

Delmarva Power serves more than 123,000 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.

Delmarva Power has over 3,200 miles of natural gas pipelines in its service territory. These pipelines are essential for providing natural gas to residential, commercial, and industrial customers. While these underground pipelines are a proven, safe method of transporting energy, Delmarva Power is providing its customers and pipeline neighbors with information to answer the following important questions:

- How do I know if there are natural gas pipelines nearby?
  - How can I prevent natural gas pipeline accidents from happening?
  - How do I recognize a problem and what should I do about it?
  - Where can I obtain additional information about natural gas?

While Delmarva Power provides continuous training to all gas delivery employees on pipeline safety, complies with all standards, and continuously inspects its pipelines for the safety of all customers, pipeline neighbors, and employees, it is important for us to provide you with some facts about natural gas pipelines.

## WHERE CAN I GET MORE INFORMATION ABOUT NATURAL GAS?

- For additional information on the awareness of natural gas hazards and damage prevention measures Delmarva Power takes with regard to gas pipeline safety, please visit our Web site at [delmarva.com](http://delmarva.com) and select Safety or call customer service at 1-800-375-7117.
- In order to ensure the safety, integrity and efficiency of the Delmarva Power gas transmission system, we have developed a Pipeline Integrity Management Program. For more information about Pipeline Integrity Management, call 302-429-3315.
- A list of United States pipelines, including a directory that identifies pipeline operators in specific areas, can be found on the web site of the Department of Transportation's National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).



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Wilmington, DE 19899-0231

138-03-09

## A MESSAGE FROM DELMARVA POWER

# What You Should Know About Pipeline Safety



We're connected to you by more than power lines®

## HOW DO I KNOW IF THERE ARE NATURAL GAS PIPELINES NEARBY?

- Buried, unmarked utilities, including natural gas pipelines, exist in the majority of urban and suburban streets and properties. In more rural areas, look for yellow, black, and red warning signs that are posted along rural pipeline right-of-ways. These markers include vital information about the type of pipeline and the specific hazards in that area. While the markers on rural pipeline right-of-ways are helpful indicators, they do not mark the exact location or depth of the pipeline.
- As part of the National Pipeline Mapping System, you may call 302-429-3099 to determine if there are Delmarva Power natural gas transmission pipelines near you. Due to safety and security considerations, you may be required to provide proof of identification and/or the reason for your inquiry.
- Regardless of whether a pipeline is marked or whether you believe you know the location of a natural gas line, always call Miss Utility at **811** to mark underground lines, including natural gas pipelines, before doing any excavation or digging.

## HOW CAN I HELP PREVENT NATURAL GAS PIPELINE ACCIDENTS FROM HAPPENING?

- Keep your utility meter clear of obstructions. Never attach anything to the gas meter or the piping. Never tamper with natural gas lines or equipment.
- Remember that your property may have utility lines and natural gas lines running not too far beneath the surface - in some instances, close enough to hit with a shovel. Hitting a line could rupture the natural gas line, interrupt service, and even cause serious injury to you or your neighbors. In addition, you would be financially responsible for repairs to correct any damage to underground lines.
- For your safety, and the safety of your family and property, please review all brochures and mailings sent to you by your natural gas provider. By reading and SHARING this important information, you will be better equipped to prevent or recognize and respond to an emergency situation.

Delaware Law requires everyone who plans to dig in Delaware to notify Miss Utility of Delmarva at least two working days before digging so that utility companies can identify and mark the location of their underground lines and equipment. Excavation must be carried out prudently and carefully, taking all reasonable steps necessary to protect utilities, workers, and the public. To contact Miss Utility of Delmarva, call **811**.



## HOW DO I RECOGNIZE A PROBLEM AND WHAT SHOULD I DO ABOUT IT?

- Look for spots of dead vegetation on the ground, which could indicate a leak.
- 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 natural gas leak. The smell is a harmless chemical we add to natural gas so you can detect the smallest amount of gas that might have escaped. If you ever smell faint whiffs of this odor, check to determine if a pilot flame is out or if a burner valve is partially turned on. If you cannot find the source, call us immediately. If the odor is strong, evacuate the premises immediately. Do not light a match, switch anything on or off, or use the telephone. Leave the area and call us immediately.
- If you observe any of the above natural gas leak indicators, call Delmarva Power immediately at the Gas Emergency number, 302-454-0317. Emergency Assistance also may be obtained by calling 911.