

NOI-20-2. Exhibit 1.

**Work safely** around natural gas utilities

**PEOPLES GAS<sup>®</sup>**  
**NORTH SHORE GAS<sup>®</sup>**

**Your safety is important to us.**

We work hard to deliver safe and reliable natural gas service to our customers, and we want you to be safe while working near our assets in below-ground facilities. We prevent, operate, maintain and inspect our natural gas system in accordance with state and federal pipeline safety regulations. If a potential problem is discovered, our crews respond and resolve the problem, following current industry standards and best practices.

In addition to following proper excavating practices, there are **two main rules contractors and excavators should always keep in mind while working near natural gas lines:**

- 1. Call or click before you dig.**  
To prevent a hazardous situation while digging, notify your local one-call system at least two business days before you plan to dig.  
Representatives will mark utility located underground facilities for free within two working days. Letter requests for emergency purposes will be expedited. We may not be the only pipeline operator in an area, so find out which pipeline operators have transmission facilities in an area, visit the National Pipeline Mapping System website at [npsystems.org](http://npsystems.org).
- 2. Contact us immediately if contact occurs.**  
Call us immediately if you hit or damage any of our natural gas facilities. Even minor damage can cause major problems. We want to contact you immediately if you contact any underground lines.

**Peoples Gas: 866-656-6002**  
**North Shore Gas: 866-656-6005**  
**Peoples Gas or North Shore Gas facilities outside of distribution services areas: 800-328-6700**

**Following these simple rules will help you avoid potentially dangerous situations and expensive mistakes.**

**Marking Peoples Gas or North Shore Gas facilities**  
We mark our facilities with paint, flags or stakes. Remember to adjust your tolerance zone to accommodate the increased size of the facility. When we can't place markers directly over buried facilities, we put wires and markers on a nearby stake or on the ground to mark the distance and direction to the buried facilities.

**Yellow - natural gas facilities**

If no Peoples Gas or North Shore Gas facilities are present, you may see a yellow flag that says "All Clear" which indicates there are no buried facilities in the area.

Yellow marker posts indicate natural gas facilities are in the area. These posts are not placed on the exact location of the facility. Please refer to them for excavating purposes.

If you have questions about the marks or location, contact our location directly. The locating company name and phone number are on the white color flags.

**Demarked facilities**  
If you discover an unmarked or apparently demarked facility, contact us immediately. Never assume an unmarked facility is abandoned. Treat all facilities as though they are live. Only Peoples Gas or North Shore Gas personnel have the tools and skills to safely demarcate or remove abandoned facilities.

**Natural gas facility damage**

If you damage or observe damage to our natural gas facilities, stop work and contact us.

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**If someone is injured due to damaged natural gas facilities or the damage causes natural gas to be released, call 911 immediately, then contact Peoples Gas or North Shore Gas.**

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**Buried facilities**  
Use the clearance guidelines below when working around buried facilities. Keep in mind, existing grades can change, and the current depth of a natural gas line may be different than when originally installed.

**Illinois digging clearance requirements**

**Underground facilities**  
Hand digging should be performed within 24 inches of either side of facility markings.

**Facility marking**

**Exposed facilities**  
The minimum clearance should be observed in the depth of your excavation as a precaution to avoid damage to the marked facility.

**Trenchless technology (tapping, directional drilling)**  
**Do not blind bore.** A gas facility shall be exposed within your proposed bore path failure to the surrounding soil shall require repairs near the excavation.

**Natural gas pipeline safety**

Natural gas and the underground pipeline distribution systems that carry it have outstanding safety records. The distribution systems are regularly inspected and problems rarely occur. To perform residential pipeline safety inspections, we must have clear access to the pipeline right of way. The areas on either side of the pipeline must be kept clear of debris, trees, shrubs and other structures.

Natural gas will not burn by itself. However, if mixed with the right amount of air, natural gas can ignite. Natural gas is invisible, but it is an invisible area, if any, displaces oxygen in the air, which can lead to asphyxiation.

While working near a pipeline, contact us immediately if you:

- Smell the strong odor of natural gas, similar to rotten eggs.
- Hear a hissing, whistling or roaring sound.
- See dirt or debris blowing into the air.

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As part of our RP1162 program, excavators and contractors are sent a yearly mailing. This insert is sent with a letter and additional information (see attached).

Direct mail sent to customers and the affected public living in the service area as well as those who live along the transmission route:

**Natural gas pipeline SAFETY**



**Pipeline delivery systems**

Natural gas is a clean-burning, low-cost source of energy used to heat homes, generate electricity and power industries. Peoples Gas is proud to deliver natural gas to more than 867,000 customers in the City of Chicago. Through a network of more than 4,400 miles of transmission and distribution pipes, we deliver more than 108 billion cubic feet of natural gas each year.

**This pamphlet describes:**

- How natural gas is delivered to you.
- How we keep our system safe.
- Pipeline location information.
- Call before you dig.
- Your safety.

Please review the safety information provided here to stay safe and prepared.



**How natural gas is delivered to you**

Much of America's natural gas comes from the south, southwest and Canada, and is transported by a network of underground delivery system pipelines. Natural gas is transported from the well source or storage fields via transmission lines to local utility distribution system delivery points also known as "city gate stations."

Typically, transmission lines are higher pressure, larger diameter pipelines used to transport large volumes of gas in dedicated pipeline corridors. Once the gas is delivered to city gate stations, the pressure is reduced and transported through distribution pipelines (also known as gas mains) to homes and businesses within the local utility customer territory. In general, gas mains are lower pressure, smaller diameter pipelines constructed along city streets and alleys.

Finally, service lines distribute natural gas to your home or business from the gas main to the gas meter at your residence or business. It is important to remember that each property owner is responsible for any piping beyond the gas meter, which may include buried piping to garages, pool heaters, or gas grills.

**How we keep our system safe and how you can help**

Safety is the No. 1 priority for Peoples Gas. We construct, operate, maintain and inspect our natural gas system in accordance with state and federal pipeline safety regulations. There are a number of regulatory inspections we need to perform that require cooperation from our customers. If you receive a notification from us that we need to inspect our facilities, please schedule your appointment as soon as possible.

At Peoples Gas, we work hard to ensure our pipelines and communities stay safe and secure. Our prevention measures include:

- Providing training and educational materials to contractors and related businesses on safe digging practices.
- Regularly inspecting our natural gas system including patrols, leak surveys and corrosion inspection.
- Keeping our workforce properly trained and qualified.
- Designing pipelines to ensure the safe delivery of natural gas.
- Marking and mapping pipeline facilities.
- Administering pipeline integrity management programs.
- Working with local emergency responders to help prevent and prepare for emergencies.
- Educating the public on how to prevent, recognize and respond to natural gas leaks.



