

ADDITIONAL CONTACT INFORMATION

Corporate Headquarters:
101 Constitution Avenue, NW
Washington, DC 20080

Springfield Center:
6801 Industrial Road
Springfield, VA 22151

Frederick County, Md.:
1800 N. Market Street
Frederick, MD 21701

Shenandoah Valley, Va.:
350 Hillandale Lane
Winchester, VA 22602



RESOURCES

Washington Gas website: washingtongas.com, highlight *Customer Information* and click on *Safety Information*.

Customer service/general information: 703-750-1000

Washington Gas' Pipeline Integrity Management Program: washingtongas.com, highlight *Customer Information* and click on *Safety Information* then *Pipeline Integrity Management*.

Safe Gas Virginia website: safegasvirginia.org

Safe Gas Maryland website: safegasmaryland.org

National Pipeline Mapping System:
www.npms.phmsa.dot.gov

American Gas Association (AGA): aga.org

North American Society for Trenchless Technology (NASTT): nastt.org

Cross Bore Safety Association (CBSA):
crossboresafety.org

Examples of transmission pipeline markers.

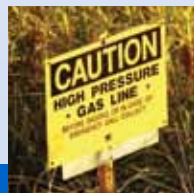


Note: Washington Gas recognizes the need to communicate an appropriate level of information to the proper individuals and authorities concerning Washington Gas' pipeline system, especially as it relates to information about company maps and infrastructure. The level of detail for public and emergency officials and other audiences will be balanced against security concerns and risks related to infrastructure. Washington Gas pipeline and facilities maps and related materials may be provided as necessary and/or as appropriate.



NATURAL GAS SAFETY FACTS

AFFECTED PUBLIC



GENERAL INFORMATION

Natural gas provides one-fourth of the nation's energy for heating, cooking, manufacturing and many other uses. Washington Gas delivers natural gas to more than one million residential, commercial and industrial customers throughout **Washington, D.C.**, and the surrounding region, including the District of Columbia and Calvert, Charles, Frederick, Montgomery, Prince George's and St. Mary's counties in **Maryland**. In **Virginia**, it serves Arlington, Fairfax, Loudoun and Prince William counties; the cities of Alexandria, Falls Church, Fairfax, Manassas and a portion of Manassas Park; the towns of Leesburg, Middleburg and Vienna; and a large part of the Shenandoah Valley region.



COMMITMENT TO SAFETY

Nothing is more important to Washington Gas than providing safe and reliable natural gas service. The company monitors and inspects its pipeline system at regular intervals and responds



**Know what's below.
Call before you dig.**

24 hours a day, seven days a week to natural gas emergencies. To help ensure the highest level of public safety, Washington Gas provides natural gas safety training to first responders, other emergency officials, and excavators and contractors. The company regularly provides safety information for its customers and the public. We want to keep you informed about pipeline safety and what to do in the event of a natural gas emergency. Please take time to review and discuss the information in this brochure with your family, and share what you've learned with your neighbors and friends.

PIPELINE SAFETY

The Washington Gas system is part of a vast nationwide network of mostly underground pipelines that deliver natural gas. The Company operates a relatively small segment of DOT-regulated **transmission pipeline** – approximately 200 miles – and thousands of miles of **distribution pipelines** and **services**.

Typically, **transmission pipelines** carry natural gas at higher pressures from **gate stations**, where gas enters the pipeline system, to **regulator stations**, where pressure is reduced for distribution to customers. Pipeline markers indicate the presence – but not the exact location or depth – of **transmission pipelines** in underground rights-of-way. Markers identify the type of fuel being transported; the name of the pipeline operator; and 24-hour, toll-free phone numbers to **call in an emergency**. Nearly one-half of Washington Gas' **transmission pipelines** are in High Consequence Areas (HCAs), where the potential failure of a pipeline could have significant impact on people or property.



Distribution pipelines deliver natural gas directly to customers and, like **transmission pipelines**, can have an impact on people and property if they are damaged by digging or excavating. The majority of underground **distribution pipelines** are generally not marked aboveground, so it is critical to call **811** to have the lines located **before** you begin any digging, gardening or excavating. This service is **free**.

For additional information, visit **washingtongas.com** or call our *Damage Prevention Hotline* at **800-428-5364** with your questions and contact information. A Washington Gas representative will return your call.

PREVENT DAMAGE TO UNDERGROUND UTILITIES:

Call Miss Utility at 811 Before You Dig

Digging-related damage is a major cause of pipeline accidents. 811 is the national Call Before You Dig/ Miss Utility telephone number that initiates the process of marking the underground utility lines in your yard or on your job. Your call to 811 will be routed to your local One Call Center in the District of Columbia, Maryland or Virginia. Local One Call Center personnel notify member utilities, such as Washington Gas, to mark the approximate locations of underground utility lines with high-visibility safety paint and/or flags. The service is **free**.

Everyone, including homeowners and construction companies, should always call Miss Utility at 811 at least two full business/working days – excluding weekends and holidays – before you are scheduled to begin any digging regardless of the size or depth. This includes, but is not limited to, any kind of work that involves altering the ground's surface: general digging, gardening, landscaping, home improvements and/

or major construction, excavation or demolition. When using mechanized equipment, it is **required by law**. Do not begin digging until the lines have been marked or confirmed as "no conflict."

