



SAVE THIS INFORMATION
IN THE EVENT OF
AN EMERGENCY,
CALL 911
FROM A
SAFE AREA!



AND

IF YOU KNOW OR
SUSPECT AN EMERGENCY
INVOLVING NORTHERN
NATURAL GAS PIPELINES
OR FACILITIES, FROM A
SAFE AREA CALL THE
FOLLOWING EMERGENCY
TELEPHONE NUMBER:

OPERATIONS COMMUNICATION CENTER
EMERGENCY NUMBER
1-888-367-6671

For more information
Visit our web site at:
www.northernnaturalgas.com, then click on safety

(cut here and save)



Northern Natural Gas
Public Awareness Manager OMA244
1111 South 103rd Street
Omaha, Nebraska 68124-1000

LIVING SAFELY



WITH
NATURAL GAS
PIPELINES



Si usted necesita una versión en
español de este folleto, llame al
888-367-6671

Revised March 2020



SIGNS OF A NATURAL GAS PIPELINE LEAK

Leaks from a natural gas pipeline are extremely rare. Year after year the National Transportation Safety Board statistics support the industry's safety record. However, it is important to know how to recognize the signs of a leak if one were to occur in your area.

CALL RIGHT AWAY IF YOU:

SEE

- Vegetation over or near the pipeline which appears to be dead or dying for no apparent reason.
- Water bubbling at a creek, pond, river or any wet area.
- Dirt being blown or appearing thrown into the air.
- Fire or explosion near or involving the pipeline.
- Exposed pipeline, which may have been caused by earth moving activities or natural causes, such as flood, earthquake, erosion or landslides.

HEAR

- A hissing, whistling or roaring sound.

SMELL

- Natural gas is usually colorless and odorless, but may have a petroleum smell at times. Occasionally, our pipelines contain odorized gas. In that case, the gas will have a slight "rotten egg," pungent or skunk-like odor.

STEPS YOU SHOULD TAKE IF YOU SUSPECT A GAS LEAK

1. If you suspect a leaking or damaged pipeline, leave the area immediately and warn others to stay away.
2. If you suspect your excavation equipment has struck a pipeline, do not attempt to move the equipment. Shut the equipment off and leave the area.
3. Once away from the pipeline, call our 24-hour Operations Communication Center Emergency number at 1-888-367-6671, as well as, your local fire department or law enforcement.



CALL OUR 24-HOUR OPERATIONS
COMMUNICATION CENTER'S TOLL-FREE
EMERGENCY TELEPHONE NUMBER.

1-888-367-6671

DO NOT OPERATE ANYTHING THAT MAY
IGNITE A GAS LEAK (CELLULAR TELEPHONES,
LIGHTERS, FLASHLIGHTS, VEHICLE IGNITION,
TWO-WAY RADIOS, ETC.)

DO NOT GO NEAR THE AREA. KEEP OTH-
ERS AWAY FROM THE SITE.

DO NOT ATTEMPT TO SHUT OFF ANY
VALVES OR EXTINGUISH ANY FIRES.

Before You
Excavate Call
Toll Free
Nationwide:



Know what's below.
Call 811 before you dig.
www.call811.com



PIPELINE INFORMATION

Northern Natural Gas (Northern) operates underground natural gas pipelines and compressor stations in your area. We are providing this safety information as part of the pipeline damage prevention program to our neighbors who live and work in the vicinity of our facilities. Please share this information with others.

WHAT IS NATURAL GAS?

Natural gas is the cleanest burning fossil fuel. It moves silently, safely and efficiently through an extensive network of pipelines in the United States, and Northern’s pipeline is a part of that network.

Below are some reassuring facts about natural gas:

- Natural gas is not a poison or toxic.
- Natural gas is colorless and odorless in its natural state.
- Natural gas will not ignite on its own. To burn, natural gas requires both a precise amount of oxygen and an ignition source.
- Natural gas is lighter than air and will rise and diffuse rapidly.

ARE PIPELINES SAFE?

Natural gas pipelines are the safest method of transporting energy. Pipelines lie underground, virtually unseen and deliver large volumes of gas to customers. Although Northern follows strict pipeline safety procedures, it is still important for everyone living and working near gas pipelines to know basic safety information.