**High consequence areas and integrity management program**

Pipeline operators must identify, prioritize, assess, evaluate, repair and validate the integrity of gas transmission pipelines that could, in the event of a leak or failure, affect high consequence areas (HCAs) within the United States. HCAs include certain populated and occupied areas. Some examples of HCAs include, but are not limited to, stadiums, recreational areas, religious facilities, office buildings, community centers, stores, hospitals, schools and day care facilities. For more information, visit [peoplesgasdelivery.com/safety](http://peoplesgasdelivery.com/safety).

**Pipeline location information**

You can obtain more information about the presence of natural gas facilities in your community by visiting the National Pipeline Mapping System (NPMS) website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) and searching by your state and county. The NPMS provides utility contact information and data, as well as maps of Interstate and Intrastate natural gas transmission pipelines.

**Pipeline markers**

Peoples Gas installs above-ground pipeline markers to indicate transmission pipeline along cross-country corridors or rights of way. Most of these markers are located outside of the service territory marking transmission lines. The pipes in the City of Chicago are mostly distribution pipes and are not marked by these types of signs. It's important to remember that these markers do not indicate the exact location and depth of a pipeline, just that a pipeline is present. (See next page if your construction project involves digging.) The markers provide a toll-free number to report problems 24 hours a day, seven days a week. You should report any unusual or suspicious activity near these markers to your local police in addition to Peoples Gas.



**Encroachments**

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

**Know what's below. Call before you dig.**



The leading cause of damage to our pipeline delivery system is hits to our natural gas lines. Serious injury or death, property damage and service outages can occur if gas pipelines are struck.

Before anyone begins a digging project, no matter how big or small, you must call your local One-Call Center by simply dialing #11. Just indicate the site of your digging project and the lines will be marked, at no cost to you, within two business days.

**Recognizing a natural gas leak**

Natural gas is colorless and odorless. That's why utilities add an odorant called mercaptan to natural gas. Its unpleasant smell helps alert you in the event of a gas leak. The unintentional release of gas could be hazardous and could even cause death. A gas leak or damaged pipeline is indicated by the following:

- A strong odor.
- A blowing or hissing sound from underground natural gas facilities or pipes.
- Dirt blowing into the air or water bubbling.
- Dead or brownish color grass, plants or bushes over natural gas facilities.
- Fire coming out of the ground.

If you observe the above conditions, call the **866-556-6002** emergency phone number, the number on the pipeline marker or **911** from another location.

Peoples Gas has highly trained employees on call 24 hours a day, seven days a week. Our on-call availability, training programs and longstanding relationships with local emergency officials and first responders help keep our communities safe.

**Emergency contact information**

If you suspect a natural gas leak or have an emergency, call our 24-hour gas emergency number immediately from a safe location.

The number is **866-556-6002**. All emergencies: **911**.

To learn more about pipeline safety, please visit the following:

- Peoples Gas: [peoplesgasdelivery.com](http://peoplesgasdelivery.com)
- American Gas Association: [aga.org](http://aga.org)
- Common Ground Alliance: [commongroundalliance.com](http://commongroundalliance.com)
- National Pipeline Mapping System: [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)

**Connecting with us**

Customer Service: <b>866-556-6001</b>	24-hour Gas Emergency: <b>866-556-6002</b>	Call Before You Dig: <b>911</b>
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PSL-20070-08-GI-GH-12K  
05/2010





## SEGURIDAD en el uso de las tuberías de gas natural

### Sistemas de suministro por tuberías

El gas natural es una fuente de energía no contaminante y de bajo costo que se usa para calentar viviendas, generar electricidad y suministrar energía a industrias. Peoples Gas se enorgullece de suministrar gas natural a más de 867,000 clientes en la ciudad de Chicago. A través de una red de más de 4,400 millas de tuberías de transmisión y distribución, suministramos más de 108,000 millones de pies cúbicos de gas natural por año.

#### En este folleto se describe:

- Cómo le suministramos el gas natural.
- Cómo mantenemos nuestro sistema seguro.
- Información sobre la ubicación de las tuberías.
- Llame antes de excavar.
- Su seguridad.

Lea la información de seguridad suministrada a continuación para mantenerse seguro y preparado.

**PEOPLES GAS®**  
Mantenemos La Vida En Movimiento®

### Cómo le suministramos el gas natural

Gran parte del gas natural de EE. UU. viene del sur, del sudoeste y de Canadá, y se transporta a través de una red de tuberías de un sistema de suministro subterráneo. El gas natural se transporta del pozo o los campos de almacenamiento por líneas de transmisión a los puntos locales de suministro del sistema de distribución de servicios públicos, también conocidos como "estaciones urbanas que reducen la presión". Normalmente, las líneas de transmisión son tuberías de mayor diámetro y presión que se utilizan para transportar grandes volúmenes de gas en comedores especiales de tuberías. Una vez que el gas llega a las estaciones urbanas, se reduce la presión y el gas se transporta a través de las tuberías de distribución (también conocidas como tuberías principales) a las casas y los negocios dentro del territorio de los clientes de servicios públicos locales. En general, las tuberías principales tienen menos diámetro y presión y están construidas a lo largo de las calles y arterias de la ciudad.

Por último, las líneas de servicio distribuyen el gas natural a su casa o negocio desde la tubería principal hasta el medidor de gas en su lugar de residencia o trabajo. Es importante recordar que cada propietario de un inmueble es responsable de cualquier tubería que se extiende más allá del medidor de gas, lo cual puede incluir tuberías enterradas que van a garajes, calentadores de piscinas o parrillas a gas.

### Cómo mantenemos nuestro sistema seguro y cómo puede ayudar usted

La seguridad es la principal prioridad para Peoples Gas. Construimos, operamos, mantenemos e inspeccionamos nuestro sistema de gas natural de acuerdo con las normas estatales y federales de seguridad para tuberías. Debemos realizar una serie de inspecciones regulares para las que necesitamos la colaboración de nuestros clientes. Si recibe una notificación de nuestra parte en la que le informamos que debemos inspeccionar nuestras instalaciones, programe la visita lo antes posible. En Peoples Gas nos esforzamos por garantizar la seguridad de nuestras tuberías y comunidades. Entre nuestras medidas de prevención se encuentran:

- Ofrecer materiales educativos y de capacitación a contratistas y empresas afines sobre las prácticas de excavación seguras.
- Inspeccionar en forma periódica nuestro sistema de gas natural, con patrullas e inspecciones en busca de fugas y corrosión.
- Mantener a nuestro personal correctamente capacitado y calificado.
- Diseñar tuberías para garantizar la entrega segura de gas natural.
- Marcar y hacer mapas de las instalaciones de tuberías.
- Contar con programas de gestión de la integridad de las tuberías.
- Trabajar con organismos locales de respuesta ante emergencias para ayudar a prevenir emergencias y estar preparados para ellas.
- Instruir al público sobre la forma de prevenir, reconocer y responder a las fugas de gas natural.

