



Natural Gas/ Propane Safety

DEAR NEIGHBOR:

The purpose of this brochure is to provide you with important safety information to recognize and respond to gas emergencies and to make you aware of natural gas and propane pipelines in the areas where you live and work. The locations of these pipelines are found by using the Call Before You Dig program, please see the program description. By following the simple instructions and tips found here, we can enjoy all the benefits of natural gas/propane secure in the knowledge that it's perfectly safe. Save this pamphlet in a handy place in case it's ever needed. If you're a landlord or property owner with tenants, please share this information.

Pipelines are designed, constructed and tested under rigid specifications set by the U.S. Department of Transportation. A high safety margin is built into the pipe, which is made of flexible, corrosion-resistant polyethylene or high-strength coated steel that allows it to withstand the stress caused by floods, earthquakes or landslides. NV Energy personnel constantly monitor the company's transmission pipelines, service lines and distribution mains to ensure reliable and safe operation.

HOW TO HANDLE A GAS LEAK INDOORS

Natural gas/propane is colorless and odorless. Before gas goes into the distribution system, a substance called mercaptan is added, which provides a strong sulfur-like odor and warns us of gas leaks. If you experience a gas leak indoors, remember the following safety tips:

- Evacuate everyone from the area.
- Call 911 and NV Energy at (775) 834-4100.
- Do not use a phone of any kind or any electronic device at the site that operates on batteries.



- Do not light matches, candles or smoking materials.
- Do not turn on or turn off any electrical switch or appliance.
- Do not start a vehicle in a garage or near a gas leak; nor should you operate a garage door opener.

If you know where your gas appliance valve or your gas meter valve is located, you might consider turning it off by hand, with a pipe wrench or other appropriate tool. Once you turn it off, don't attempt to turn it back on. Call NV Energy. If the leaking gas ignites, don't try to put out the flames. Call 911 and then call NV Energy.

HOW TO HANDLE A GAS LEAK OUTDOORS

You may someday encounter a leak from a gas pipeline outdoors. You would recognize the "rotten eggs" odor, or you may hear a blowing or hissing sound near the pipeline. Despite all these safeguards, pipeline leaks sometimes do occur. Should you detect an outdoor leak, leave the area immediately and call NV Energy at (775) 834-4100.

BURIED NATURAL GAS PIPING

In our northern Nevada service territory, NV Energy is responsible for maintaining natural gas equipment to the point of and including our meters. You should be aware that the natural gas piping between the meter and gas equipment in the home is the responsibility of the property owner.

Periodically, have the piping inspected since underground natural gas piping is often metallic and may corrode or leak if not properly installed or maintained. Don't forget to inspect the underground natural gas piping to a shop, pool heater or other living quarters. If you notice that your shrubs and grass near your underground natural gas piping turn brown and die and/or the soil turns dark brown or black — you may have an underground natural gas leak. You may not be able to smell an outdoor natural gas leak because the odorant added to natural gas will be filtered out as it passes through the soil.

Local plumbing or heating contractors are available to help in determining where these lines are located and to perform inspections or repairs. Any unsafe condition discovered in buried customer piping should be repaired or corrected immediately.

Stay safe. If you are considering installing buried piping between NV Energy's meter and other natural gas equipment; hire a licensed contractor to ensure all work will be completed in accordance with all state and local codes governing gas piping systems.

NV ENERGY GAS FACILITIES

For your safety, NV Energy inspects and monitors its gas facilities on a regular basis and requires access to those facilities on your property at all times. As part of that access, NV Energy prohibits the installation of permanent structures and buildings over our underground facilities. Also, please note that the NV Energy service line may have an underground valve installed near your property line. Please take care to ensure that this valve is made accessible and not disturbed during landscaping activities.

CUSTOMER APPLIANCE SAFETY

Gas space heaters are a safe way to heat if they are used properly, installed by a qualified professional, and maintained correctly. Always have your gas heater and venting system professionally installed and inspected according to local codes. Do not re-install used space heaters.

Setting a water heater too high can be dangerous for children and unsuspecting visitors. Make sure your water heater is set to a safe temperature. Check the water temperature before placing a child in the bathtub; never leave a child alone or with other young children in the bathtub. The U.S. Consumer Product Safety Commission (CPSC) urges all users to lower their water heaters to 120 degrees Fahrenheit. In addition to preventing accidents, this decrease in temperature will conserve energy and save money. To obtain additional information on tap water scalds, visit the U.S. CPSC website at cpsc.gov.

Gas connectors need to be inspected regularly, and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced. Only a qualified professional should check your connector and replace it if needed. Don't try to do this yourself. After disconnecting gas appliances, gas connectors should always be removed and the fuel line should be plugged and capped. Gas pipes should be properly maintained and never used for unintended uses such as hanging clothes.

