

City of Hickman
1812 South 7th Street
Hickman, KY 42050

RETURN SERVICE REQUESTED

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 operations 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 withing 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 County Dispatch 270-236-3015 anytime day or night or 911.

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

City of Hickman in accordance with federal regulations is required to periodically communicate with its customers, constituent's government leader's 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 Services Lines.

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 or 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**

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
HICKMAN, KY 42050
PERMIT NO. 16

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.**

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 spark.

DO NOT attempt to extinguish any fire.

DO NOT attempt to operate any valves

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

NOTICE TO CUSTOMERS

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

Because you receive natural gas service, you likely have underground natural gas lines at your place of residence or business. Damage to natural gas lines from excavation work can lead to explosion or fire and can cause property damage, serious injuries or death.

Effective July 14, 2018, the Kentucky Public Service Commission is responsible for enforcing Kentucky's Underground Facility Protection statute, commonly known as the call-before-you-dig law, as it pertains to natural gas and hazardous liquid pipelines.

This means that the PSC will investigate incidents of excavation-caused damage to natural gas and hazardous liquid pipelines and may assess such penalties as are appropriate. The provisions of the statute apply with some exceptions, to excavation activities conducted by utility service providers licensed professionals such as plumbers or other contractors and individuals including property owners.

- Excavators including property owners working on their own property must call the **811** one-call-center at least two working days prior to the state 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.