### Áreas de alto riesgo y Programa de gestión de la integridad

Los operadores de tuberías deben identificar, priorizar, examinar, evaluar, reparar y velar la integridad de las tuberías de transmisión de gas que podrían afectar, en caso de fuga o fallo, a las áreas de alto riesgo (High Consequence Areas, HCA) de los Estados Unidos. Las HCA incluyen ciertas áreas pobladas y ocupadas. Algunos ejemplos de HCA incluyen, a modo de ejemplo, estadios, áreas recreativas, instituciones religiosas, edificios de oficinas, centros comunitarios, almohenes, hospitales, escuelas y guarderías. Para obtener más información, visite [peoplesgasdelivery.com/safety](http://peoplesgasdelivery.com/safety).

### Información sobre la ubicación de las tuberías

Para obtener más información sobre la presencia de instalaciones de gas natural en su comunidad, visite el sitio web del Sistema Nacional de Mapas de Tuberías (National Pipeline Mapping System, NPMS) en [www.npms.pstms.dot.gov](http://www.npms.pstms.dot.gov) y busque su estado o condado. El NPMS suministra datos e información de contacto de servicios públicos, así como mapas de las tuberías de transmisión de gas natural interestatales e intraestatales.

### Indicadores de tuberías

Peoples Gas instala Indicadores externos para marcar las tuberías de transmisión a lo largo de vías de paso o comedores a través del campo. La mayoría de estos indicadores se encuentran fuera del territorio de servicio y marcan las líneas de transmisión. Las tuberías en la ciudad de Chicago son principalmente tuberías de distribución y no están marcadas por este tipo de señalización. Es importante recordar que estos indicadores no especifican con exactitud la ubicación ni la profundidad de una tubería, solo señalan la presencia de una tubería. (Vea a continuación el su proyecto de construcción incluye una excavación) En los indicadores figura un número gratuito al que puede llamar las 24 horas del día, los siete días de la semana, para comunicar problemas. Debe informar sobre cualquier actividad inusual o sospechosa cerca de estos indicadores a la policía local además de a Peoples Gas.



### Intrusiones

Debemos tener libre acceso a la vía de paso a las tuberías para llevar a cabo las inspecciones de seguridad obligatorias. A los lados de las tuberías no puede haber escombros, árboles, cobertizos ni otras estructuras.

### Sepa qué hay abajo.

#### Llame antes de excavar.

La principal causa de daños en nuestro sistema de suministro por tuberías son los golpes contra las líneas de gas natural. Se pueden producir lesiones graves, muerte, daños a la propiedad e interrupciones del servicio por golpear las tuberías de gas.



Antes de que cualquier persona comience un proyecto de excavación, independientemente de lo grande o pequeño que sea, usted debe llamar al Centro de notificación telefónica local, para lo cual sólo debe marcar **811**. Simplemente indique el lugar donde se realizará el proyecto de excavación y, sin costo alguno, se marcarán las líneas en el término de dos días hábiles.

### Cómo reconocer un escape de gas natural

El gas natural es incoloro e inodoro. Por ese motivo, los servicios públicos añaden un odorante llamado mercaptán al gas natural. Su olor desagradable ayuda a alertarle en caso de una fuga de gas. La liberación accidental de gas podría ser peligrosa y hasta podría causar la muerte. Es posible que haya una fuga de gas o una tubería dañada si se advierte lo siguiente:

- Un olor fuerte.
- Un sonido sibilante o de sopido proveniente de instalaciones o tuberías de gas natural subterráneas.
- Tierra que salta al aire o agua burbujeante.
- Césped, plantas o arbustos secos o de color pardusco sobre las instalaciones de gas natural.
- Fuego que sale del suelo.

Si observa las condiciones anteriores, llame al número de emergencias **866-556-6002** al número que figura en el indicador de tuberías o al **911** desde otro lugar.

Peoples Gas cuenta con empleados altamente capacitados que están de guardia las 24 horas del día, los siete días de la semana. Nuestra disponibilidad las 24 horas, nuestros programas de capacitación y nuestra relación de larga data con los oficiales de emergencias y paramédicos locales ayudan a mantener la seguridad de nuestras comunidades.

### Información de contacto ante emergencias

Si sospecha que hay una fuga de gas natural o tiene una emergencia, llame de inmediato y desde una ubicación segura a nuestro teléfono de emergencia de gas disponible las 24 horas. El número es el **866-556-6002**. Todas las emergencias: **911**.

Para obtener más información sobre la seguridad de las tuberías, visite los siguientes sitios:

- Peoples Gas: [peoplesgasdelivery.com](http://peoplesgasdelivery.com)
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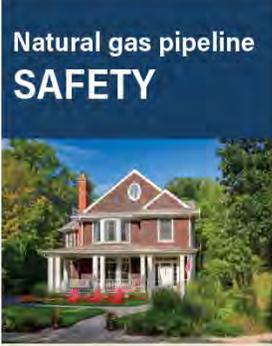
### Para contactar con nosotros:

Servicio al cliente: **866-556-6003**

Emergencias relacionadas con gas las 24 horas: **866-556-6002**

Llame antes de excavar: **911**

## Natural gas pipeline SAFETY



**Pipeline delivery systems**  
Natural gas is a clean-burning, low-cost source of energy used to heat homes, generate electricity and power industries. North Shore Gas is proud to deliver natural gas to more than 163,000 customers throughout the North Shore. Through a network of more than 2,300 miles of transmission and distribution pipes, we deliver more than 23 billion cubic feet of natural gas each year.

**This pamphlet describes:**

- How natural gas is delivered to you.
- How we keep our system safe.
- Pipeline location information.
- Call before you dig.
- Your safety.

Please review the safety information provided here to stay safe and prepared.

**NORTH SHORE GAS®**  
We Keep Life Moving®

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10/2014

### How natural gas is delivered to you

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- Providing training and educational materials to contractors and related businesses on safe digging practices.
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- Keeping our workforce properly trained and qualified.
- Designing pipelines to ensure the safe delivery of natural gas.
- Marking and mapping pipeline facilities.
- Administering pipeline integrity management programs.
- Working with local emergency responders to help prevent and prepare for emergencies.
- Educating the public on how to prevent, recognize and respond to natural gas leaks.



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You can obtain more information about the presence of natural gas facilities in your community by visiting the National Pipeline Mapping System (NPMS) website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) and searching by your state and county. The NPMS provides utility contact information and data, as well as maps of interstate and intrastate natural gas transmission pipelines.

### Pipeline markers

North Shore Gas installs above-ground pipeline markers to indicate transmission pipeline along cross-country corridors or rights of way. Most of these markers are located outside of the service territory marking transmission lines. The pipes in the communities are mostly distribution pipes and are not marked by these types of signs. It is important to remember that these markers do not indicate the exact location and depth of a pipeline, just that a pipeline is present. (See next page if your construction project involves digging). The markers provide a toll-free number to report problems 24 hours a day, seven days a week. You should report any unusual or suspicious activity near these markers to your local police in addition to North Shore Gas.



