

Don't DIY

Hire a qualified professional to:

- Inspect/install your appliances
- Inspect/install your gas lines
- Identify, repair and alert you of safety concerns

You're responsible for maintaining all the gas lines and appliances inside your home. Don't DIY.

Methane Detectors

Methane detectors can identify a potential natural gas leak. Natural gas detectors come with various features and are available in home improvement stores and online. You may detect the odor of natural gas before the detector alarms. If you smell natural gas, STOP. LEAVE. CALL.

Carbon Monoxide Poisoning

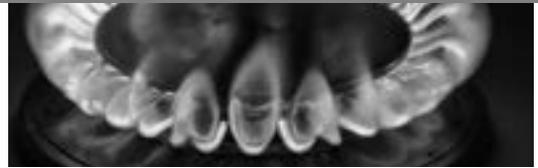
Carbon monoxide (CO) is an odorless, tasteless, non-corrosive gas created when fuels (like gasoline, wood, natural gas) burn incompletely. CO can be produced when there's not enough oxygen for proper burning.

You can take steps to detect and prevent CO build up in your home.

- Install CO detectors on every level and outside every room where someone sleeps.
- Regularly test your CO detectors – replace the batteries and/or detectors as needed.

Support is Available

If you are facing financial challenges, we offer support through payment plans and bill assistance programs. We are committed to helping you stay connected. Learn more at ColumbiaGasVA.com/Assistance.



Natural Gas Information Guide

Why Are You Receiving This Guide?

At Columbia Gas, the safety of our customers and communities is our highest priority. This guide provides important information on safety and outlines customer program offerings designed to help you manage your natural gas service with confidence and ease.

By taking a few moments to review these materials, you can support the safe and reliable delivery of service throughout the year.

Never Question, Call

If you even think you smell natural gas inside your home or business, take action. Evacuate. Call **911** and us at **1-800-544-5606**. Columbia Gas will send someone to check on the source of the odor FREE OF CHARGE, whether there is a leak or not. **DO NOT** try to find the leak yourself or operate pipeline valves. Don't light a match or candle or operate anything that could cause a spark, including cell phones, lights, appliances, garage door openers, etc. Don't open windows or doors in an attempt to ventilate. To learn more visit ColumbiaGasVA.com/StaySafe.


Columbia Gas®
A NiSource Company

Pipeline Reliability

Each day, the underground network of over a million miles of pipeline safely and reliably carries natural gas from supply areas to customers' homes, businesses and factories across the country. The natural gas industry has a proven record of safety. The safe delivery of natural gas to the communities and customers we serve is not only our commitment, but also a core value.

Recognizing & Responding To Gas Leaks

Can you identify a potential natural gas leak? Natural gas lines can be buried anywhere, even in areas where homes don't use it. If a leak should occur, it is possible for natural gas to migrate into buildings, including those without service. It's important that you know how to recognize and react to a natural gas leak, wherever you are. Natural gas is naturally colorless and odorless, so we add an odorant called mercaptan as a safety precaution. Some say it smells like rotten eggs or sulfur. If you think you smell natural gas, **STOP** what you are doing, **LEAVE** the area immediately (if inside, get out) and **CALL 911 and us**. Gas leaks can also be detected by sight and sound. Be aware of signs such as blowing dirt, bubbling water or dead vegetation and a hissing or roaring sound. For more information, visit [ColumbiaGasVA.com/StaySafe](https://www.columbiagasva.com/StaySafe).

Keep Meters Clear

Now is the time to clear any debris, overgrown shrubs or landscaping near the gas meter[s] on your property. Keeping your meter visible at all times makes it accessible for maintenance or in the event of an emergency. For more information, visit [ColumbiaGasVA.com/Exterior](https://www.columbiagasva.com/Exterior).

Contact 811 Before You Dig

Make your next outdoor project a success. Big or small, begin by contacting 811 to have your underground utilities marked so you can dig safely. Whether you are a DIY person, professional contractor or landscaper, you always need to contact 811 - It's the law. Avoid possible penalties, costly repairs or injuries. For more information visit [ColumbiaGasVA.com/811](https://www.columbiagasva.com/811).

Encroachment

Encroachments within pipeline easements can be a safety hazard. It is important that property owners understand the significance of keeping these areas clear. Nothing should be placed within the limits of the easement area to prevent damage and ensure access. For more information, visit [ColumbiaGasVA.com/Encroachments](https://www.columbiagasva.com/Encroachments).

Cross Bore

Cross bores are accidental intersections of underground utility lines. For example, a natural gas line intersecting a sewer line. If a sewer backup develops, it's important to CALL BEFORE YOU CLEAR. Contact 811 for an emergency locate, and a professional plumber to ensure the clog is cleared properly and safely. For more information, visit [ColumbiaGasVA.com/CrossBore](https://www.columbiagasva.com/CrossBore).