

EMERGENCY ACTION PROCEDURES FOR EMERGENCY RESPONDERS

If you are an emergency responder, you have been trained to take whatever steps you deem necessary to safeguard the public in the event of a gas leak. **Please make sure to follow these precautions:**

- Secure the area around the leak to a safe distance. This could include sheltering in place or evacuating people from homes, businesses, schools and other locations, and/or erecting barricades to control access to the emergency site and taking other precautions.
- If the gas leak is not burning, take steps to prevent ignition. This includes prohibiting smoking, rerouting traffic and shutting off electricity. Avoid hosing down the area/equipment unless there is a fire to the attached structure, as it could delay the time to repair the leak.
- Contact us as quickly as possible:
Chesapeake Utilities **800.427.2883**

The company will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response to the emergency. We will also take the necessary operating actions to minimize the impact of the leak.

Remember, public safety personnel and others unfamiliar with the pipeline involved in the emergency should not attempt to operate any valves or equipment on the pipeline. Improper operation of the valves or equipment could make the situation worse and lead to other accidents.

As an emergency responder responsible for safely coordinating and conducting any type of operation involving equipment (heavy or light) that may be needed at a railroad accident or derailment site, it is imperative to identify and locate all pipelines and other underground buried utilities by calling the 811 "Call Before You Dig" nationwide number. The use of this process will provide valuable information concerning the presence and location of pipelines so that the movement of heavy equipment and debris does not damage or rupture the pipeline, or otherwise cause a potential hazard to people in and around the accident location.

To report a gas leak, call 800.427.2883

ENERGY SAFETY TRAINING EMERGENCY RESPONDERS

We offer free training to emergency responders. Our training team will come to your site and conduct classes on how to handle emergencies on our facilities. Additional safety information may be found at pipelineemergencies.com.

To request a copy of our emergency procedures, please contact us at **800.427.2883**

EDUCATORS

We also offer free training to teachers and educators for children to learn about natural gas safety. Our team can come to your classroom and provide gas safety training to your students. For additional information or to schedule training, please contact us at **800.427.2883**



500 Energy Lane, Suite 100, Dover, DE 19901

Gas Leaks | 800.427.2883 | chpkgas.com
 Public Awareness | 800.427.2883
 Safety and Training | 302.213.7432 | pipelineemergencies.com
 Natural Gas Service | 800.427.2883 | www.npms.phmsa.dot.gov
 Underground Facility Locating | 811

SCAN HERE
for more safety information





Chesapeake Utilities owns and operates natural gas distribution systems on the Delmarva Peninsula. We deliver natural gas to homes, businesses, government facilities, universities and industries in the darker blue area shown on the map.



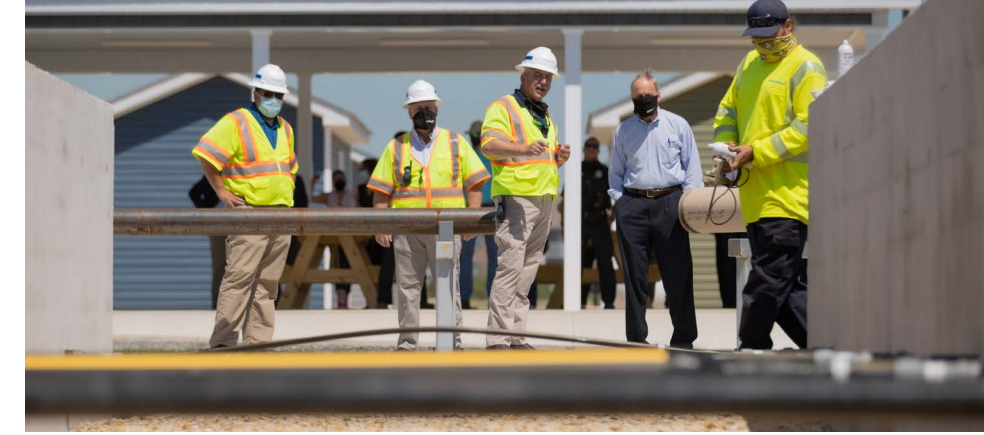
PO BOX 658
Dover, DE 19903

SCAN HERE



Take our safety survey for a chance to win!

chpk.com/safetysurvey



Pipeline Public Awareness

Safety Information About the Underground Gas Pipelines in Your Community



Know what's below. Call before you dig.



