



What Do I Need to Know About Pipelines?

KUB uses more than 2,500 miles of underground mains in a 297-square-mile service area to safely deliver natural gas to our customers. We maintain and inspect our system to ensure safe, reliable service, but we also want you to know about pipelines in your area and what to do in an emergency.

KUB posts markers along certain portions of the pipeline route where it intersects a street, highway, or railroad. They have emergency numbers to report a natural gas leak or an emergency like a fire or explosion near a pipeline—or a natural disaster like an earthquake or flood. [See “How Do I Report a Leak?” for more.]

How Can I Keep My Home Safe?

- Do not store anything immediately around your natural gas meter that could fall and damage it. Also, don't landscape immediately around it.
- Do not use or store flammables near natural gas appliances.
- Keep the area around your natural gas furnace and water heater clear.
- Keep natural gas appliances well ventilated to ensure efficient operation.
- Vent natural gas appliances outside to remove carbon monoxide.
- Keep and use a carbon monoxide detector in your home.
- Keep service phone numbers handy.
- Follow these steps if the pilot light on a natural gas appliance goes out:
 - Shut off natural gas supply at appliance's valve.
 - Allow time for accumulated natural gas to escape.
 - Follow the relight procedure posted on the appliance.



If you don't want to attempt relighting, contact a licensed heating or plumbing contractor.

Connect to Comfort

Connect to Comfort with KUB natural gas.



It is a versatile energy that adds immediate and lasting value to your home, and continues to do so each time you install a new natural gas appliance.

Get a rebate on a new appliance when convert it to KUB natural gas. Visit www.kub.org/gas for details.



Sustainability

KUB is committed to continuously improving practices and maintaining its infrastructure to minimize emissions from its natural gas distribution system.

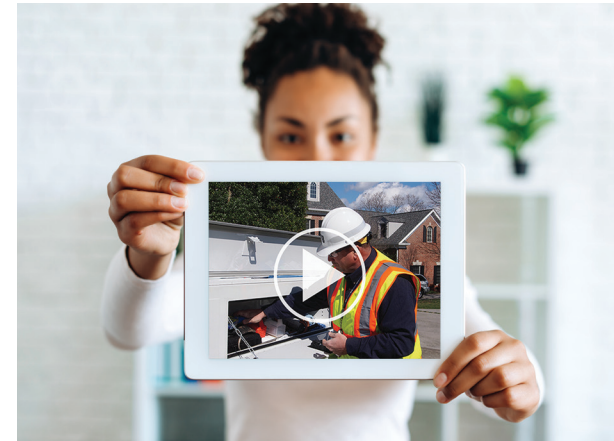


KUB made a commitment to environmental stewardship through its participation in the American Public Gas Association's Environmental Task Force and its work as a founding member of the EPA's Methane Challenge. KUB works to:

- Enhance leak detection and repair programs through new technology
- Replace aging infrastructure with infrastructure that has a lower leak probability
- Educate and support its community about damage prevention
- Promote energy efficiency programs
- Incorporate best practices for emission mitigation throughout its processes
- Evaluate methods to better measure and quantify emissions
- Continue emission reduction through partnership with industry partners

Natural Gas Safety Videos Online

For more information, please visit www.kub.org and view our natural gas safety videos. Subjects include leak inspections, excavating, and more. Our Natural Gas Safety section also has information on topics like replacing older natural gas connections, excess flow valves (EFVs), and providing proper support for CCST (corrugated stainless steel tubing) at the meter.



Carbon Monoxide Safety

Gasoline, wood, propane, natural gas, and other fuels produce carbon monoxide as they burn. Have a licensed professional check fuel-burning appliances annually for proper operation and ventilation. Correctly installed monitors can help you detect carbon monoxide and are available at home improvement stores.



Esta información es muy importante.

Para obtener una versión en español de este folleto, llame a KUB al número de teléfono 865-524-2911 y presione el número 2.



www.kub.org
865-524-2911



Your Guide to NATURAL GAS SAFETY

Natural gas is a safe, efficient, & reliable energy source. But, like all energy, you should use it wisely and safely.