### Encroachments

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

### Know what's below. Call before you dig.

The leading cause of damage to our pipeline delivery system is hits to our natural gas lines. Serious injury or death, property damage and service outages can occur if gas pipelines are struck. Before anyone begins a digging project, no matter how big or small, you must call your local One-Call Center by simply dialing **811**. Just indicate the site of your digging project and the lines will be marked, at no cost to you, within two business days.

### Recognizing a natural gas leak

Natural gas is colorless and odorless. That's why utilities add an odorant called mercaptan to natural gas. Its unpleasant smell helps alert you in the event of a gas leak. The unintentional release of gas could be hazardous and could even cause death. A gas leak or damaged pipeline is indicated by the following:

- A strong odor.
  - A blowing or hissing sound from underground natural gas facilities or pipes.
  - Dirt blowing into the air or water bubbling over natural gas facilities.
  - Dead or brownish color grass, plants or bushes.
  - Fire coming out of the ground.
- If you observe the above conditions, please call the **866-556-6005** emergency phone number, the number on the pipeline marker or **911** from another location.

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**Emergency contact information**  
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To learn more about pipeline safety, please visit the following:

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- American Gas Association: [aga.org](http://aga.org)
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- National Pipeline Mapping System: [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)

### Connecting with us

Customer Service: <b>866-556-6004</b>	24-hour Gas Emergency: <b>866-556-6005</b>	Call Before You Dig: <b>811</b>
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## SEGURIDAD en el uso de las tuberías de gas natural



**Sistemas de suministro por tuberías**  
El gas natural es una fuente de energía no contaminante y de bajo costo que se usa para calentar viviendas, generar electricidad y suministrar energía a industrias. North Shore Gas se enorgullece de suministrar gas natural a más de 163,000 clientes en toda la North Shore. A través de una red de 2,300 millas de tuberías de transmisión y distribución, suministramos más de 23 millones de pies cúbicos de gas natural por año.

**En este folleto se describe:**

- Cómo lo suministramos el gas natural.
- Cómo mantenemos nuestro sistema seguro.
- Información sobre la ubicación de las tuberías.
- Llame antes de excavar.
- Su seguridad.

Lea la información de seguridad suministrada a continuación para mantenerse seguro y preparado.

**NORTH SHORE GAS®**  
Manténmos La Vida En Movimiento®

### Cómo le suministramos el gas natural

Gran parte del gas natural de EE. UU. viene del sur, del sudoeste y de Canadá, y se transporta a través de una red de tuberías de un sistema de suministro subterráneo. El gas natural se transporta del pozo o los campos de almacenamiento por líneas de transmisión a los puntos locales de suministro del sistema de distribución de servicios públicos, también conocidos como "estaciones urbanas que reducen la presión". Normalmente, las líneas de transmisión son tuberías de mayor diámetro y presión que se utilizan para transportar grandes volúmenes de gas en comedores especiales de tuberías. Una vez que el gas llega a las estaciones urbanas, se reduce la presión y el gas se transporta a través de las tuberías de distribución (también conocidas como tuberías principales) a las casas y los negocios dentro del territorio de los clientes de servicios públicos locales. En general, las tuberías principales tienen menor diámetro y presión y están construidas a lo largo de las calles y arterias de la ciudad.

Por último, las líneas de servicio distribuyen el gas natural a su casa o negocio desde la tubería principal hasta el medidor de gas en su lugar de residencia o trabajo. Es importante recordar que cada propietario de un inmueble es responsable de cualquier tubería que se extienda más allá del medidor de gas, lo cual puede incluir tuberías enterradas que van a garajes, calentadores de piscinas o parrillas a gas.

### Cómo mantenemos nuestro sistema seguro y cómo puede ayudar usted

La seguridad es la principal prioridad para North Shore Gas. Construimos, operamos, mantenemos e inspeccionamos nuestro sistema de gas natural de acuerdo con las normas estatales y federales de seguridad para tuberías. Debemos realizar una serie de inspecciones regulares para las que necesitamos la colaboración de nuestros clientes. Si recibe una notificación de nuestra parte en la que le informamos que debemos inspeccionar nuestras instalaciones, programe la visita lo antes posible.

En North Shore Gas nos esforzamos por garantizar la seguridad de nuestras tuberías y comunidades. Entre nuestras medidas de prevención se encuentran:

- Ofrecer materiales educativos y de capacitación a contratistas y empresas afines sobre las prácticas de excavación seguras.
- Inspeccionar en forma periódica nuestro sistema de gas natural, con patrullas e inspecciones en busca de fugas y corrosión.
- Mantener a nuestro personal correctamente capacitado y calificado.
- Diseñar tuberías para garantizar la entrega segura de gas natural.
- Marcar y hacer mapas de las instalaciones de tuberías.
- Contar con programas de gestión de la integridad de las tuberías.
- Trabajar con organismos locales de respuesta ante emergencias para ayudar a prevenir emergencias y estar preparados para ellas.
- Instruir al público sobre la forma de prevenir, reconocer y responder a las fugas de gas natural.



### Áreas de alto riesgo y Programa de gestión de la integridad

Los operadores de tuberías deben identificar, priorizar, examinar, evaluar, reparar y validar la integridad de las tuberías de transmisión de gas que podrían afectar, en caso de fuga o fallo, a las áreas de alto riesgo (High Consequence Areas, HCA) de los Estados Unidos. Las HCA incluyen ciertas áreas pobladas y ocupadas. Algunos ejemplos de HCA incluyen, a modo de ejemplo, estadios, áreas recreativas, instituciones religiosas, escuelas y guarderías. Para obtener más información, visite [northshoregasdelivery.com/safety](http://northshoregasdelivery.com/safety).

### Información sobre la ubicación de las tuberías

Para obtener más información sobre la presencia de instalaciones de gas natural en su comunidad, visite el sitio web del Sistema Nacional de Mapeo de Tuberías (National Pipeline Mapping System, NPMS) en [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) y busque su estado o condado. El NPMS suministra datos e información de contacto de servicios públicos, así como mapas de las tuberías de transmisión de gas natural interestatales e intraestatales.

### Indicadores de tuberías

North Shore Gas instala indicadores externos para marcar las tuberías de transmisión a lo largo de vías de paso o comedores a través del campo. La mayoría de estos indicadores se encuentran fuera del territorio de servicio y marcan las líneas de transmisión. Las tuberías en toda la North Shore son principalmente tuberías de distribución y están marcadas por este tipo de señalización. Es importante recordar que estos indicadores no especifican con exactitud la ubicación ni la profundidad de una tubería, solo señalan la presencia de una tubería. (Vea a continuación si su proyecto de construcción incluye una excavación.) En los indicadores figura un número gratuito al que puede llamar las 24 horas del día, los siete días de la semana, para comunicar problemas. Debe informar sobre cualquier actividad inusual o sospechosa cerca de estos indicadores a la policía local además de a North Shore Gas.