SCAN HERE for more safety information and to view this brochure in Spanish. ESCANEE AQUÍ para más información de seguridad y para ver este folleto en español.



CHESAPEAKE UTILITIES

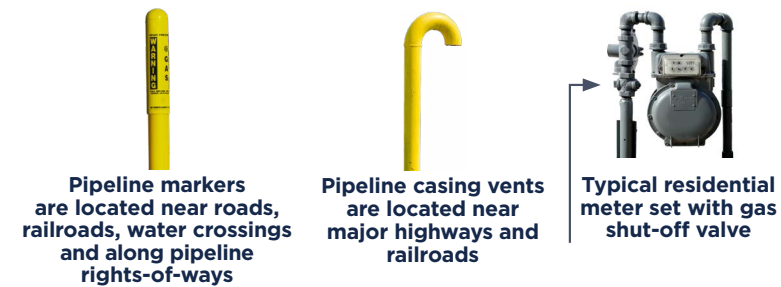
This brochure will inform you about Chesapeake Utilities' natural gas distribution systems and pipelines in your area.

Chesapeake Utilities, Chesapeake Utilities Corporation's, natural gas distribution operation serves more than 110,000 residential, commercial and industrial customers in Delaware and Maryland, and owns over 2,100 miles of distribution mains. Headquartered in Dover, Delaware, the subsidiary operates the only public natural gas fueling station on the Delmarva Peninsula. For more information about Chesapeake Utilities, visit: chpkgas.com.

SAFETY FACTS ABOUT NATURAL GAS:

- ▶ Natural gas is non-toxic and naturally odorless, but an odor is added for easier detection.
- ▶ Natural gas is lighter than air and will float upwards when released.
- ▶ Natural gas is flammable.
- ▶ Any natural gas leak can potentially be dangerous.

HOW CAN YOU TELL WHERE A GAS FACILITY IS LOCATED? LOOK FOR THESE SIGNS:



OUR FACILITIES

Most of Chesapeake Utilities' facilities are located underground, but city gate stations, district regulator stations and peak shaving facilities are above ground. These facilities are fenced and locked to prevent unauthorized entrance. Each site has signs with our name, the name of the site and our 24-hour emergency number. If you notice any suspicious activity around these facilities or around any of our meters, please contact Chesapeake Utilities at **800.427.2883** immediately or dial 911.

Since pipelines are buried, line markers like the ones shown above, are used to indicate their approximate location along the route. The markers can be found where a gas main intersects a street, highway, water crossing or railroad. Also, meter sets like the one shown above, are an indication of a natural gas distribution system.

The markers display the material transported in the pipeline, the name of the operator and a contact number where the operator can be reached in the event of an emergency. Please note, Chesapeake Utilities employees have the authority to access the pipeline at any time.

HOW DO YOU RECOGNIZE A NATURAL GAS OR PROPANE GAS LEAK?

- 1 SMELL** Natural gas and propane gas have an odor added to help identify a leak. It will smell like sulfur or rotten eggs.
- 2 LOOK** Look for a spot of discolored vegetation amid healthy plants, persistent bubbling in standing water, dirt being blown in the air or a dense white cloud or fog.
- 3 HEAR** Listen for any unusual noise like a hissing or roaring sound. Leaking gas can enter locations (including properties that do not have gas service) by migrating and entering through openings.

WHAT DO YOU DO IF YOU SUSPECT A GAS LEAK?

DO:

- ✓ **DO** leave the building **on foot** and move at least 500 feet away from your home or building and upwind.
- ✓ **DO**, once safely outside, call Chesapeake Utilities at **800.427.2883**, or dial 911, if needed. Never assume someone else has reported the leak.
- ✓ **DO** warn others to stay away from the leak. Abandon any equipment being used in or near the area.
- ✓ **DO** stay away from the suspected leak area until emergency officials give the okay.

DO NOT:

- ✗ **DO NOT** re-enter your home or building until you are advised to do so by an emergency professional.
- ✗ **DO NOT** use a cell phone or telephone until securely outside the location.
- ✗ **DO NOT** smoke, light a match, start a vehicle or do anything that may cause a spark, which could result in an explosion or fire.
- ✗ **DO NOT** try to find or stop the leak.
- ✗ **DO NOT** turn on or off any electric switches.
- ✗ **DO NOT** ring the doorbell or open any garage doors.