Also, pipelines are part of the critical infrastructure of the United States energy grid. While pipeline companies and employees across the nation are on a heightened state of alert, we continue to monitor and patrol the pipelines regularly via aircraft, vehicles, and/or on foot. Please call local law enforcement if you see anything out of the ordinary in your area. See Something, Say Something! Together, we can take precautions that will keep America strong.



IF YOU ARE AN EXCAVATOR OR PLAN TO DIG

People doing excavating, digging or grading are the most frequent cause of pipeline damage and failures. Whether you are planning to build a major development or landscape your property, you should protect your safety and the safety of those around your work site by notifying your state’s One-Call Center before you begin any digging project.

When notified in advance by the One-Call Center, Northern Natural Gas personnel will mark the location of the pipeline. This free service allows you to begin your project with the assurance that your safety will not be compromised and the pipeline will not be damaged.

The following are some examples of activities that require special load calculations and depth profiles. Please contact Northern when planning logging operations, electrical high-line structure towers, wind turbines or other heavy equipment like loaded grain vehicles crossing over or near the pipeline.

WHAT IF I DIG AND DISTURB A PIPELINE?

If you hit or contact a pipeline in any way, inform Northern Natural Gas immediately. A gouge, scrape, scratch, dent or crease to a pipe or its coating may cause a future safety problem. It is imperative that Northern Natural Gas inspects and repairs any damage to our pipeline, no matter how minor it may seem.

WHAT SAFETY PROCEDURES SHOULD YOU TAKE?

When it comes to the safety of you or anyone else near a pipeline, it is important to know the procedures you should take when someone has damaged a pipeline or when you suspect a gas leak.

If you or anyone else accidentally damages or suspects a gas leak on a Northern Natural Gas pipeline, follow the procedures below:

1. Leave the area immediately and warn others to stay away.
2. If you suspect your excavation equipment has struck a pipeline, do not attempt to move the equipment. Shut the equipment off and leave the area.
3. From a safe distance, call the 24-hour Operations Communication Center Emergency number at 1-888-367-6671, as well as your local fire or police department.

The Operations Communication Center is made up of a dedicated team trained in emergency situations, available 7 days a week, 24-hours a day. They are trained to respond and direct any emergency calls to the proper authorities, gather the most accurate information regarding an incident and dispatch the proper company personnel to the location of the emergency as quickly as possible.



IF YOU LIVE OR WORK NEAR A PIPELINE

HOW CAN YOU TELL WHERE A PIPELINE IS LOCATED?

Since natural gas pipelines are built underground, line markers are used to indicate the approximate location of the pipelines. However, these markers do not indicate how deep the pipeline is buried. Also, the route can take twists and turns between markers.

Never assume the pipeline lies in a straight line. Always call your state’s One-Call Center before digging. It is a crime for any person to deliberately damage, destroy or remove any pipeline sign or right-of-way marker.

Pipelines can lose cover by natural erosion or other forces. Certain types of deep farming activities require advanced notification. Some examples are: chisel plowing, waterway work, and drain tiling. If you observe indications that a pipeline is shallow or exposed, contact the Northern Natural Gas 24 hour Operations Communication Center:1-888-367-6671.

WHAT IS A PIPELINE RIGHT-OF-WAY?

A pipeline right-of-way is the strip of land over a pipeline. A right-of-way agreement between the pipeline company and a property owner is called an easement. Easements provide the pipeline company with permanent, limited access to the land to enable the company to operate, test, inspect, maintain and protect the pipeline.

CAN I BUILD/DIG ON A RIGHT-OF-WAY?

Pipeline right-of-way must be kept free from structures and other obstructions. If a pipeline crosses your property, please do not plant trees or shrubs on or near the right-of-way without first having Northern Natural Gas personnel mark the pipeline, stake the easement and explain construction guidelines to you.

For information about land use planning, please visit this website:
<http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>.

WHO SHOULD I CALL IF I DETECT A GAS LEAK IN MY HOME?

If you suspect a natural gas leak inside your home or on your service line, immediately evacuate and contact 911 and your local gas company from a safe area. Northern Natural Gas operates the pipelines that deliver gas to local gas distribution companies. The distribution companies then deliver the gas to homes and businesses.