See inside for information to help you feel comfortable and confident with your natural gas service at home and with pipelines in our community.

- RECOGNIZE NATURAL GAS LEAKS
- REACT SAFELY TO A LEAK
- UNDERSTAND YOUR RESPONSIBILITIES
- VIEW KUB'S NATURAL GAS SAFETY VIDEOS
- REMEMBER:
 - Call 811 Before Digging
 - Report Leaks to **KUB (865-524-2911)** and 911



Recognize. React. KUB Responds.



How Can I Recognize a Leak?

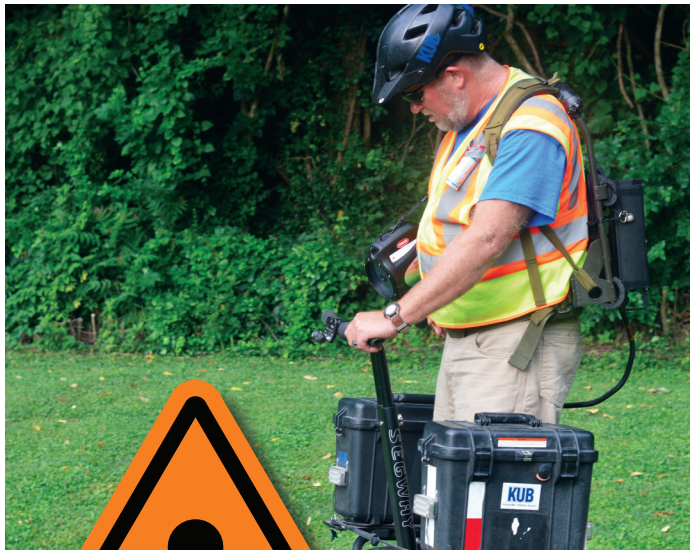
Smell: Before processing, natural gas has no odor or color. KUB adds a harmless chemical called mercaptan to help you detect even small amounts of escaped natural gas.

The mercaptan gives natural gas a distinctive “rotten egg” smell. You and your family need to learn to recognize that odor and know what to do if you smell it.

Sound: You may hear a blowing or hissing sound near a leak.

Sight: You may see bubbling in a wet or flooded area or flames if a leak ignites. Dead or discolored vegetation may also be a sign of a natural gas leak.

To ensure the integrity of our natural gas system, KUB technicians use highly sensitive, specialized equipment to perform periodic leak surveys. They walk or drive (truck, Segway, or all-terrain vehicle) along the route of the pipeline.



Don't try to find a possible leak yourself. Always call KUB at 865-524-2911. KUB responds 24 hours a day, sending a trained technician to conduct a free leak investigation.

How Should I React to a Leak?

Natural gas leaks are dangerous. If you think you smell natural gas or suspect a leak:

DO

- Leave the building or area immediately.
- Go to an area where you no longer smell natural gas.
- Call KUB (865-524-2911) as soon as you leave the area. KUB will send a trained technician to conduct a free leak investigation.
- Notify KUB or 911 of damages to utilities, including natural gas pipelines. (T.C.A. 65-31-101)

DON'T

- Don't do anything that could create a spark, like open garage doors or turn lights or appliances on or off.
- Don't operate equipment, tools, or vehicles.
- Don't smoke or have any open flames.
- Don't re-enter the building or return to the area until KUB tells you it is safe.

Natural Gas Pipe Repair

Repairs to natural gas piping – both inside and outside of your home – should always be performed by a qualified professional.

Never attempt to repair a damaged gas pipeline on your own – both inside and outside of your home. Contact a trained professional.

Excess Flow Valves

Excess flow valves (EFVs) are safety devices installed on buried gas service lines at the connection to the main. They remain open under normal gas flow but activate if there is a surge, which can occur if the line is severed by, for example, excavation or a natural disaster like an earthquake. If there is a surge, the ball (or plunger) and spring system in the EFV closes to allow only a small amount of gas into the service line. EFVs do not prevent leaks — they activate only if your line is severed. For more information or to request an EFV, e-mail efv.request@kub.org or call KUB New Service at 865-558-2555. (The average EFV cost is \$500.)