Make sure you and the people in your household or office building are familiar with the smell, sights and sounds of a gas leak. Review the list of do's and don'ts together so everyone knows what to do if a problem is suspected.

WHY DOES NATURAL GAS SMELL SO BAD?

Natural gas is odorless by nature. To help you detect a gas leak, mercaptan is added, which smells like rotten egg. This rotten egg smell alerts you that gas is leaking and a potentially dangerous situation may exist. If you are unable to detect odors or have an impaired sense of smell, you should obtain a gas detector (available at home improvement stores) and install it in your home according to the manufacturer's specifications.

ELEVATED DELIVERY PRESSURE SYSTEMS

Chesapeake Utilities has incorporated the use of two pounds per square inch gauge (PSIG) natural gas delivery pressure into portions of our natural gas distribution systems. These systems supply higher pressure than the standard 7" water column (w.c.) systems. The 2 PSIG delivery systems require additional gas regulation in order to establish the standard 7" water column (w.c.) needed for safe and efficient gas appliance operation. 2 PSIG elevated delivery pressure installations are normally identified within our natural gas distribution systems by the use of a red face plate on the gas meter (see photo below). Additionally, marking labels are applied on piping that supplies elevated pressure downstream of the meter (see sample label below).

Contact Chesapeake Utilities to verify the gas delivery pressure prior to installing or connecting any gas appliance into the gas system.



Photo of elevated pressure meter with a red face index.



Sample of piping label used to identify elevated delivery pressure piping.

CSST PIPING AND ELECTRICAL GROUNDING

Many newer homes and businesses as well as older homes that have been retrofitted, may have corrugated stainless steel tubing (CSST) used for their fuel lines. There have been instances where lightning has struck buildings and burned holes in the CSST, causing a leak. If you have CSST piping in your building, have your electrician or plumber make sure that it has been properly grounded to the building's electrical system in accordance with the latest editions of the National Electric Code and the National Fuel Gas Code. Grounding to our service riser is against code and could be dangerous. Any grounding lines found attached to our facilities will be removed.

CUSTOMER-OWNED PIPING

Chesapeake Utilities owns, operates and maintains the natural gas distribution pipeline, up to and including our natural gas meter. We do not own, operate or maintain gas piping downstream (building side) of the meter. As a gas customer, you are responsible for maintaining any natural gas piping installed downstream (building side) of our gas meter. This includes buried natural gas piping between your home or business and any outlying buildings such as garages, workshops, storage buildings and pool heaters. Buried piping may be subject to the potential hazards of corrosion and leakage, and could potentially be subject to hazards if not maintained.

Buried gas piping should be:

- ▶ Periodically inspected for leaks.
- ▶ Periodically inspected for corrosion if the piping is metallic.
- ▶ Repaired if any unsafe condition is discovered, or the flow of gas should be shut off.
- ▶ Located and marked in advance when excavation is performed or is about to be performed near the buried gas piping.
- ▶ Excavated by hand when work is performed near the pipe.

EXCAVATION OR DIGGING

Excavation damage is the No. 1 cause of damages to our distribution system. If your company does excavation work or if you are a homeowner, developer or farmer plowing or digging, we need your help to prevent gas emergencies.

Before you start any excavation activity on your property, you are required by law to notify the local one-call center prior to digging. To do this, you can either call the nationwide "Call Before You Dig" **811** number or submit an online locate request (Delmarva811.com). Those who don't follow this important step are breaking the law and could incur potential fines or litigation.

Please allow a minimum of two working days prior to digging to allow locators time to establish the location of their facilities. For more information please visit Delmarva811.com.



Know what's below. Call before you dig.

APWA UNIFORM COLOR CODE FOR MARKING UNDERGROUND UTILITY LINES

- WHITE:** Proposed excavation
- PINK:** Temporary survey markings
- RED:** Electric power lines, cables, conduit and lighting cables
- YELLOW:** Gas, oil, steam, petroleum or gaseous materials
- ORANGE:** Communication, alarm or signal lines, cables or conduit
- BLUE:** Potable water
- PURPLE:** Reclaimed water, irrigation and slurry lines
- GREEN:** Sewers and drain lines

