

## Prevent pipeline accidents: call before you dig

Statistics indicate that damage from excavation-related activities is the leading cause of pipeline accidents and damage. Whether you are planning a large excavation project or simply landscaping your property, do it safely and call Miss Utility of West Virginia two days prior to digging, so that we can locate our pipelines. This free service allows you to perform your project safely and prevents our facilities from being damaged.



**Know what's below.  
Call before you dig.**

## Security of Facilities

The nation's infrastructures, including pipelines, are a matter of national security. Even though our critical facilities are protected by fencing or buildings, we need your help. If you notice any unusual or suspicious activity near our facilities, please report it to local law enforcement.

Mountaineer Gas Co.  
2401 Sissonville Road  
Charleston, WV 25312-1336



# Safe, Reliable

## Natural Gas Service



Mountaineer  Gas

## Our Commitment to Safety & Reliability

The natural gas industry maintains an enviable record of safety and reliability. At Mountaineer Gas, we are committed to providing safe, reliable natural gas service to our customers while protecting the safety and health of those who live, work or gather near our pipelines or other facilities.

As an active member of the community, **YOU** play an important role in assisting us with this commitment. Please read the following information to learn how to recognize a natural gas leak, what to do in the event of a gas leak, how to report a gas leak and how to prevent damage to underground facilities.

## About Us

Mountaineer Gas Company is West Virginia's largest natural gas distributor, providing safe, reliable, low-cost natural gas service to more than 220,000 customers. Our service territory stretches over 48 of the 55 counties and includes the operation and maintenance of more than 5,000 miles of gathering, transmission and distribution pipelines.

To learn more about Mountaineer Gas,  
please call **1-800-834-2070**  
or visit us on our website at  
**[www.mgcwv.com](http://www.mgcwv.com)**.

## Damage Prevention

As a local distribution company, Mountaineer's facilities are normally located in public areas such as streets, alleys and along highways. They may also traverse farmers' fields, parks, wooded areas or utility easements. Chances are you may live near or drive past one every day. Although pipelines are generally buried underground, there are several ways to identify if there is a pipeline in your neighborhood.

Pipelines are marked by above-ground signs to provide an indication of their presence, location, product carried and the name and contact information of the company that operates the pipeline. The primary function of these above-ground markers is to identify the general location of the pipeline as an alert to those who might be working in the area.

Below are some examples of pipeline markers:



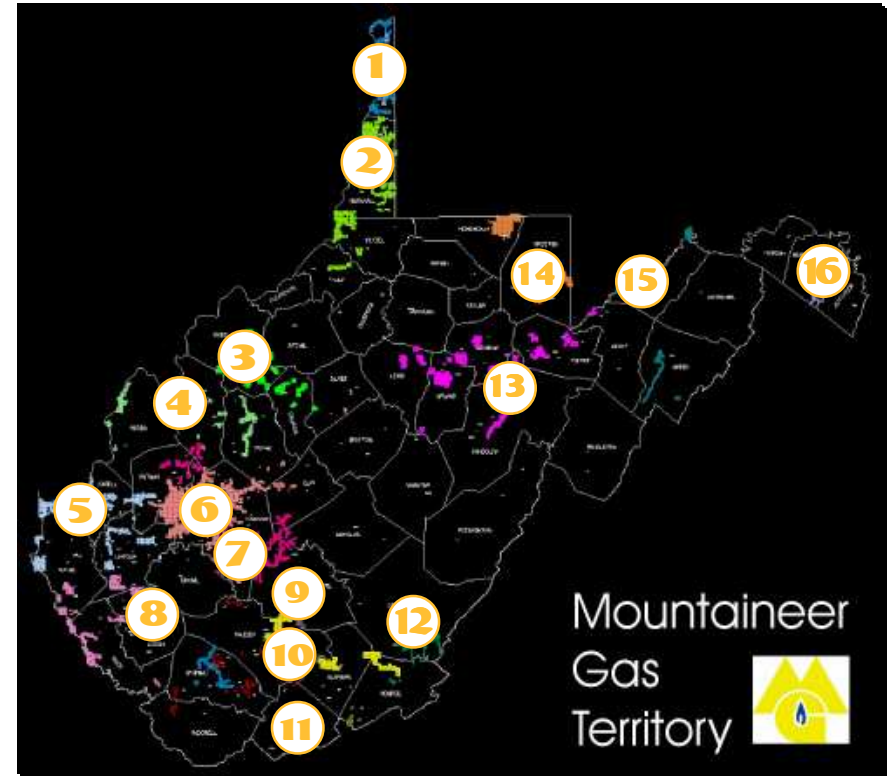
Pipeline markers are important for the safety of the general public. It is a federal crime to willfully remove, deface, damage or destroy any pipeline right-of-way marker or sign.