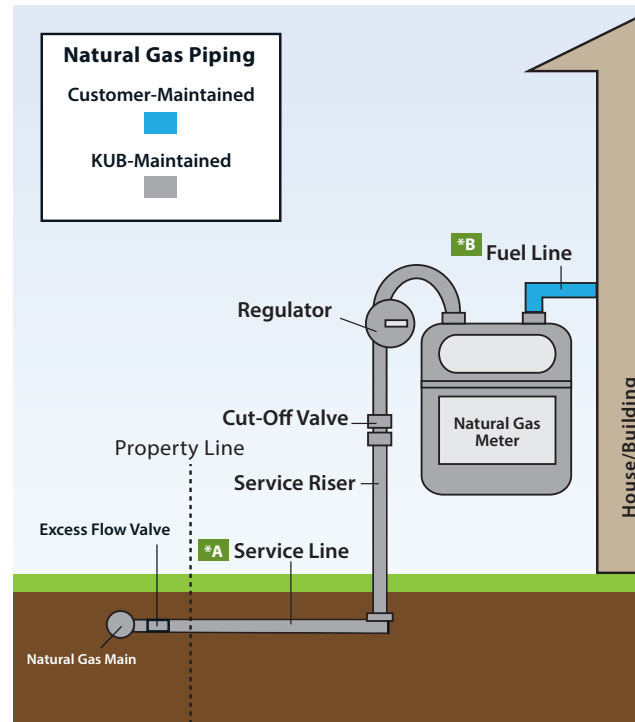
KUB Responds Immediately to Natural Gas Leak Calls

If someone reports a possible natural gas leak, KUB immediately sends a trained technician to perform a free leak inspection.

The technician will make the area safe and initiate any needed repairs to the natural gas service line (*A) or the natural gas meter. The technician may also identify a leak on the fuel line (*B) between the meter and your appliances, but those repairs are the responsibility of the property owner.

KUB recommends that property owners periodically use licensed plumbers and heating contractors to help locate and inspect the fuel line. If you find unsafe conditions on the fuel line, we recommend that you have repairs made immediately.

Note: Always call 811 before digging to have underground utilities located and marked. (*See right.*)



Call 811 Before Any Digging Project

Planting a tree? Putting up a mailbox? No matter how small your project, always make a free call to 811 before you dig. It's the law, and it helps protect you from dangerous, costly dig ins. You can also download Tennessee 811's new mobile app for Android and

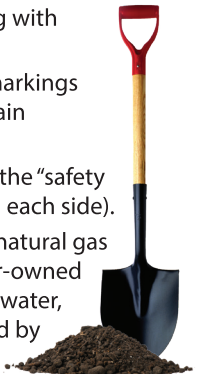


Apple devices, which allows quick access to Tennessee 811's resources, and provides another line of communication when at home, in your office, or working

from a job site. This app is free, and can be used to submit a locate request, search for locate tickets, and access the Tennessee 811 handbook among other useful tools.

Your Safe Digging Checklist

- Make a free call to 811 at least three working days before digging.
- Give the 811 operator your name, start date/duration of project, type of excavation, and the project location.
- Outline the area where you plan to dig with white paint.
- Wait for the site to be marked. If the markings wash away or are covered, call 811 again before digging.
- Respect all markings: Dig with care in the “safety zone” (width of utility plus two feet on each side).
- Remember: Utility-owned mains and natural gas service lines will be marked. Customer-owned service lines, like electric, water, wastewater, and irrigation lines, are not maintained by KUB and will not be marked.



Additional Information:

Department of Transportation's National Pipeline Mapping System: <https://www.npms.phmsa.dot.gov/>
Tennessee 811: <http://www.tnonecall.org/>

This color code chart will help you determine which utilities have marked their underground lines.

- Proposed Excavation
- Temporary Survey Marks
- Electric Power Lines, Cables, Conduit and Lighting Cables
- Natural Gas, Oil, Steam, Petroleum, or Gaseous Materials
- Communication, Alarm or Signal Lines, Cables or Conduit
- Potable Water
- Reclaimed Water, Irrigation and Slurry Lines
- Sewers and Drain Lines