipes or wires. Remember that utility marks will not indicate depth, and settling ground, erosion and other factors can cause the depth or exact location of underground pipes and wires to change over time.
- **If you damage an underground or aboveground natural gas facility,** contact Conring Natural Gas immediately at 607-936-3755 or 800-834-2134. We will respond to inspect and repair, if required, the damaged facility.
- **Attention farmers!** It is important that you identify the location of pipelines before chisel plowing, deep tilling, subsoiling, terracing, drain tiling, ditch cleaning, installing fence posts, or when excavation activities fall outside the scope of normal farming activities. Always call 811 to have underground utilities marked.

- **Understand the location marks.** Each type of buried utility has its own color code. Marks may be painted or located with flags using the following colors:

|        |  |
|--------|--|
| Red    | Electric, Cables, Conduit, Lighting Cables |
| Yellow | Natural Gas, Oil, Steam, Petroleum         |
| Orange | Communication, Phone, Cable, Fiber Optic   |
| Blue   | Water                                      |
| Green  | Sewer                                      |
| Purple | Reclaimed Water                            |
| White  | Proposed Excavation                        |
| Pink   | Temporary Survey Marking                   |





# How to Recognize a Gas Leak



**Sight**—You might see any or all of the following:

- Dead or discolored vegetation amid healthy plants
- Water bubbling in standing water or being blown into the air
- A white cloud, fog, or mist originating near a pipeline
- Frozen ground near the pipeline
- Fire or explosion near the pipeline
- Blowing dust



**Sound** – You may hear any or all of the following:

- Unusual noises
- Whistling
- Roaring
- Hissing



**Smell** – You might smell the following:

- Any strange or unusual gaseous odor near the pipeline
- A rotten egg or sulfur-like odor
- Nothing at all. Though Corning Natural Gas odorizes all of its gas, there may be instances where non-company pipeline gas in remote areas is not odorized.

## Ask for Identification of Suspicious Persons near any Pipeline

For your safety, every Corning Natural Gas representative carries an identification card. If the card is not easy to view, ask to see it. If representatives display proper ID let them complete their job. If you are suspicious or have questions, contact us immediately at the phone numbers provided. If you feel there might be a problem, call your local police.



# What to Do if You Suspect a Gas Leak

If you smell gas or suspect a leak, **DON'T WAIT!**

Get to a safe place away from the leak.

Call Corning Natural Gas at:

**607-936-3755**

**800-834-2134**

**911**

These numbers are available 24 hours a day, 7 days a week. Don't assume someone else will call, and don't think you are bothering us. You're not.

Your safety, and the safety of those around you is what matters!

## Remember in the Event of a Potential Gas Leak:

1. Do not operate any device that could cause a spark in the vicinity of a suspected leak.
2. Move to a safe place immediately.
3. Call for help once you are a safe distance from the suspected leak.
4. Provide the address or exact location of the suspected leak with cross streets, and information about construction or digging activities in the leak area if you are aware of any.

## Once We Arrive:

- Our trained technicians will check for leaks and will notify you when or if it's safe to return to the premises.
- This is a free service provided to you, whether or not you are our customer.

## Other Helpful Safety Information You Should Know:

- Devices that could cause a spark near a gas leak include but are not limited to: cell or landline phones, matches, lighters, electronic cigarettes, any electrical devices and switches or things you turn on or off, gas appliances, battery operated or motorized equipment, vehicles, or generators.
- Extinguish all open flames including cigarettes/cigars, candles, fires, incense, etc. only if you can do so safely.
- Do not attempt to find the source of the leak or attempt to repair it.



# Carbon Monoxide Safety



- Carbon monoxide (CO) poisoning is caused by incomplete combustion of fuels like oil, natural gas, coal, or wood in combination with inadequate ventilation. Visual signs of buildup of this colorless, odorless gas include:
  - ♦ Rust or water streaks on vent/chimney
  - ♦ Loose or disconnected vent/chimney
  - ♦ High humidity, or moisture inside of windows
  - ♦ Soot from fireplaces or furnaces on walls, ceilings, or falling from fireplace or appliance
- Overexposure to carbon monoxide gas can cause headaches, dizziness, weakness, nausea, vomiting, and loss of muscle control. Prolonged exposure can lead to unconsciousness, brain damage, and even death. The best treatment for overexposure is to get lots of fresh air and immediate medical attention.
- To reduce the risk of carbon monoxide poisoning, Corning Natural Gas recommends a yearly safety check-up. A qualified heating contractor can perform this service.
- To prevent accidental CO poisoning, keep the following tips in mind:
  - ♦ Never operate a CO-producing engine or heating source in a confined area that lacks ventilation. Examples include leaving a vehicle or generator running in a garage, operating a grill or generator indoors, or leaving an oven or stove top on for warmth.
  - ♦ Have heating systems, hot water heaters, and chimneys checked annually by qualified technicians or contractors.
  - ♦ Install CO detectors meeting current code requirements on every floor, including the basement, near all sleeping areas and away from fuel-burning appliances.
- **If you suspect a build-up of carbon monoxide or your CO detector is going off:**
  - ♦ **Move outside to fresh air**
  - ♦ **Call 911 or call Corning Natural Gas at 607-936-3755 or 800-834-2134.**



Did you know you can buy a natural gas/methane detector at your local hardware store for your house? They look and act just like a carbon monoxide or smoke detector.



330 W. William St. • Corning, NY 14830

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