

To: Contractors and Excavators operating in City of Hickman Service area,

City of Hickman in accordance with federal regulations is required to periodically communicate with its customers, constituents, government leaders, public safety personnel and contractors about our system's purpose, reliability, associated hazards, and damage prevention, as well as emergency preparedness measures.

Over the last 20 years, the Federal Office of Pipeline Safety recorded cases of third party excavation damage to distribution lines nationwide that resulted in more than \$20 million dollars' worth of property damage, not including the injuries and fatalities. This is why we are working to educate our customers, residents and contractors about the importance of complying with the national "Call before You Dig" requirements. When citizens or contractors consider digging or moving earth they must simply call "CALL BEFORE YOU DIG KENTUCKY" at 811. Whether you're installing an underground dog fence, running electricity to an out building or post-hole digging for a new mail box post, underground piping and other utilities can be damaged. Calling before you dig can prevent a costly or even deadly mistake.

In our community City of Hickman Gas maintains the pipeline infrastructure that consists of 29 miles of Main gas lines and Service Lines. The pipes are typically made of coated steel and plastic which helps prevent corrosion. The pressure ranges from 20-60psi.

Natural gas is a colorless and odorless gas; however, a chemical that smells like rotten eggs is added to help detect a possible leak. If you smell a strong gas odor, it is recommended to leave the area immediately and call **City of Hickman, office: 270-236-2535 County Dispatch 270-236-3015 anytime of the day or night or 911** from a neighboring home or business. Never turn on or off switches or use a flashlight or phone in the presence of the gas smell, because an electric spark could ignite the gas, causing an explosion. Natural gas is one of America's clean burning, reliable, and efficient fuels. Keeping these simple tips in mind can help you and your families enjoy the comfort and safety of natural gas too.

Contact info: City of Hickman, Office: 270-236-2535 County Dispatch 270-236-3015 anytime of the day or night or 911

NOTICE TO EXCAVATORS

NEW PROVISIONS RELATED TO THE CALL-BEFORE-YOU-DIG REQUIREMENT

Damage to natural gas lines from excavation work can lead to explosion or fire and can cause property damage, serious injuries or death.

Beginning July 14, 2018, the Kentucky Public Service Commission ("PSC") will begin investigating instances of excavation damage to underground natural gas pipelines to determine whether the pipeline was properly located prior to excavation. Under changes to the Underground Facility Damage Prevention Act of 1994 (the "Act"), which take effect on July 14, 2018, the PSC will have the authority to levy fines for failing to comply with the requirements of the Kentucky statute related to protection of underground utilities.

Key requirements of the Act (KRS 367.4901 to KRS 367.4917) include:

- Excavators, including property owners working on their own property, must call the 811 one-call center at least two working days prior to the start of excavation. IF YOU FAIL TO CALL 811 AND THEN DAMAGE A NATURAL GAS LINE, YOU WILL BE SUBJECT TO A PENALTY.
- The requirement to call 811 applies to all work on private property if it occurs within a utility easement or uses mechanized equipment.
- Natural gas operators must mark the facilities within two working days of receiving the request.
- Penalties for violating the statute are up to \$1,250 for the first violation, \$2,000 for a second violation, and \$4,000 for subsequent violations.

CALL 811 BEFORE YOU DIG AND MAKE SURE THAT ANYONE DOING EXCAVATION ON YOUR BEHALF CALLS 811 TWO WORKING DAYS BEFORE THEY START.

Excess Flow Valves

An excess flow valve (EFV) is a device City of Hickman 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 Hickman. You can reach a representative during regular business hours by phone at 270-236-2535

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 to be between \$600 and \$2,500, but the actual cost will vary depending on the conditions and difficulty of installation. City of Hickman 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 Notification

City of Hickman Gas is committed to ensuring that the Natural gas lines to your home or business remain safe and reliable.

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

Contact: City of Hickman Gas office: 270-236-2535

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City of Hickman Natural Gas

*1812 South 7th Street
Hickman, KY 42050
Office: 270-236-2535
After Hours 270-236-3015 or 911*

NATURAL GAS SAFETY & PUBLIC AWARENESS

Clean, efficient and convenient natural gas provides the United States with over one fourth of its energy needs and natural gas is our nation's most popular home heating fuel. Natural gas travels through various pipelines to the City of Hickman gas system and is then reliably delivered to your home or business through Hickman's gas pipeline system.

Our number one priority in delivering this product is the safety of our community. Safety issues in our system are rare and the natural gas delivery system as a whole has the best safety record of all energy delivery systems. However, you should always be prepared for the unlikely event of a gas leak. Natural gas is extremely flammable and if released and contacted by any source of ignition will ignite, and possibly explode.

We are committed to protecting you, your property and the environment, and by implementing programs like these we are better equipped to detect the possibility of a leak happening prior to it actually occurring. These safety guidelines will provide you with important information to help you avoid dangerous activities which could lead to a gas leak, and what steps to take in the event of an emergency.

City of Hickman engages in many activities to maintain the safety and integrity of our gas system, including:

- Participating in the Kentucky 811, One Call Center
- Regular inspection programs
- Operator training and certification
- Implementing prescribed safety practices
- Development of a distribution system integrity management program
- Public Awareness and Damage Prevention Programs
- Coordination with emergency officials

The following are potential hazards you should know:

- Pipelines leaks where uncontrolled gas is escaping into the atmosphere
- Gas migrating into a home or building from an outside leak
- Gas leaks inside a home or building
- The greatest risk to underground pipelines is accidental damage during excavation

The leading cause of damage to buried pipelines is the failure to call and obtain the pipeline's exact location. Damage to pipelines such as a scratch, gouge, crease or dent, may cause a leak. It is your legal

responsibility to call 811 before performing any excavation activity. We will mark the approximate location of our lines at no cost to you. Excavation activity can be as simple as planting trees, installing landscaping or installing a fence. **Remember to call 811 before you dig, it's the law.** This is required whether you are using heavy equipment or simply a shovel.

Gas leaks can normally be recognized by:

Sight – Natural gas is colorless, but vapor and “ground frosting” may be visible at high pressures. A leak may also be indicated by bubbles in wet or flooded areas, distinct patches of dead vegetation, dust blowing from a hole in the ground or even flames if the leak is ignited.

Sound – A hissing or roaring noise near a pipeline could indicate a gas leak.

Smell – City of Hickman Gas adds mercaptan to our natural gas which gives the gas a Sulphur or rotten egg smell to help detect leaks. If the gas is from an underground leak, the soil may filter out the odorant.

What you should **NOT** do if a leak occurs:

DO NOT touch, breathe or make contact with the leak

DO NOT light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark.

DO NOT attempt to extinguish any fire.

DO NOT attempt to operate any valves.

What you should **DO** if a leak occurs:

DO leave the home, building and area of the suspected leak. Get to a safe area.

DO call 911 and the pipeline company from a safe distance.

DO warn others to stay out of the area.

If you need additional information or have any questions related to your gas service please call City of Hickman Natural Gas during normal business hours at 270-236-2535. After hours please call: 270-236-3015 or 911