If your home or business was built after 1990 or you've had work done to your natural gas system it's likely that Corrugated Stainless Steel Tubing (CSST) was installed. If lightning strikes a structure containing CSST, there is a risk it can travel along the structure's natural gas piping system and cause a leak or, in some cases, a fire. CSST does not connect directly to appliances, but instead it runs through a home or business – sometimes under floors, along sidewalls, and in the attic. CSST is a flexible, stainless steel pipe and often has a yellow, or sometimes a black plastic coating. CSST gas piping systems shall be bonded to the electrical service grounding electrode system at the point where the gas service enters the building. The bonding jumper shall not be smaller than 6 AWG copper wire or equivalent. NV Energy does not provide inspection service for CSST installations. If you find CSST after inspecting your home or business, NV Energy recommends that you contact a licensed electrician to make sure it's bonded and grounded properly. If you are unsure whether your building contains CSST, contact a building inspector to obtain a professional inspection.

CARBON MONOXIDE AWARENESS

Carbon monoxide is a silent killer. Assure that fuel-burning appliances are installed, maintained and used properly and safely. This includes having an annual inspection of heating and venting equipment by a qualified contractor prior to the heating season and the use of a carbon monoxide alarm that meets current standards. To prevent carbon monoxide from forming, make sure your furnace has adequate ventilation and do not use the furnace closet for storage. Ensure that any space heaters are used properly, installed by a qualified

professional and maintained correctly. This includes keeping gasoline, flammable liquids and other combustible materials away from appliances and other sources of ignition. It is important to be aware of the symptoms of CO poisoning. Symptoms can occur immediately or more gradually after long-term exposure.

Common symptoms include: Dizziness, Confusion, Shortness of breath, Nausea, Headaches and Fainting.

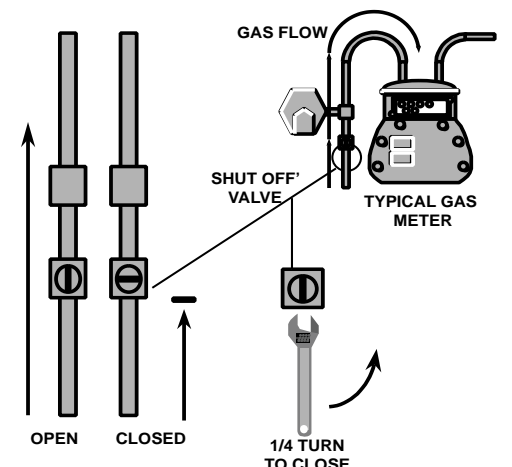
If you have these symptoms after being in an enclosed area, get fresh air immediately and call 911.

HOW TO SHUT OFF GAS SUPPLY

Do so **ONLY** if you notice structural damage to your house or if you smell or hear leaking gas.

1. The meter shut-off valve is located next to your meter on the inlet pipe.
2. Use a crescent or pipe wrench and give the valve a quarter turn in either direction. The pipe valve will now run crosswise on the pipe. The line is closed.

DO NOT turn on the gas again, let the gas company do this.



CALL BEFORE YOU DIG

A homeowner or contractor digging into a pipe is the most common cause of a gas pipeline rupture. Nevada law says you must "Call Before You Dig" at least two business days before the dig is scheduled. Call 811 for this free service.

You are required to outline or mark, in white, in advance, the intended area of excavation. An NV Energy representative will come out to the site of your dig and field mark the path of the utility's underground facilities on your property.

Where are these pipelines and utility underground facilities located? Transmission pipeline location is oftentimes indicated by pipeline markers. This information is also available online, please see the website list at the end of this brochure.

Should an excavator or contractor damage an NV Energy main or service line they must immediately report the situation to NV Energy.

In the event the damage results in a gas leak which may endanger life or cause serious bodily harm or damage to property they must immediately report the situation to emergency service personnel. Call 911 and NV Energy at 775-834-4100.

For the sake of safety (and by law) certain land uses are generally prohibited concerning the pipeline. Among them:

- Construction of fence posts, poles, structures, overhanging roofs and balconies, garden sheds and concrete slabs over (or in close proximity to) a gas pipeline.
- Wells or other boreholes.
- Pile driving or blasting.
- Storage of flammable materials, equipment, bulk goods and vehicles.
- Dumping or burning waste or scrap lumber.

- Unauthorized roadways.
- Pulling loads across or along the ROW.
- Cutting down trees.

RIGHT-OF-WAY (ROW)

Residents, excavators and land developers must contact the NV Energy Land Operations Department at 775-834-4260 if there are any questions about the pipeline ROW especially if property improvements or excavations are planned that might impact the ROW.

QUESTIONS

Direct any questions or requests for gas safety training to NV Energy's gas safety advisor or visit our web site. Please see the information listed below.

PHONE LIST

- Call Before You Dig: 811
- NV Energy Gas Safety Training/Questions 775-834-7709
- Customer Service 775-834-4444
- Gas Emergency 775-834-4100
- Land Operations Department 775-834-4260
- Public Utilities Commission of Nevada . . . 800-992-0900 or 775-684-6101

WEBSITES

- Visit these websites for more information on gas safety:
- Call Before You Dig: www.call811.com/
- NV Energy Safety: www.nvenergy.com/safety/
- Pipeline Information: <http://www.phmsa.dot.gov/>
- Transmission Pipeline Location: www.npms.phmsa.dot.gov
- Underground Utilities: www.usanorth.org