# Mountaineer's Actions & Capabilities

1. Operate 24 Hour Emergency Call Center (1-800-834-2070).
2. Dispatch company response personnel and notify other agencies if applicable.
3. First Mountaineer Gas employee on scene will take action to protect life first and property second. Actions may include:
  - Controlling the flow of gas
  - Identifying and eliminating sources of ignition
  - Investigating for gas migration
  - Recommending evacuation, when necessary
  - Measuring gas concentration in air
4. When an incident involves multiple response crews (fire, police, other utilities, etc.) Mountaineer employees shall identify and inform scene commander (or local emergency response officials in lieu of no commander) of the following:
  - Facility information
  - Site control plans and requirements
  - Who to contact when we are needed at the scene

Necessary support from emergency personnel includes:

- Crowd and traffic control
- Assistance with evacuations
- Medical treatment, if required
- Secondary fire control



## Service Centers

- |              |                |
|--------------|----------------|
| 1 Weirton    | 9 Oak Hill     |
| 2 Wheeling   | 10 Beckley     |
| 3 Palestine  | 11 Princeton   |
| 4 Ravenswood | 12 Lewisburg   |
| 5 Huntington | 13 Elkins      |
| 6 Charleston | 14 Kingwood    |
| 7 Hugheston  | 15 Keyser      |
| 8 Logan      | 16 Martinsburg |

## How to recognize a natural gas leak

It is important to know how to recognize a natural gas leak if one were to occur in your neighborhood. Be on the alert for one or more of the following signs:

### Look...

- For dirt or dust being blown into the air
- For water or mud bubbling
- For fire coming from the ground or appearing to hover above the ground
- For dead or dying vegetation in an otherwise green area



### Listen...

- For a roaring, blowing or hissing sound



### Smell...

- For a gas or petroleum odor (similar to rotten eggs)



### Do's and Dont's

#### DO

- Turn off all motorized equipment in the area.
- Leave the area immediately.
- From a safe location, notify the Gas Company or call 911.
- Warn others to stay clear of the area.



#### DON'T



- Operate telephones, light switches, electrical appliances or tools or other items that may be an ignition source.
- Operate pipeline valves.
- Enter structures where gas could accumulate.
- Prematurely extinguish fires without stopping the flow of gas.

## Emergency Response

Natural gas pipeline emergencies or failures are rare, however they can occur. An informed emergency responder with the assistance of an aware and educated public can help to minimize potential damage or injury in the unlikely event of an emergency. The following are types of emergencies where outside support may be necessary:

- Gas detected inside or near a building
- Gas pipeline break
- Explosion or fire involving pipeline facilities
- Low gas pressure
- Carbon monoxide poisoning or asphyxiations
- Natural disasters and civil disturbances

#### What To Do First

Upon the first indication that gas may be involved, notify the gas company immediately. Give the location and any details, whether inside or outside a building, your name and emergency organization. Gas company personnel are instructed to report to the scene commander upon arrival. If several gas company employees are at the scene, the gas company will appoint a coordinator to work with the scene commander. In all cases, they can help evaluate the problem and any further gas company actions that are necessary.