### Intrusiones

Debemos tener libre acceso a la vía de paso a las tuberías para llevar a cabo las inspecciones de seguridad obligatorias. A los lados de las tuberías no puede haber escombros, árboles, cobertizos ni otras estructuras.

### Sepa qué hay abajo.

#### Llame antes de excavar.

La principal causa de daños en nuestro sistema de suministro por tuberías son los golpes contra las líneas de gas natural. Se pueden producir lesiones graves, muerte, daños a la propiedad e interrupciones del servicio por golpear las tuberías de gas.

Antes de que cualquier persona comience un proyecto de excavación, independientemente de lo grande o pequeño que sea, usted debe llamar al Centro de notificación telefónica local, para lo cual solo debe marcar **811**. Simplemente indique el lugar donde se realizará el proyecto de excavación y, sin costo alguno, se marcarán las líneas en el término de dos días hábiles.

### Cómo reconocer un escape de gas natural

El gas natural es incoloro e inodoro. Por ese motivo, los servicios públicos añaden un odorante llamado mercaptán al gas. Su olor desagradable ayuda a alertarle en caso de una fuga de gas. La liberación accidental de gas podría ser peligrosa y hasta podría causar la muerte. Es posible que haya una fuga de gas o una tubería dañada si se advierte lo siguiente:

- Un olor fuerte.
- Un sonido siseante o de soplido proveniente de instalaciones o tuberías de gas natural subterráneas.
- Tierra que salta al aire o agua burbujeante.
- Césped, plantas o arbustos secos o de color pardusco sobre las instalaciones de gas natural.
- Fuego que sale del suelo.

Si observa las condiciones anteriores, llame al número de emergencias **866-556-6005**, al número que figura en el indicador de tuberías o **911** desde otro lugar.

North Shore Gas cuenta con empleados altamente capacitados que están de guardia las 24 horas del día, los siete días de la semana. Nuestra disponibilidad las 24 horas, nuestros programas de capacitación y nuestra relación de larga data con los oficiales de emergencias y paramédicos locales ayudan a mantener la seguridad de nuestras comunidades.

### Información de contacto ante emergencias

Si sospecha que hay una fuga de gas natural o tiene una emergencia, llame de inmediato y desde una ubicación segura a nuestro teléfono de emergencia de gas disponible las 24 horas. El número es el **866-556-6005**. Todas las emergencias: **911**.

Para obtener más información sobre la seguridad de las tuberías, visite los siguientes sitios:

- North Shore Gas: [northshoregasdelivery.com](http://northshoregasdelivery.com)
- American Gas Association: [aga.org](http://aga.org)
- Common Ground Alliance: [commongroundalliance.com](http://commongroundalliance.com)
- National Pipeline Mapping System: [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)

### Para contactar con nosotros:

Servicio al cliente: **866-556-6003**  
Emergencias relacionadas con gas las 24 horas: **866-556-6005**  
Llame antes de excavar: **811**

Culver classroom activities for teachers and kids - postcards went to every principal and two 4<sup>th</sup> grade teachers per school in the service area.

### Peoples Gas postcard



Free resources to educate your students, families and community about natural gas safety.

PEOPLES GAS®



Visit our e-SMARTkids website: [peoplesgasdelivery.e-smartkids.com](http://peoplesgasdelivery.e-smartkids.com)



Visit our e-SMARTkids website [peoplesgasdelivery.e-smartkids.com](http://peoplesgasdelivery.e-smartkids.com)

PEOPLES GAS®

104 Bridge Road  
Sallybury, MA 01952

Safety is a top priority at Peoples Gas, which is why we offer our **e-SMARTkids** website to you at no cost. This valuable online resource contains the tools you need to help your students and their families safely recognize, prevent and respond to natural gas emergencies.

Our **e-SMARTkids** website addresses various learning styles through a variety of media, including:

- Interactive games
- Experiments for both individualized and group learning
- Fascinating stories
- Fun facts ... and more!



© 2019 Peoples Gas, LLC. #2019

Peoples Gas website

The screenshot shows the homepage of the Peoples Gas e-SMARTkids website. At the top left is the Peoples Gas logo. To the right is the e-SMARTkids logo with navigation tabs for 'students', 'teachers', and 'parents'. A 'Welcome!' section on the left contains introductory text. Below it is a 'Kids' menu with links to 'Get SMART!', 'Videos', 'Games', 'Natural Gas FAQ', and 'Home Inspections'. The main content area features a large banner for 'Electrical Safety-SMART!' with a child wearing safety goggles and the text 'Learn how to STAY SAFE around ELEcTRiCiTy!'. Below the banner are four sections: 'Videos' featuring 'Natalie & Gus Explore the World of Natural Gas', 'Games' featuring 'The Voltinator', 'Natural Gas FAQ' with a cartoon character and the text 'Do you have questions about natural gas? Here are the answers!', and 'Home Inspections' with a house illustration and the text 'HOME SAFETY INSPECTION When it comes to electricity and natural gas, how safe is your home? Do this inspection and find out!'. On the left side, there is a '811' logo with the slogan 'Know what's below. Call before you dig.' and instructions to call 811 or visit 811 Chicago for underground utilities, and to call 866-556-6005 for gas emergencies.

Culver classroom activities for teachers and kids - postcards went to every principal and two 4<sup>th</sup> grade teachers per school in the service area.

Free resources to educate your students, families and community about natural gas safety.

NORTH SHORE GAS®



Visit our e-SMARTkids website: [northshoregasdelivery.e-smartkids.com](http://northshoregasdelivery.e-smartkids.com)

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- Fun facts... and more!



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Website

**NORTH SHORE GAS®**

**e-SMARTkids**  
students teachers parents

**Welcome!**  
North Shore Gas invites you to become an e-SMART kid. Becoming e-SMART means learning about electricity and natural gas and how to use it safely and wisely. Check out our games and activities, and you'll be on your way!

**Kids**  
▶ Get SMART!  
▶ Videos  
▶ Games  
Natural Gas FAQ  
▶ Home Inspections

**811**  
Know what's below.  
Call before you dig.

Call 811 or visit [JULIE - Your Illinois One-Call System](#) to have underground utilities marked

For Gas emergencies get out of the building immediately and call 866-556-6005

**Get SMART!** ◀ Next ▶  
Electrical Safety-SMART!

Learn how to **STAY SAFE** around **ELeCTRiCiTy!**

**Videos** ◀ Next ▶  
Natalie & Gus Explore the World of Natural Gas

**Games** ◀ Next ▶ [See all games](#)  
The Voltinator

**Natural Gas FAQ**  
Do you have questions about **natural gas?**  
**Here are the answers!**

**Home Inspections**  
**HOME SAFETY INSPECTION**  
When it comes to electricity and natural gas, how safe is your home?  
Do this inspection

Website information:

**PEOPLES GAS**  
We Keep Life Moving®

My Account Residential Business Company

Sign in Contact Us

Home page > Residential > Safety >  
**Safety**

Please call us immediately if you think you may have a natural gas emergency.

