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This brochure is a publication of Greenville Utilities' Public Information Office.

**Greenville
Utilities**



We're providing safe, reliable & economical natural gas service
with exceptional customer attention & care.



**Greenville
Utilities**

I Make Sure Natural Gas Travels Safely in Our Community



Gas Distribution Engineer Carl Smith.
In the background crews monitor the welding of a gas main.

So You Can Enjoy What Matters Most.

Every day, underground natural gas pipelines safely carry one of the world's most efficient, reliable and environmentally-friendly fuels to businesses, homes and neighbors like you. Preventing pipeline emergencies is important to Greenville Utilities because we are part of the community and are your neighbors too.

State and federal pipeline safety regulations are tougher now than ever, and today's pipelines are constructed of better materials and better technology than ever before. Among all pipelines, natural gas lines have the best safety record.

Pipeline emergencies such as a natural gas leak or accident are extremely rare. Preventing pipeline emergencies is critically important to Greenville Utilities, and we are responsible for keeping our portion of the delivery system safe. From design and construction to operations and maintenance, natural gas utilities like ours set high standards to keep natural gas pipelines incident free. That's why, in addition to following state and federal pipeline safety regulations, we sponsor public education programs, meet regularly with public and emergency officials, and perform system inspections using sophisticated leak detection equipment.

Though natural gas pipeline incidents are uncommon, you should know their signs:

- **LOOK.** Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by live, green plants may indicate a natural gas leak.
- **LISTEN.** Near a gas appliance or line, there may be a hissing sound when natural gas is leaking.
- **SMELL.** Stay alert for the distinctive, rotten-egg-like smell of natural gas. You should take action anytime you detect even a small amount of this odor in the air.

Did You Know You Can Help Prevent Natural Gas Pipeline Emergencies?

Know What's Below. Call 811 Before You Dig.

It's a fact: Excavation work, including digging (even in the yard) and plowing, is the most common cause of natural gas emergencies. State law requires you to notify your local utilities at least two working days before excavation of any kind takes place. You can do this by calling North Carolina 811. Your local utilities will be notified and will professionally mark the location of any facilities that could be affected by your excavation activity.

For more information on natural gas safety, please contact GUC at 551-1587 or visit us at www.guc.com.

Suspect A Leak? Take Action!

- **LEAVE.** If you ever detect a natural gas leak, LEAVE IMMEDIATELY. Don't try to find or stop the leak.
- **DO NOT TOUCH.** Don't touch anything electrical before you leave or use a telephone, even a cell phone. Do not smoke, turn appliances or lights on or off, or operate any vehicle or equipment that could create a spark.
- **CALL.** Once you are out of the suspected area, immediately call our 24-hour Emergency Hotline at 1-855-767-2482. If the smell of gas is particularly strong or if there is a fire, call 911.