

IMPORTANT SAFETY FACTS ABOUT NATURAL GAS

- It's light. In fact, natural gas is almost 40 percent lighter than air, so it rises and quickly spreads out in open areas. In an enclosed room or building, natural gas first displaces air at ceiling level and then moves down toward the floor.
- Natural gas is non-toxic; however, large concentrations of natural gas can be harmful and cause suffocation.
- Natural gas is colorless, tasteless, and odorless, so a "rotten egg" odor is added for safety before it reaches your home, so it's easier to detect a leak if you have one.
- Natural gas is highly flammable but cannot burn by itself. For natural gas to burn, it must be mixed with air and have an ignition source such as a pilot light, a lighted match, or an electric arc from items such as light switches, motors, doorbells, or telephones.
- While natural gas burning does not result in explosions, in the rare event of ignition, it's advisable to allow the flame to burn naturally. For your safety, it is important to refrain from attempting to extinguish the fire, as only trained first responders or technicians should handle such situations.

Summit Natural Gas is committed to the safety of our customers.

For more information on Pipeline Safety and Integrity, visit

SummitNaturalGas.com/NaturalGasSafety

NATURAL GAS IS SAFE

Natural gas pipelines are among the safest fuel transportation systems in the world. With more than 2.6 million miles of natural gas pipelines nationwide, natural gas serves nearly 187 million American's and 5.8 million businesses*.

Summit Natural Gas pipelines are tested, monitored, and maintained using the latest technology 24 hours a day, 365 days a year. In fact, many systems contain sensors designed to detect changes in pressure, and many include automatic shut-off valves that isolate leaks. In addition, natural gas utilities spend more than \$33 billion** annually to help enhance safety.

PURPOSE & RELIABILITY

Summit Natural Gas is committed to providing safe, reliable natural gas to communities throughout Missouri. Summit Natural Gas works diligently to ensure pipeline safety in a variety of ways including inspection programs, public awareness programs, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization, and liaison meetings with excavators, emergency responders, and public officials.

* American Gas Association.
AGA Playbook 2024, <https://playbook.aga.org>

** American Gas Association.
"Safety", <https://www.aga.org/natural-gas/safety/>

To receive additional information about transmission pipelines in your community, access the National Pipeline Mapping System (NPMS) website at www.npms.phmsa.dot.gov



SummitNaturalGas.com

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NATURAL GAS SAFETY



At Summit Natural Gas the safety of our team members, customers, and the communities we serve is a top priority. Included in this brochure is important information about natural gas safety, including steps to take if you suspect a gas leak or what to do before you dig.

For more information visit SummitNaturalGas.com
24-HOUR EMERGENCY LINE 1-800-883-3181

CUSTOMER-OWNED PIPING

It's important to understand that property owners are responsible for the maintenance and inspection of buried piping from their gas meters to structures like homes, businesses, and other facilities, and aboveground piping from the meter to structures or gas equipment.

Summit Natural Gas DOES NOT own or maintain customer-owned buried piping. If customer-owned piping is not maintained, it may be subject to potential hazards such as corrosion or leakage. This can create dangerous circumstances such as a fire, explosion, or temporary shut-off should a leak be detected on your piping.

Customer-owned buried gas piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metal; and
- Repaired if any unsafe condition is discovered

Plumbing and heating contractors can assist in locating, inspecting, and repairing your buried piping.

IDENTIFYING NATURAL GAS EQUIPMENT

Safety is everyone's responsibility. Pipeline marker signs are important to public safety. It is a federal crime to remove or deface a pipeline marker sign. Some people mistakenly believe that they don't need to contact a one-call center because they think they can tell the precise location of a pipeline by drawing a straight line between right-of-way marker signs.

The U.S. Department of Transportation requires the use of signs to indicate the location of underground pipelines. Markers like these are located at roads, railroads, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way.

The markers will say "Warning Gas Pipeline" and will have the company name and phone number where we can be reached in the event of an emergency. Markers only indicate the approximate location of the underground pipeline. They are normally not placed directly on top of the pipeline.

PREVENTING PIPELINE EMERGENCIES

KNOW WHATS BELOW, CALL 811 BEFORE YOU DIG

Using the 811 One-Call system when digging around a natural gas pipeline, or any other underground facility, is a state law and the only way to determine the approximate location of a buried pipeline. One easy phone call to 811 starts the process of getting your underground pipelines and utility lines marked for FREE. When you call 811 from anywhere in the country, your call will be routed to your state One-Call Center.

It's that easy! Within a few days, a team will arrive at the given location and identify underground utilities with above-ground American Public Works Association (APWA) color-coded markings.



