

SOUTH COAST GAS & PIERRE PART NATURAL GAS

PUBLIC NOTICE

The purpose of this message is to inform the public. South Coast Gas and Pierre Part Natural Gas has buried gas pipelines throughout the gas service area that provide safe reliable energy to its customers. South Coast Gas and Pierre Part Natural Gas maintains these pipelines to a high standard and they are considered reliable. A Damage Control Program (line markers) and an Emergency Plan for responding to an emergency situation has been established and the company works closely with Fire and Emergency Response Personnel. Prior to any excavation in and around any gas facilities contact either of the numbers below.

One-Call System 1-800-272-3020 or 811

Help Us Keep You Safe – How to Recognize a Natural Gas Leak

Natural gas leaks may be detected by one of the following indications on or near our pipelines right-of-way:

1. A gaseous or hydrocarbon odor. (smell of rotten eggs)
2. A blowing or hissing sound.
3. Dust blowing from a hole in the ground.
4. Continuous bubbling in one spot in wet or flooded area.
5. Dead vegetation (grass, shrubs or trees).
6. Abnormally dry or hardened soil.
7. Fire apparently coming from the ground or burning above the ground.

CAUTION: Gas that has accumulated in a confined space is subject to EXPLOSION. Please stay away from immediate area of any suspected gas leak and contact the South Coast Gas and Pierre Part Natural Gas Maintenance Department! Never turn on or off switches or use a flashlight or phone in the presence of a gas smell.

NOTE: South Coast Gas and Pierre Part Natural Gas does **not** maintain buried piping between the gas meter and the house or business. The customer is responsible for maintaining and repairing this section of gas piping from leakage. These buried gas lines should be checked periodically for leakage.

If you need additional information, suspect a natural gas leak or in case of an emergency concerning a South Coast Gas or Pierre Part Natural Gas System main or service line, immediately call:

South Coast Gas: (985) 537-5281 / Pierre Part Natural Gas: (888) 826-8777

Pipeline Safety Notification: In compliance with a recently approved federal regulation, South Coast Gas and Pierre Part Natural Gas is notifying customers about the installation of a safety device called an excess flow valve (“EFV”).

What is an EFV? An EFV is a mechanical device installed on some natural gas service lines (the underground line that runs from the gas main line to the meter). It is designed to minimize or stop the flow of gas by automatically closing in the event that a service line becomes damaged.

Potential Public Safety Benefits: The installation of the device is not required for the normal, safe operation of the gas service line. If activated, the EFV is designed to minimize or stop the flow of natural gas to a house or structure, reducing the risk of injury and/or property damage. The device does not protect against leaks at the meter or leaks beyond the meter assembly on house piping and appliances.

What is the Cost? Due to gas system operating characteristics and limitations, EFVs cannot be installed on services to all houses and structures. It is also not mandatory to have an EFV on your gas service line. As a South Coast Gas or Pierre Part Natural Gas customer, you can request to have an EFV installed if you do not already have one. If you don’t have an EFV and would like to have an EFV installed, you may be required to pay the entire cost of installation. The average installation cost is approximately \$1200, but the actual cost may vary depending on the installation. All customer inquiries and requests will be evaluated by a South Coast Gas or Pierre Part Natural Gas representative. If you would like to know more about this mechanical device, please contact South Coast Gas or Pierre Part Natural Gas.