If there is no evidence of markings - high visibility safety paint and/or flags - check back with 811 to ensure no utilities were found. To learn more about the 811 waiting period for line marking in your state, visit washingtongas.com select *Customer Information*, choose *Safety Information* and then click on *Damage Prevention*.

Most importantly, dialing 811 can help avoid serious injury and even fatalities, as well as property damage and significant expense that can occur when underground utilities are damaged. Always call Miss Utility at 811 before you dig, each dig, every dig.

District of Columbia and Maryland

Web ticket to request utility facility location/information: missutility.net.

Call Miss Utility at 811 or 800-257-7777.

Virginia

Web ticket to request utility facility location/information: Va811.com.

Call 811 or 800-552-7001.

For more information, visit call811.com, missutility.net, Va811.com or the Common Ground Alliance at commongroundalliance.com.

WHAT TO DO IF YOU SMELL NATURAL GAS

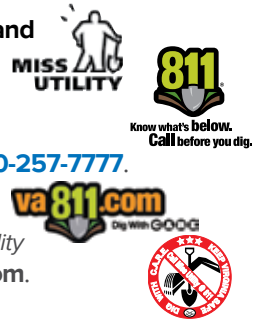
Natural gas is non-toxic, colorless, odorless and combustible. For detection and safety, Washington Gas adds an unpleasant odorant called mercaptan to natural gas delivered through our distribution system. Call 202-624-6092 to receive our **Natural Gas Safety** brochure with a scratch-and-sniff sample of mercaptan. Gas traveling through a very small portion of our transmission pipeline may not be odorized. Information about visible signs of a possible leak is provided below.

If you suspect a natural gas leak or other gas emergency, evacuate the area immediately and call 911 from a safe location.

- If you smell natural gas, **do not attempt to locate the source of the odor**. Evacuate the area immediately and call 911 or the **Washington Gas Emergency Leak Line** at 703-750-1400 or 800-752-7520 outside the local calling area.

- If the odor is very strong or you hear a blowing or hissing noise, vacate the building or area immediately, leaving doors unlocked as you go. Warn others as you exit, if possible. **Do nothing that could create an ignition source.**

Do not light a match or use any type of phone or battery-powered equipment. Do not turn electrical equipment or light switches on or



off. Do not start a car or any type of motorized equipment. Call 911 or the appropriate Washington Gas emergency numbers as noted above only *after* you have reached a safe distance away from the building or area.

Follow the same precautions if you are outside and smell gas; hear hissing or blowing noises; see dirt being thrown into the air; see fire coming from the ground or appearing to burn above the ground; see water bubbling or being blown into the air at a pond, creek or river; or if you see a dry spot in a moist field or dead or dying vegetation on or near a pipeline right-of-way.

Natural gas is distributed through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into buildings and other spaces, including those without natural gas service.

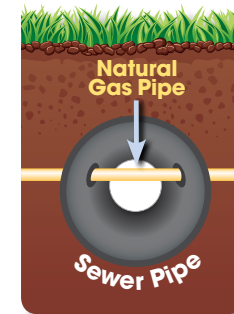
WASHINGTON GAS RESPONDS

Washington Gas responds 24 hours a day, seven days a week to natural gas leaks and other gas emergencies. If a leak poses an immediate threat, the company takes quick action to make the area safe. If a natural gas leak does not pose an immediate threat, corrective action may be scheduled for a later date. This prioritization process helps the company ensure the safety of all its customers while allocating resources more efficiently, coordinating with customers' schedules and minimizing traffic disruptions.

CROSS BORE SAFETY

What is a Cross Bore? While rare, in some cases, a cross bore could be created when an underground utility line is unknowingly installed through an unmarked sewer line. Cross bores can lay dormant for months or even years, their exact locations unknown. Often, the first sign of a cross bore is a sewer blockage that may cause the backup of wastewater in your home or yard.

Plumbers typically use a mechanical rotary tool, or root cutter, to clear a sewer line. Clearing blockages with a



mechanical rotary tool can damage a natural gas line that has been unknowingly bored through a sewer line. Natural gas can then migrate through the sewer line into a connected structure, including one without natural gas service, and create the potential for a natural gas accumulation and possible ignition.

Do you have a blocked sewer line? If so, it might be a cross bore. **Before clearing a sewer line with a mechanical cutting tool, always...**

CALL BEFORE YOU CLEAR

- **Stop all work.**
- **Do not attempt to clear the blockage with any mechanical cutting device.**
- Immediately call 811 and request an emergency ticket, referencing the key phrases, SEWER CLEARING or CROSS BORE.
- By referencing SEWER CLEARING or CROSS BORE in your 811 emergency locate request, a Washington Gas representative will immediately be dispatched to locate and inspect the natural gas lines on your property to make certain there is no conflict between natural gas and sewer facilities.
- If a natural gas line cross bore is discovered, Washington Gas will immediately respond to correct the cross bore before you clear the sewer line.
- Washington Gas does NOT CHARGE for any of these services.

ENCLOSED STRUCTURES

It is very important to keep the area around your gas meter clear of all objects, including mulch, construction debris or other flammable materials that could create a fire hazard.

Please be advised that building a structure over – or too close to – a natural gas pipeline is a safety hazard and an unacceptable building practice that may be in violation of federal and/or local pipeline safety regulations.

Washington Gas policy prohibits building an enclosed structure over a natural gas line. If you have an enclosed structure over your gas line, or believe you do, please contact us at 703-750-4360 to arrange for a locating inspection.