

## Important facts about natural gas safety

- Natural gas is colorless, tasteless, odorless and nontoxic
- A “rotten egg” odor is added before natural gas reaches your home to make it easier to recognize
- Natural gas cannot burn by itself. To burn, natural gas must be mixed with air. It also must have an ignition source such as a pilot light, a lighted match or an electric arc from a light switch, motor, doorbell or telephone
- Burning natural gas will not explode. If natural gas does ignite, let it burn. Do not attempt to put out the flame
- Natural gas is not LPG. Liquefied petroleum gases, such as propane, are different from natural gas because they are heavier than air and collect in low places. Natural gas is almost 40 percent lighter than air

## Natural gas hazards

A natural gas leak may present these hazards:

- Fire
- Explosion
- Asphyxiation (Natural gas displaces oxygen in confined spaces)

These hazards may be created by uncontrolled escaping gas, caused by:

- Rupturing, nicking or puncturing a pipeline
- Extreme loading of materials over buried facilities (spoil piles, transport of equipment, outriggers)
- Water main breaks that weaken roadways and pavement, damaging gas pipelines
- Heavy ice on outside meters or gas pipelines
- Collapsed buildings that break or damage gas pipelines
- Fire or explosion near or directly involving a pipeline facility
- Under- or overpressure in the gas system
- Equipment failure
- Human error
- Extreme natural events such as floods, tornadoes and earthquakes
- Civil disturbances such as riots

## How to avoid damaging a pipeline

A major cause of pipeline damage is someone striking accidentally an underground pipeline. This is a serious safety threat and can lead to personal harm, physical damages and financial loss.



Know what's below.  
Call before you dig.

Excavating contractors and homeowners planning to dig should call 811 to reach MISS DIG, Michigan's one-call system. Call at least three working days before starting any digging project.

*One easy call to 811 gets free staking of underground utility lines and helps reduce the chance of injury and expense. To know what's below, always call 811 toll-free before you dig.*

MISS DIG will contact the utility companies to have their underground lines marked with stakes, flags or paint. THE CALL AND SERVICE ARE FREE. It's important to call 811 even for routine jobs, such as planting shrubs and trees, replacing a mailbox post or installing a fence or a deck.

NOTE: Customer-owned facilities such as gas lines to yard lights and barbecue grills will not be staked by utilities responding to a MISS DIG request. Residents are responsible for marking these lines. Contractors are available to provide this service for a fee.

## For more information

Visit [www.consumersenergy.com/pipelinesafety](http://www.consumersenergy.com/pipelinesafety) or call (800) 477-5050 for more information about natural gas, natural gas pipelines, emergency preparedness and other natural gas safety issues.

## Useful Websites

Call 811 is the source of information about safe digging

[www.call811.com](http://www.call811.com)

Common Ground Alliance promotes best practices in damage prevention

[www.commongroundalliance.com](http://www.commongroundalliance.com)

American Gas Association

[www.aga.org](http://www.aga.org)

Connect With Us

Find us on Facebook, Twitter®, YouTube and Flickr.



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Count on Us

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**Consumers Energy** Count on Us

**Natural Gas Safety**  
What to do in an emergency

Recognize  
React  
Report



If you smell natural gas,  
call us immediately  
day or night at  
**(800) 477-5050.**

## Dear Neighbor,

**B**ecause you live or work near a Consumers Energy natural gas pipeline, we want to make sure you are aware of our continuing efforts to keep you safe.

As one of Michigan's largest natural gas companies, we operate and maintain more than 28,000 miles of natural gas pipelines that help us bring this important product to more than 1.7 million customers in Michigan's Lower Peninsula.

Pipelines help fuel our economy and way of life. According to the U.S. Department of Transportation, pipelines are the safest, most reliable and cost-effective means of transporting energy products, such as natural gas, over long distances.

Because our pipelines are buried, we've posted important warning signs above ground. We also count on the awareness of our neighbors living and working near pipelines to inform us of unusual activities.

Additionally, we work with several state and federal agencies. These efforts promote safe-digging practices and help ensure high-quality pipeline monitoring and maintenance practices in your backyard and across the state.

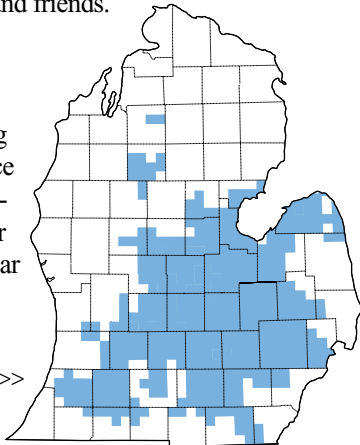
Please take a few minutes to review this information and share it with your family and friends.

**Thank you.**

### Our pledge to you

We are committed to providing safe, reliable natural gas service to our customers while protecting the health and safety of our neighbors who live or work near our pipelines and facilities.

Consumers Energy  
Natural Gas Service Territory >>>



### Pipeline safety and awareness



To protect the integrity of our natural gas pipeline system, we inspect and perform maintenance, such as corrosion-control and leak surveys, and replace sections of pipeline when necessary.

For your safety, our employees are trained to monitor and inspect our pipeline system and respond quickly to any natural gas emergency.

### Natural gas pipeline markers

Natural gas pipelines are buried and may be marked. However, the markers may not always show the exact location of the pipelines, or the directions they follow.



## SAFETY REMINDER

Many natural gas leaks are caused by damage to pipelines. If you hit a gas pipeline, call Consumers Energy toll-free at (800) 477-5050 even if there is no apparent damage.



**RECOGNIZE • REACT • REPORT**

## The 3 Rs of Natural Gas Safety

Knowing how to recognize, react and report natural gas emergencies can help keep you and your family safe at home or at work.

### RECOGNIZE

Knowing how to recognize a natural gas emergency will help you react quickly.

**Signs of a natural gas leak may include:**

- "Rotten egg" smell
- Blowing or hissing sound
- Dead or discolored vegetation in an otherwise green area
- Dirt or dust blowing from a hole in the ground
- Bubbling in wet or flooded areas
- Flames, if a leak has ignited

Consumers Energy also may operate high-pressure transmission pipelines in your area. Signs of a natural gas leak on these pipelines could include any of the indications listed above, except the "rotten egg" odor.

### REACT

**Leave the area immediately, and then call us at (800) 477-5050 from a safe location.**

- **Do not** use any electrical device, such as light switches or telephones (including cell phones), or appliances such as garage door openers. They could cause a spark and ignite the gas
- **Do not** use an open flame, matches or lighters
- **Do not** try to locate the source of the gas leak
- **Do not** try to shut off any natural gas valves or gas appliances
- **Do not** start vehicles
- **Do not** re-enter the building or return to the area until our employee or a qualified utility representative says it's safe to do so
- **Do not** put out the flames if natural gas ignites. Burning gas will not explode

### REPORT

If you think you have a natural gas emergency, go to a safe location. Then call Consumers Energy toll-free at **(800) 477-5050**, 24 hours a day, seven days a week. Also, call us if you see unusual activity near a natural gas pipeline or facility. We will respond to both events at no charge.

■ In a natural gas emergency, call Consumers Energy toll-free at (800) 477-5050 from a safe location. We'll respond 24 hours a day, seven days a week, at no charge.

■ En el evento de una emergencia ocasionado por gas natural, favor de llamar sin cobro a Consumers Energy al tef. (800) 477-5050 de un lugar seguro. Responderemos a su emergencia las 24 horas del día, 7 días por semana sin costo alguno.