**Gas Emergencies - Get out of the building immediately.**  
**866-556-6002**

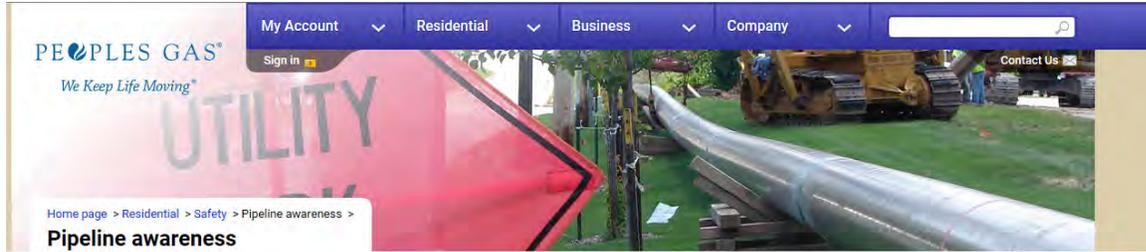
Learn how to stay safe around and natural gas.

**Natural gas safety**

- Emergency procedures**  
Know what to do during a natural gas emergency.
- Gas safety basics**  
Learn how to use natural gas safely in and around your home.
- Flood safety**  
Take a few simple steps to keep your family safe if your basement floods.
- Pipeline awareness**  
Help prevent pipeline damage and keep our communities safe.
- Safety for kids**  
Help students learn about natural gas safety through this interactive website.
- Inside safety inspections**  
We are required to conduct federally mandated inspections of our equipment located inside your home.
- Carbon monoxide**  
Know the signs of carbon monoxide poisoning, and what to do if you suspect CO in your home.
- Stay safe. Call 811 before you dig.**  
Always call before digging to avoid hitting buried utility lines.
- Sewer line safety**  
Always call before you or anyone else attempts to clear a blocked sewer line.
- Keep meters clear**  
Stay safe by keeping your natural gas meter accessible and clear of obstacles.

Residential

- Saving energy
- Billing and payments
- Financial and energy assistance
- Start or stop service
- Services, rates and programs
- Leaks, odors or emergencies
- Safety



[Home page](#) > [Residential](#) > [Safety](#) > [Pipeline awareness](#) >

## Pipeline awareness

Learn how to stay safe around underground natural gas pipelines and other natural gas facilities.

### Planning and working together

For 165 years, Peoples Gas has been providing safe and reliable natural gas to approximately 828,000 residential, commercial, and industrial retail sales and transportation customers in the city of Chicago. Inside our service territory, our crews oversee nearly 4,520 miles of delivery system pipeline.

We work hard to keep our delivery system safe and reliable and count on you to follow all natural gas safety rules and report any incidents. This page provides detailed information on:

- [The delivery system](#)
- [Pipeline location](#)
- [Preventing damage](#)
- [Customer-owned pipes](#)
- [Pipeline integrity](#)
- [Emergency preparedness](#)
- [Important contacts](#)
- [Frequently asked questions](#)

### The delivery system

Every day in the United States, several million cubic feet of natural gas travel through an underground delivery system to 64 million utility customers. The gas is extracted from the earth and fed into gathering and transmission lines that bring supplies to all regions of the United States. Some natural gas is stored underground for use later. Natural gas is brought to utilities' "gate stations" that feed into gas mains, then to your homes and businesses via service lines.

The Peoples Gas natural gas delivery system has an excellent track record of safety and reliability. The company regularly tests, inspects, monitors and upgrades its system as required by state and federal laws.

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### Pipeline location

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

[Leer en Español](#)

#### Safety

[Emergency procedures](#)

[Gas safety basics](#)

[Carbon monoxide](#)

[Stay safe. Call 811 before you dig.](#)

[Pipeline awareness](#)

[Keep meters clear](#)

[Sewer line safety](#)

[Flood safety](#)

[Inside safety inspections](#)

NOI-20-2. Exhibit 1.

PEOPLES GAS®  
We Keep Life Moving®

My Account Residential Business Company

Sign in Contact Us

Home page > Residential > Safety > Stay safe. Call 811 before you dig. >

### Stay safe. Call 811 before you dig.

Oscar, our 2020 Doggone It! photo contest winner, will remind customers to call 811.

Oscar takes digging seriously and so do we! He won this year's "Doggone It! Call 811 before you dig" contest. Peoples Gas customers submitted photos of their dogs digging in their yards, and the public voted to determine our 2020 safety "ambassador."

Look for Oscar on safe digging promotional and advertising materials throughout the year.



Leer en Español

#### Safety

- Emergency procedures
- Gas safety basics
- Carbon monoxide
- Stay safe. Call 811 before you dig.
- Pipeline awareness
- Keep meters clear
- Sewer line safety
- Flood safety
- Inside safety inspections

April marks the start of the busy spring digging season, and many homeowners are finding themselves with more time at home this year to begin home improvement projects that require digging, such as landscaping or installing a mailbox, deck or fence. Before you dig, call 811 Chicago at 811 at least 48 hours in advance. A service technician will come to your home at no charge to mark the buried utilities on your property so you or your contractor don't accidentally cut or damage them. It's one phone call that can save time, money and your life. It's also the law.

Digging without knowing the approximate location of underground utilities can result in serious injuries, service disruptions and costly repairs when natural gas, electric, communications, water and sewer lines are damaged. During these unprecedented times, it's especially crucial to keep the public safe and connected to critical services in all situations. Calling 811 before any digging project saves you from the unnecessary risk that can lead to interrupted service, leaks and even a fire or explosion that can put lives in danger.

**For Chicago locations: Call 811 Chicago at 811 or [fill out a request online](#).**  
**For locations outside the city: Call JULIE at 811 or 800-892-0123, or [fill out a request online](#).**

#### Above-ground markers

You'll know what's below by the different flags, stakes or paint. Identify these marks **before** you excavate.

**PEOPLES GAS**  
We Keep Life Moving®

My Account Residential Business Company

Sign in Contact Us

Home page > Residential > Safety > Emergency procedures >

## Emergency procedures

Please call us immediately if you think you may have a natural gas leak or emergency. We will send a technician to investigate the source of the smell at no cost to you.

 Gas Emergencies - Get out of the building immediately.  
**866-556-6002**

### Natural gas leaks

Natural gas has a distinct, pungent odor so it is easy to detect. Leaking gas can cause an explosion and fire.

### If you smell natural gas:

- Get everyone out of the house immediately.
- DO NOT use the telephone, a flashlight or any electrical switches.
- GO to a neighbor's house and call Peoples Gas immediately at 866-556-6002.

### If there is a fire:

- Get everyone out of the house immediately.
- Go to a neighbor's house and call 911
- If the fire is small, an adult can try to extinguish it using an all-purpose fire extinguisher. Never put water on an electrical fire. If you can't quickly extinguish the fire, get out and call 911. Do not try to extinguish a large fire.