WHICH UTILITY IS BURIED BELOW?

| | |
|---------------|---|
| Red | Electric Power Lines, Cables, Conduit and Lighting Cables |
| Yellow | Gas, Oil, Steam, Petroleum, or Gaseous Materials |
| Orange | Communication, Alarm or Signal Lines, Cables or Conduit |
| Blue | Potable Water |
| Green | Sewers and Drain Lines |
| White | Proposed Excavation |
| Pink | Temporary Survey Markings |

Once your underground lines have been marked, you will know the approximate location of your pipelines and utility lines so you can dig safely.

REMEMBER - calling 811 before you dig is the law throughout the United States.

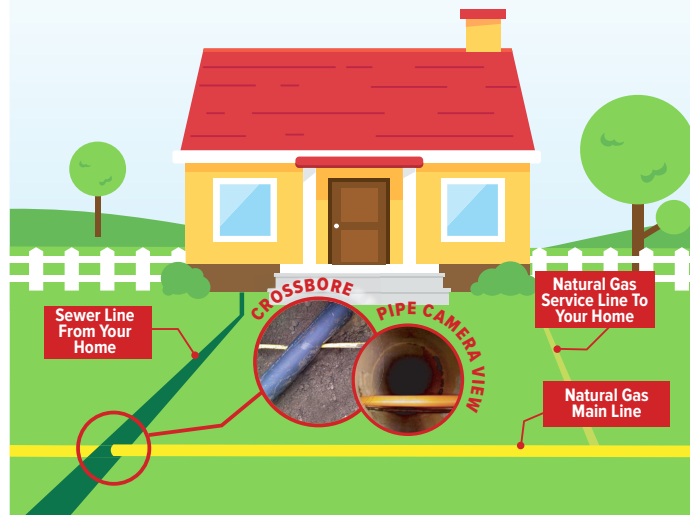
More information regarding 811 can be found at www.Call811.com



BLOCKED SEWER? YOU MIGHT BE DEALING WITH A CROSS-BORED SEWER LINE!

Play it safe! If you experience a sewer blockage, play it safe and assume you have a cross bore.

1. Never use a sewer clearing machine to clear an exterior blockage until the obstruction has been identified.
2. Call or ask your sewer clearing professional to contact Summit Natural Gas at **1-800-927-0787** prior to clearing the blockage. We will promptly meet your professional to locate and mark our natural gas pipeline free of charge.



LANDOWNERS & RIGHT-OF-WAY

Because pipelines must cross the countryside to deliver products over long distances, the pipelines have many neighbors. The pipelines cross under creeks and rivers, highways and roads, farmers' fields and parks, and may be close to homes and businesses. Written agreements, or easements, between landowners and pipeline companies, allow the pipeline companies to construct and maintain pipeline rights-of-way across the privately-owned property. These rights-of-way must be kept clear to allow the pipeline to be safely operated.

ENCROACHMENT — BUILDING ON A RIGHT-OF-WAY

Pipeline rights-of-way must not have obstructions or any structures that prevent access to the pipeline for routine maintenance or in the event of an emergency. If a pipeline crosses your property, refrain from building, digging, or planting anything that can impair access to the pipeline.

SIGNS OF A NATURAL GAS LEAK

The best way for you to detect a leak is to use your senses of sight, smell, and sound. There may be a natural gas leak along a pipeline or right-of-way if:

- You see dead or discolored vegetation that is otherwise green, or
- You see dirt or water blowing from a hole in the ground;
- You smell an unusual or pungent, sulfur-like odor;
- You hear an unusual hissing or roaring sound.

WHAT TO DO IF YOU SUSPECT A LEAK

1. Leave immediately on foot and go upwind to a safe area
2. Warn others to stay away from the area
3. Once at a safe distance:
 - a. Call 911 or your local emergency number
 - b. Call Summit Natural Gas

WHAT NOT TO DO IF YOU SUSPECT A LEAK

1. DO NOT use lighters, matches, or candles, open flames, or operate anything that could cause a spark (such as cell phones, lights, appliances, doorbells, flashlights, garage door openers or power tools)
2. DO NOT open exterior windows or doors to ventilate
3. Do NOT try to find the leak yourself or operate pipeline valves

EXCESS FLOW VALVES

An Excess Flow Valve, or EFV, is a device that we can install on your natural gas service line. EFVs are designed to shut off or significantly reduce the flow of natural gas if a service line becomes damaged.

For additional information on having an EFV installed call 1-800-927-0787 and we can provide a cost estimate at your request.