



## **Contractors Working in MNG Service Area**

### **RE: Public Awareness**

To Whom It May Concern,

This letter has been provided by Maine Natural Gas (MNG) as part of MNG's public awareness plan per DOT CRF Section 192.616 – Public Awareness. This letter serves as an informational distribution. Third party damage is the leading cause of damage to natural gas facilities. As a contractor that works in one of MNG's service territories it is our goal to work with your company should excavation take place near a part of MNG's system. The information included covers Damage Prevention Awareness, One-Call Requirements and Leak Recognition and Response.

### **Damage Prevention Awareness and One-Call Requirements**

The greatest risk to underground pipelines is accidental damage during excavation. To protect our natural gas pipelines and other underground facilities it is critical that people use the one call system prior to **any** excavation related activities on public and private property. The law requires that all excavators notify the local one call system, Dig Safe®, at 811 or 1-888-DIG-SAFE (1-888-344-7233), at least 72 hours before digging. The one-call center will contact the owners of the underground facilities in the immediate area so that they can mark the location of their facilities prior to excavation. There is no charge to the public for this service. Excavators are required to take certain precautions when working in the immediate area of underground facilities. The one call center can provide the specific details of what is required. Failure to comply with this law can jeopardize public safety, result in costly damages, and substantial fines.

Even if you cause what seems to be minor damage to the pipeline, notify the pipeline company immediately. A gouge, scrape, dent, or crease to the pipe or its coating may cause a future leak or failure. It is imperative that the pipeline owners inspect and repair any damage.

## **Leak Recognition and Response**

A gas leak is usually recognized by the smell, sight, or sound.

- SIGHT – You may see a white cloud, mist, fog, bubbles in standing water, or vegetation that appears to be dead or dying for no apparent reason.
- SOUND – You may hear an unusual noise like roaring, hissing or whistling.
- SMELL – Natural gas is colorless and odorless. Before it reaches you, we add a distinctive, pungent odor so that you'll recognize it quickly.

What should you do if you suspect a leak?

- MOVE to a safe environment
- CALL the Maine Natural Gas Emergency Number: **1-877-532-5636**
- DO NOT strike a match, use telephones, switch on/off appliances, lights, or even a flashlight in the area where you smell gas. These items can produce sparks that might ignite the gas and cause an explosion.

### **For Excavators**

- Stop work and evacuate the site to a safe distance
- Call 911 if there is blowing gas
- Call the Maine Natural Gas Emergency Number: **1-877-532-5636**
- Don't do anything to cause a spark
- Alert everyone on the premises
- Keep the public and traffic away
- Do not try to fix the pipe or slow the rate of leaking gas
- Do not try to extinguish a gas burning fire unless there is a threat to life

Please feel free to contact us with any questions at 207-729-0420 ext. 107 or via email at [jgauthier@mainenaturalgas.com](mailto:jgauthier@mainenaturalgas.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph Gauthier". The signature is fluid and cursive, with a long horizontal stroke at the end.

Joseph Gauthier, P.E.  
Supervisor - Gas Engineering