When you call 911, remember to give your name and address, and speak clearly. Tell the operator what's wrong. Stay on the phone. The operator will tell you what to do.

Leer en Español

### Safety

- Emergency procedures
- Gas safety basics
- Carbon monoxide
- Stay safe. Call 811 before you dig.
- Pipeline awareness
- Keep meters clear
- Sewer line safety
- Flood safety
- Inside safety inspections

North Shore Gas Website:

**NORTH SHORE GAS**  
We Keep Life Moving™

My Account Residential Business Company

Sign in Contact Us

Home page > Residential > Safety > **Safety**

Please call us immediately if you think you may have a natural gas emergency.

**Gas Emergencies - Get out of the building immediately.**  
**866-556-6005**

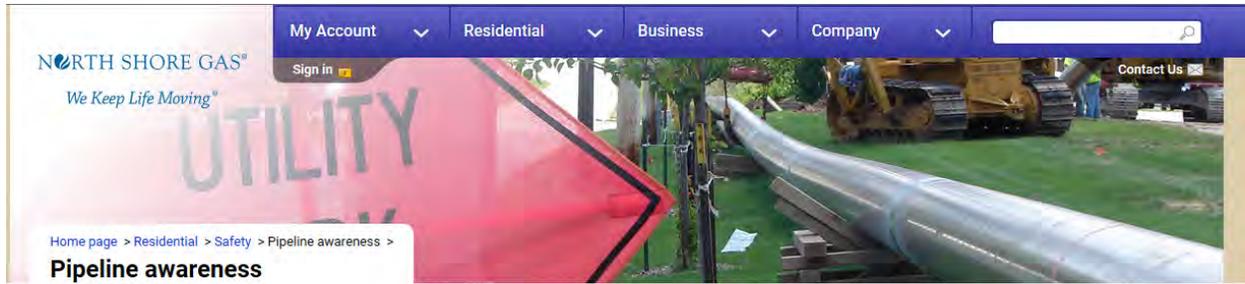
Learn how to stay safe around and natural gas.

**Natural gas safety**

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Know what to do during a natural gas emergency.
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**Residential**

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The header of the North Shore Gas website features a blue navigation bar with links for 'My Account', 'Residential', 'Business', and 'Company'. Below the navigation bar is a banner image showing a large red 'UTILITY' sign and a large gas pipeline. The North Shore Gas logo and tagline 'We Keep Life Moving' are visible in the top left corner. A search bar and a 'Contact Us' link are in the top right corner.

[Home page](#) > [Residential](#) > [Safety](#) > [Pipeline awareness](#) >

## Pipeline awareness

Learn how to stay safe around underground natural gas pipelines and other natural gas facilities.

### Planning and working together

For 115 years, North Shore Gas has been providing safe and reliable natural gas to 54 communities within the northern suburbs of Chicago. Inside our service territory, our crews oversee nearly 2,330 miles of delivery system pipeline.

We work hard to keep our delivery system safe and reliable and count on you to follow all natural gas safety rules and report any incidents. This page provides detailed information on:

- [The delivery system](#)
- [Pipeline location](#)
- [Preventing damage](#)
- [Customer-owned pipes](#)
- [Pipeline integrity](#)
- [Emergency preparedness](#)
- [Important contacts](#)
- [Frequently asked questions](#)

### The delivery system

Every day in the United States, several million cubic feet of natural gas travel through an underground delivery system to 64 million utility customers. The gas is extracted from the earth and fed into gathering and transmission lines that bring supplies to all regions of the United States. Some natural gas is stored underground for use later. Natural gas is brought to utilities' "gate stations" that feed into gas mains, then to your homes and businesses via service lines.

The North Shore Gas natural gas delivery system has an excellent track record of safety and reliability. The company regularly tests, inspects, monitors and upgrades its system as required by state and federal laws.

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### Pipeline location

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

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The screenshot shows the top navigation bar of the North Shore Gas website. It includes the company logo "NORTH SHORE GAS" with the tagline "We Keep Life Moving". The navigation menu contains links for "My Account", "Residential", "Business", and "Company", each with a dropdown arrow. There is a "Sign in" button and a "Contact Us" button. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a breadcrumb trail: "Home page > Residential > Safety > Stay safe. Call 811 before you dig. >".

## Stay safe. Call 811 before you dig.

Bandit, our 2020 Doggone it! photo contest winner, will remind customers to call 811.

Bandit takes digging seriously and so do we! He won this year's "Doggone it! Call 811 before you dig" contest. North Shore Gas customers submitted photos of their dogs digging in their yards, and the public voted to determine our 2020 safety "ambassador dog."

Look for Bandit on safe digging promotional and advertising materials throughout the year.



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Digging without knowing the approximate location of underground utilities can result in serious injuries, service disruptions and costly repairs when natural gas, electric, communications, water and sewer lines are damaged. During these unprecedented times, it's especially crucial to keep the public safe and connected to critical services in all situations. Calling JULIE before any digging project saves you from the unnecessary risk that can lead to interrupted service, leaks and even a fire or explosion that can put lives in danger.

**Call JULIE at 811 or 800-892-0123, or [fill out a request online](#).**

[Leer en Español](#)

Safety
<a href="#">Emergency procedures</a>
<a href="#">Gas safety basics</a>
<a href="#">Carbon monoxide</a>
<a href="#">Stay safe. Call 811 before you dig.</a>
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## Emergency procedures

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 **Gas Emergencies - Get out of the building immediately. 866-556-6005**

### Natural gas leaks

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- GO to a neighbor's house and call North Shore Gas immediately at 866-556-6005.

#### If there is a fire:

- Get everyone out of the house immediately.
- Go to a neighbor's house and call 911
- If the fire is small, an adult can try to extinguish it using an all-purpose fire extinguisher. Never put water on an electrical fire. If you can't quickly extinguish the fire, get out and call 911. Do not try to extinguish a large fire.

When you call 911, remember to give your name and address, and speak clearly. Tell the operator what's wrong. Stay on the phone. The operator will tell you what to do.

[Leer en Español](#)

Safety
<a href="#">Emergency procedures</a>
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<a href="#">Keep meters clear</a>
<a href="#">Sewer line safety</a>
<a href="#">Flood safety</a>
<a href="#">Inside safety inspections</a>

Email Newsletters:

[Example] June Peoples Gas 2019 Customer Connection –

**When renovating, mind your meter**

If you're planning a remodeling project this summer, stay safe and avoid potential service disconnection by keeping your natural gas meter in mind.

We regularly inspect the meters and service pipes that provide natural gas to your home. Occasionally, technicians discover that meters have been moved without our authorization. If you're building a deck or planning an addition to your home, remember:

- ✘ Never move your natural gas meter.
- ✘ Do not build over or cover your meter.
- ✘ Do not build structures, such as a garage, over buried natural gas service lines or mains.

