

Add this number to your phone contacts: 800-227-9187 (Avista Customer Service)

Signs of a natural gas leak



Smell

We add a sulfur-like rotten egg stench so you'll know right away if there is a problem.



Hear

Gas can hiss or even roar as it escapes pipes.



See

Gas may make bubbles, blow dirt and kill plants when leaking from underground pipes.

Other materials available to order at publicsafety@avistacorp.com

- Pipeline marker wallet card
- What to do in the event of a gas leak wallet card
- Safe excavation tips checklist

Please review state dig law and OSHA requirements at myavista.com/safety

Please see our safety videos at myavista.com/safetyvideos

General Pipeline Markers are no substitute for calling 811

Avista's transmission and major distribution pipelines for natural gas have aboveground yellow markers along their routes, each displaying a 24-hour emergency response phone number. Please be aware that **THESE YELLOW MARKERS ONLY INDICATE THE GENERAL LOCATION OF BURIED NATURAL GAS LINES** and may not be located above the actual pipelines. You are still required to have pipelines located by calling 811 at least two business days before you dig.

Transmission pipeline maps by county and zip code, including the names of pipeline operators, are available by registering with the National Pipeline Mapping System at www.npms.phmsa.dot.gov.



For additional information

800-227-9187

myavista.com/safety

publicsafety@avistacorp.com

Если Вы хотели бы получить информацию о правилах безопасности на русском языке, пожалуйста звоните по телефону 800-227-9187.

Si desea recibir información en Español acerca de la seguridad, por favor llamar a: 800-227-9187

For assistance with alternative languages please call customer service at 800-227-9187.

Avista Utilities
1411 East Mission MSC 20
Spokane, WA 99220-3727



Safe Excavation in Our Neighborhoods



We just want you to be safe.
Customer Service 800-227-9187

Know what's below to be safe

It takes a system of underground pipelines to bring natural gas service to our community. Federal and state codes extensively regulate natural gas pipelines for public safety. Avista regularly maintains our natural gas facilities to ensure safety for all.



You are required to:

- Call 811 (or visit call811.com) at least two full business days before you dig to have underground utilities marked.
- Mark the perimeter of where you intend to dig with white paint.

Then:

- Wait for all utility lines to be marked before proceeding.
- There is a 2-foot tolerance zone on either side of markings. Hand dig in this zone to expose and determine the exact location before you proceed with mechanical equipment.
- Don't move or alter the marks until the underground facilities are exposed.
- Exposed gas pipelines need to be properly supported and protected from damage so they don't break or rupture.
- Use acceptable backfill (such as sand or rock free dirt) and proper compaction to avoid damage to pipes.
- Stop excavating immediately if you find unmarked gas or electric lines and call 811 (or visit call811.com) to have them marked.
- Never try to fix a damaged natural gas line or restrict the gas flow in any way, including bending the pipe over.

Ground marking identification

Ground markings are in different colors to indicate the locations and types of utility facilities buried below.

Locates are good for the following time:

WA - 45 days

ID - 21 days

OR - 45 days

If anyone digs after the listed times, they are digging with an invalid ticket.

Do not build over gas lines

Never build any type of structure overtop buried utility lines or where it will block access to meters. Doing so runs a serious safety risk and prevents Avista from maintaining the infrastructure that serves customers.



Hazards when natural gas is released

- Natural gas mixed with air can be highly flammable and easily ignited by heat or sparks.
- Natural gas in the air can be ignited 4 to 15-percent gas-to-air mixture.
- Gas fires may produce irritating and/or toxic fumes.
- Natural gas is lighter than air and can migrate into enclosed spaces.
- Released gas may displace oxygen without warning and can cause dizziness or even asphyxiation.

Responding to a gas leak emergency

The following recommendations apply to all natural gas lines:

- Avoid any action that may create a spark.
- Do NOT start vehicles, switch lights or use phones.
- Evacuate the area on foot in an upwind and uphill direction.
- Alert others to evacuate the area and keep people away.
- Call 911 from a safe distance to report the emergency.
- Call and report to Avista who will inspect and repair the line.
- Wait for emergency responders and Avista to arrive.
- Do NOT attempt to close any pipeline valves.