

## How Do I Recognize a Natural Gas Problem and what should I do about it?

### – Observe. Call.

- Listen for unusual noises, such as hissing or roaring, from the ground, a pipe, a nearby pipeline marker, or a utility meter – all of which could indicate a leak.
- Be sensitive to any unusual, foul, or strong smell, which could also indicate a leak. The smell is mercaptan, a harmless chemical we add to natural gas so you can detect the smallest amount of natural gas that might have escaped. Familiarize yourself and others with the odor associated with natural gas.
- If you observe any of the above leak indicators call Conectiv Power Delivery immediately at the gas emergency number at (302) 454-0317 from a safe distance. Company representatives are available 24 hours a day, seven days a week to dispatch our natural gas professionals to the site immediately.
- Emergency assistance can be obtained by calling 911 from a safe distance. A 911 operator will contact the fire and/or police departments to help Conectiv Power Delivery make the area safe.

## What Should I do if I Hit a Natural Gas Pipeline?

If, despite all precautions, you hit a natural gas pipeline, Conectiv Power Delivery recommends that you take these steps to protect yourself and others.

- Extinguish all open flames immediately.
- Avoid or stop any activity that could cause a spark, such as:
  - Running machinery
  - Smoking
  - Cutting and welding
  - Ringing doorbells
  - Using any phones or two-way radios
  - Turning electrical switches on or off
- Alert everyone in the area of the potential danger. Remember, gas can migrate far beyond the point of damage.
- In New Castle County call the gas emergency number at (302) 454-0317 from a safe distance.

- Emergency assistance can be obtained by calling 911 from a safe distance.
- Evacuate the site. Tape, rope, or place cones around the area. As a last resort, if no other barricade materials are available, make a human chain a safe distance from the danger to keep others away.
- Wait for the gas or emergency professionals to arrive. Never try to fix a natural gas pipeline yourself or extinguish a natural gas fire. Conectiv and Local Emergency Responders anticipate, plan, and train in advance to respond to these types of emergency situations. Remember, some of the most serious accidents are caused by well-meaning individuals who try to help when they are not trained to do so.

### Where Can I Get More Information?

- For additional information on the awareness of hazards and prevention measures Conectiv Power Delivery takes with regard to natural gas pipeline safety, visit our website at [www.conectiv.com](http://www.conectiv.com) and select Safety.
- Visit [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) for more information on utility marking or to submit a request for marking a site.
- You can obtain a list of pipeline operators in your state by contacting the National Pipeline Mapping System at [www.npms.rspa.dot.gov](http://www.npms.rspa.dot.gov).
- More information on safe operating procedures can be viewed at [www.osha.gov](http://www.osha.gov).



## WORKING SAFELY NEAR NATURAL GAS UTILITIES

*What you need to know  
for site development  
and construction in Delaware*



## Working Safely Near Natural Gas Utilities

### *What you need to know for site development and construction in Delaware*

Conectiv Power Delivery serves more than 115,000 homes and businesses in the regulated natural gas market in New Castle County, Delaware. An ongoing commitment to meeting the energy needs of our customers has resulted in a solid history of providing safe, reliable, and affordable energy.

Conectiv Power Delivery has over 2,800 miles of natural gas pipelines in its service territory. These pipelines are an essential part of our lives. These underground pipelines are a proven, safe method of transporting natural gas. Because natural gas is a flammable substance, caution is needed when working near natural gas utilities to reduce the risk of fire or explosion. This brochure provides land developers, designers, and construction professionals information on:

- how you can prevent accidents from happening,
- how to recognize a problem and what you should do about it,
- what you should do if you hit a natural gas line, and
- where you can get additional information.

While Conectiv Power Delivery provides continuous training to all natural gas delivery employees on pipeline safety, complies with all standards, and continuously inspects its pipelines for the safety of all customers, employees, and contractors, it is important for you to have some facts around natural gas pipelines.

### **How Can I Help Prevent Accidents from Happening?**

#### *Developers and Designers*

Contact Miss Utility. Determine Utility Locations. Include in Plans. Respect Right of Way.

Delaware Law requires designers to contact Miss Utility of Delmarva to identify utility operators in the areas of the work, determine the location of pipelines, cables, and other facilities, and show this information

**Delaware Law requires everyone who plans to dig in Delaware to contact Miss Utility of Delmarva at least two working days in advance.**

on work plans. Proper advance planning helps prevent accidents. It is important that you not encroach upon the pipeline right of way (ROW), because it can inhibit the utility company's ability to respond to pipeline emergencies, eliminate third-party damage, provide ROW surveillance, and perform routine maintenance and required state or federal inspections.

#### *Excavators*

Contact Miss Utility. Wait for Response. Respect Markings. Dig Safely. Protect the Utilities.

- Contact Miss Utility of Delmarva at least two working days before any excavation work:

#### *By Phone*

**(800) 282-8555**

#### *On the Internet*

**[www.missutility.net/itics](http://www.missutility.net/itics)**

- Respect the utility marks and dig safely and prudently to protect workers, the public, and the utility equipment.
- Follow all OSHA guidelines for excavation and working near utilities, as well as all applicable federal, state, and local laws.
- Request from the property owner the location of any private underground facilities.
- Discuss utility safety in tailgate sessions or job briefings before every job.

Damage by third party excavators is a leading cause of pipeline accidents. Because even relatively minor excavation activity can damage a pipeline or its protective coating, following these requirements can help prevent serious accidents. Delaware Law requires everyone who plans to dig in Delaware to contact Miss Utility of Delmarva, a free utility locating service, at least two working days before excavating so that utilities can



identify and mark the location of underground lines. Excavation includes activities that displace or disturb the ground, such as: grading, trenching, digging, dredging, ditching, drilling, auguring, tunneling, boring, backfilling, post pounding, driving objects into the ground, installing form pins, hammering, scraping, and cable or pipe plowing or driving. Excavation must be carried out prudently and carefully, taking all reasonable steps necessary to protect utilities, workers, and the public.

Remember: Striking an underground utility line could result in death or severe personal injury. You or your company could also be legally responsible for any repair bills, fines, and property damage.