

Every day, natural gas is safely and efficiently delivered to millions of businesses and homes in the United States through more than 2 million miles of underground pipeline.

Nicor Gas operates, secures and maintains the pipeline in our service territory. With safety being our highest priority, we adhere to federal, state and local pipeline safety regulations by performing extensive quality control checks, educate the public on natural gas pipeline leak recognition and damage prevention and work closely with emergency and public officials to develop emergency response plans:

How to recognize a pipeline leak

- **LOOK** for blowing dirt, discolored vegetation or continued bubbling of standing water.
- **LISTEN** for a hissing or roaring noise near a natural gas appliance or line.
- **SMELL** for the distinctive, rotten-egg odor associated with natural gas. Natural gas is colorless and odorless, so we add a chemical odorant called mercaptan for easy detection of a suspected natural gas leak. This odorant has a distinctive "rotten egg" type odor. You should act any time you detect even a small amount of this odor in the air. Be aware that "odorant fade," while uncommon, can occur. Odorant fade occurs when a physical or chemical process causes the level of odorant in the gas to be reduced. This can happen in both existing gas pipe and new installations.

Note: Be aware that some individuals may not be able to detect the odorant because they have a diminished sense of smell, olfactory fatigue or because the odor is being masked by other odors in the area. Certain conditions may cause the odorant to diminish so that it is not detectable. Some gas lines, due to their unique function, may not have odor at all.

Help keep everyone safe during a natural gas emergency

Even though natural gas pipeline incidents are uncommon, it is still important to be prepared by knowing the signs of a potential problem.

You should take the following action any time you detect any of the signs of a pipeline leak:

- **DO NOT** try to identify the source to stop the leak yourself.
- **AVOID** using any sources of ignition, such as cell phones, cigarettes, matches, flashlights, electronic devices, motorized vehicles, light switches or landlines, as natural gas can ignite from a spark or open flame, possibly causing a fire or explosion. Natural gas is non-toxic, lighter than air and displaces oxygen. In severe cases, if not used properly, natural gas can also lead to asphyxiation.
- **CALL** Nicor Gas immediately at our 24-hour emergency response line at **800.747.1470** with the location and type of emergency.
- **SECURE** the area by establishing a safety zone around the incident and control access. You may need to reroute traffic and evacuate area homes and businesses.

Online Survey

Please take a moment to complete a survey about natural gas safety and you by scanning the QR code or visiting <https://www.surveymonkey.com/r/825RZH6> to help us make sure we are keeping our communities safe.



How we respond

Once we are notified of the emergency, we will immediately dispatch trained personnel to the site, keeping you informed of our progress. We will take all necessary actions to correct the problem. We will work together to ensure our community is safe.

Learn more

For more information about natural gas and emergency response procedures and training, contact us at **800.747.1470**.

To learn about our emergency response plan which recognizes and mitigates threats and also sustains the integrity of the pipelines. Visit nicorgas.com/integritymanagementplan.

Complete your training today!

nicorgas.com/respondertraining
(Use password: nicor)