

Pipeline Awareness

Program Information

For more than 150 years, Peoples Gas and North Shore Gas have delivered safe and reliable natural gas to Chicago and 54 communities in northeastern Illinois. The following pages provide details about our natural gas facilities and actions you should take in the event of a natural gas emergency.

Pipeline Location Information

There are several ways to identify if a pipeline or other natural gas facility is located in your community:

Maps

Underground natural gas facilities exist everywhere: under streets and highways, around your home and business, in rural and urban communities.

- General maps of the location of our transmission lines can be found at peoplesgasdelivery.com or northshoregasdelivery.com.
- Members of the public can also get information about operators who have pipelines that may be located in their communities by contacting the National Pipeline Mapping System (NPMS), npms.rspa.dot.gov.

Pipeline Markers

We have installed above-ground markers to indicate our pipeline "rights-of-way". However, markers do not indicate the exact location and depth of the pipeline. The markers provide a toll-free number (1-800-328-8700) to report problems 24 hours a day, 7 days a week. In most cases, these markers are not located inside urban service territories. The public should report any unusual or suspicious activities near these markers to their local police and the pipeline operator.

The Delivery System

Much of America's natural gas comes from the south, southwest and Canada, all transported by a network of underground pipelines. Natural gas is also stored in rock formations and piped to other locations when needed. Natural gas is brought to utilities' "gate stations" that feed into gas mains, then to your homes and businesses via service lines.

Peoples Gas and North Shore Gas Service Territory

Peoples Gas and North Shore Gas', natural gas delivery system, which runs underground, has an excellent track record of safety and reliability. The companies conduct all required tests, inspections, monitoring and upgrading to the system as required by state and federal laws.

Encroachments

In order to perform mandated safety inspections on our pipelines, we must have clear access to the pipeline right-of-way. The area on either side of our pipelines must be kept clear of trees, sheds and other structures.

Preventing Damage

The leading cause of accidents on a natural gas delivery system is hitting lines when digging. Serious injury or death, property damage and service outages can occur if gas pipes are struck during excavation.

You are required by law to call a One Call Center at least two business days before you dig or excavate. Utilities will mark underground pipes at your site free of charge. Once underground facilities are marked, you are required to follow established guidelines when digging to prevent striking them. If you plan to dig inside Peoples Gas or North Shore Gas' service territories, call one of the following One Call

Centers listed below. If you are located outside of our service territory, call the appropriate One Call Center in your area.

To find the One Call Center in your area, contact the national Dig Safely referral line at 1-888-258-0808.

Identifying Pipeline Damage

Natural gas is colorless and odorless. That's why utilities add an odorant called mercaptan to natural gas. The unpleasant smell helps alert you in the event of a gas leak. The unintentional release of gas is dangerous to the public and could cause fires, explosions, injury, the loss of property and even death. A gas leak or damaged pipeline is indicated if you observe the following:

- A strong gas odor
- A blowing or hissing sound from underground natural gas facilities or pipes
- Dirt blowing into the air or water bubbling
- Grass, plants or bushes turning brown over natural gas facilities
- Fire coming out of the ground

If you observe the above conditions, call the utility's emergency phone number, call the phone number on the pipeline marker or call 9-1-1 from another location.

Emergency Preparedness

Public safety and environmental protection are a priority for Peoples Gas and North Shore Gas. We have longstanding relationships with emergency responders where our facilities are located, as well as established, federally required emergency response plans in place. Our personnel is ideally trained and equipped to manage any natural gas incident in conjunction with emergency response officials.

For Information about Pipeline Safety

- For information about how Peoples Gas and North Shore Gas are complying with the Federal pipeline Safety Awareness program or the Pipeline Integrity Program, visit peoplesgasdelivery.com or northshoregasdelivery.com.
- For information on transmission and facility locations visit the National Pipeline Mapping System (NPMS) at npms.phmsa.dot.gov.
- To find a One Call Center in your community where you can have underground utilities identified free of charge, visit Dig Safely at digsafely.com or call 1-888-258-0808.

Important Phone Numbers

To report an emergency inside of our service territory:

- Peoples Gas 1-866-556-6002
- North Shore Gas 1-866-556-6005
- All Emergencies 9-1-1

To report an emergency on a Peoples Gas or North Shore Gas pipeline located outside of our service territory:

- Pipeline Emergencies 1-800-328-8700
- All Emergencies 9-1-1

One Call Centers in Illinois:

- Chicago – DIGGER 1-312-744-7000
- Illinois outside of Chicago – JULIE 1-800-892-0123 or 8-1-1

PEOPLES GAS : **NORTH SHORE GAS**
NATURAL GAS DELIVERY : NATURAL GAS DELIVERY