TRANSMISSION PIPELINE MAPPING

The U.S. Department of Transportation’s Office of Pipeline Safety has developed the National Pipeline Mapping System (NPMS) to provide information about pipelines and pipeline operators. The NPMS website is searchable by zip code or by county and state, and can display a county map that is printable. For a list of pipeline operators with pipelines in your area and their contact information, go to www.npms.phmsa.dot.gov/.



CALL BEFORE YOU DIG

Before you begin any digging project, call your state One-Call Center. This service is available to you free of charge so that you can proceed safely with any digging, trenching, blasting, excavating, drilling, tiling, plowing, boring, augering and grading. Never guess where a pipeline is located. If you ever damage or hit a Northern Natural Gas pipeline, no matter how minor the contact may seem, call Northern Natural Gas immediately so the damage can be assessed.

Please share this information with family, friends, and coworkers. If you are a farmer or rancher pass along the information to tenants, hired-hands and contractors excavating on your property.

A nationwide phone number, 8-1-1, was launched to make it easier to contact your One-Call Center. Or, continue to use these toll free numbers:

Illinois	800-892-0123
Iowa	800-292-8989
Kansas	800-344-7233
Michigan	800-482-7171
Minnesota	800-252-1166
Nebraska	800-331-5666
New Mexico	800-321-2537
Oklahoma	800-522-6543
South Dakota	800-781-7474
Texas.....	800-344-8377
Wisconsin	800-242-8511



IF YOU ARE A PUBLIC SAFETY OFFICIAL

A public safety official must take whatever steps are necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered as a guide:

- Notify the appropriate pipeline company. Report the type (leak, rupture, fire) and the location of the emergency. If it is a Northern Natural Gas pipeline, call the toll-free 24-hour Operations Communication Center: 1-888-367-6671.
- Establish a safety zone around the emergency site and control access. This may include evacuating people within the safety zone. Use an initial evacuation distance of 1,320 feet (1/4 mile) until advised further.
- If gas is not burning, avoid doing anything that may ignite it. Be aware of wind direction and potential ignition sources.
- If gas is burning, control secondary fires, but do not attempt to put out pipeline fires. Do not attempt to operate pipeline valves.
- For emergency plans and additional useful information visit: www.northernnaturalgas.com, select the tab: Safety and Public Awareness

While emergency response agencies are doing their part, pipeline employees will do what needs to be done to protect lives, property and the environment.

- They will first protect people from injury by removing all persons from the danger zone. If a fire doesn’t already exist, they will remove any sources of ignition.
- They will help people in distress.
- They will eliminate the natural gas source. If it is possible to do so from the location of the emergency, they will. In many cases, the natural gas must be shut off at a remote location. It is important for you to know that Northern employees are responsible for operating the valves that isolate the affected facilities.
- Is your group or agency interested in a presentation or additional information? Call the emergency number at 1-888-367-6671 and ask to establish a public education liaison. Together we will determine the appropriate Northern Natural Gas field location nearest you and then provide a means to contact their local representative for more details.
- For more information visit: www.pipelineawareness.org



WE NEED YOUR HELP

ARE YOU AN IDENTIFIED SITE?

As part of its integrity management program for high consequence areas, Northern Natural Gas is actively seeking locations considered to be identified sites.

An identified site is one of the following:

1. Beaches, playgrounds, recreational facilities, campgrounds, outdoor theaters, stadiums, recreational areas near a body of water, areas outside a rural building such as a religious facility, other outside areas or open structures that are occupied by 20 or more people on at least 50 days in a 12-month period (the days need not be consecutive). OR
2. Office buildings, community centers, general stores, 4-H facilities, roller skating rinks or other buildings, that are occupied by 20 or more people on at least five days a week for 10 weeks in a 12-month period (the days and weeks need not be consecutive). OR
3. Schools, day-care facilities, retirement facilities, assisted-living facilities, prisons, other facilities occupied by persons who are confined, are of impaired mobility, or who would be difficult to evacuate. If you believe your facility or location should be considered an identified site, or if you know of any other locations that could be considered an identified site, please send an e-mail to HCAinformation@nngco.com or call 1-866-865-0766.

Northern will use this information to help prioritize segments of its pipeline system for integrity assessment. Your assistance will help Northern ensure it is making its system safe for the public, its employees, and the environment.

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