When done by someone other than our service technician, moving meters and service pipes creates the risk of fire or pipe failure. And it's not just dangerous. Tampering with our meters, pipes and other equipment violates federal law.

Covering your meter – for example, building a deck over it – prevents us from performing important maintenance work that allows us to deliver safe, reliable energy to your home. And in an emergency situation, the Chicago Fire Department may need to quickly locate your meter to turn off the natural gas.

If you are interested in moving your meter only, call us at **866-556-6001** for an appointment.

If you are interested in relocating your natural gas service pipe, email us at [newserviceapplications@peoplesgasdelivery.com](mailto:newserviceapplications@peoplesgasdelivery.com) to schedule an appointment.

**Important safety reminder**



Trenchless technology, or directional boring, often is used to install natural gas lines underground. This installation method minimizes disruption to landscaping, sidewalks, driveways and streets.

Precautions are taken to avoid sewer lines, but in some instances, a natural gas line can intersect with a sewer line. This situation is called a cross-bore. When a cross-bore exists, sewer clearing equipment, such as augers and root cutters, can penetrate the natural gas line and lead to a dangerous release of natural gas.

**Search begins for a safety ambassador (ambassador dog)**

**Does your dog dig holes in the yard? Before scolding Fido, grab a camera!**



We're looking for a new safety ambassador to star in our safe digging campaign. Your dog can help spread an important safety message:

**Doggone it! Call 811 before you dig.**

Whether you're planting a tree or installing a fence post, you could be putting yourself in danger if you strike an underground natural gas line or electrical cable. Now your furry friend can help raise awareness about safe digging.

The contest begins Monday, June 24 and runs through Friday, July 26. Visit [peoplesgasdelivery.com](http://peoplesgasdelivery.com) for details.

Last year's Doggone It! winner, Wigley, was featured in our recent safe digging campaign. If your pet makes the cut, the pictures you submit may be used in promotional and advertising materials, too.

**Yellow flags and paint mark location of natural gas pipes**



From time to time, you may notice small yellow flags and paint marks on the ground in your neighborhood. These flags and paint markings show the location of underground natural gas lines, and they usually mean some type of digging or construction work is planned for the area. The flags and markings are required so workers don't strike natural gas lines.

If you're planning a project this summer that involves digging, always remember to **call 811 at least two business days before you plan to begin**. A service technician will mark buried utilities on your property at no charge.

**If your sewer line is backed up, call us at 866-573-6867 before anyone attempts to clear it.** We will send a service technician out to determine whether any potential conflict exists between our natural gas pipes and your sewer lines.

**Call Before You Clear**  
866-573-6867

The service is free and available 24 hours a day.

North Shore Gas

### When renovating, mind your meter

If you're planning a remodeling project this summer, stay safe and avoid potential service disconnection by keeping your natural gas meter in mind.

We regularly inspect the meters and service pipes that provide natural gas to your home.

Occasionally, technicians discover that meters have been moved without our authorization. If you're building a deck or planning an addition to your home, remember:

- ✘ Never move your natural gas meter.
- ✘ Do not build over or cover your meter.
- ✘ Do not build structures, such as a garage, over buried natural gas service lines or mains.

When done by someone other than our service technician, moving meters and service pipes creates the risk of fire or pipe failure. And it's not just dangerous. Tampering with our meters, pipes and other equipment violates federal law.

Covering your meter – for example, building a deck over it – prevents us from performing important maintenance work that allows us to deliver safe, reliable energy to your home. And in an emergency situation, your local fire department may need to quickly locate your meter to turn off the natural gas.



If you are interested in relocating your natural gas service pipe and meter or need to upgrade the gas meter, email us at [newconstruction@northshoregasdelivery.com](mailto:newconstruction@northshoregasdelivery.com).

### Important safety reminder



Trenchless technology, or directional boring, often is used to install natural gas lines underground. This installation method minimizes disruption to landscaping, sidewalks, driveways and streets.

Precautions are taken to avoid sewer lines, but in some instances, a natural gas line can intersect with a sewer line. This situation is called a cross-bore. When a cross-bore exists, sewer clearing equipment, such as augers and root cutters, can penetrate the natural gas line and lead to a dangerous release of natural gas.



A CROSS-BORE

### Search begins for a safety ambassador (ambassador dog)

Does your dog dig holes in the yard? Before scolding Fido, grab a camera!



We're looking for a new safety ambassador to star in our safe digging campaign. Your dog can help spread an important safety message:

**Doggone it! Call 811 before you dig.**

Whether you're planting a tree or installing a fence post, you could be putting yourself in danger if you strike an underground natural gas line or electrical cable. Now, your furry friend can help raise awareness about safe digging.

The contest begins Monday, June 24 and runs through Friday, July 26. Visit [northshoregasdelivery.com](http://northshoregasdelivery.com) for details.

Last year's Doggone it! winners, Mercedes and Benz, were featured in our recent safe digging campaign. If your pet makes the cut, the pictures you submit may be used in promotional and advertising materials, too.



### Yellow flags and paint mark location of natural gas pipes

From time to time, you may notice small yellow flags and paint marks on the ground in your neighborhood. These flags and paint markings show the location of underground natural gas lines, and they usually mean some type of digging or construction work is planned for the area. The flags and markings are required so workers don't strike natural gas lines.

If you're planning a project this summer that involves digging, always remember to **call 811 at least two business days before you plan to begin**. A service technician will mark buried utilities on your property at no charge.



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**Call Before You Clear**  
866-573-6867

The service is free and available 24 hours a day.

Email newsletter:

PEOPLES GAS®  
*We Keep Life Moving™*

# Customer connection

Ideas, advice and news from Peoples Gas • July 2019



## Enter your dog in our Doggone it contest!

**Could your dog be our next safety ambassador?**

We're looking for a new safety ambassador (ambassador dog) to start our safe digging campaign. Your dog can help spread an important message: Doggone it! Call 811 before you dig. Submit a photo of your dog digging here before July 14. (Must be an active Peoples Gas customer to enter contest.)

[Learn more →](#)



**Enter your  
dog in our  
Doggone it  
contest!**

**Could your dog be our next safety  
ambassador?**

We're looking for a new safety ambassador (ambassadog) to start our safe digging campaign. Your dog can help spread an important message: Doggone it! Call 811 before you dig. Submit a photo of your dog digging [here](#) before July 14. (Must be an active North Shore Gas customer to enter contest.)

[Learn more →](#)

Bill inserts:

verificar si existen fugas y corrosión en las tuberías que van desde el medidor hasta la pared exterior de su edificio. Sin embargo, toda reparación necesaria en una tubería entre el medidor y su pared es responsabilidad suya porque esa tubería forma parte de su propiedad. Si el medidor se encuentra a menos de 3 pies de distancia del edificio, usted es responsable tanto de la inspección como de la reparación.

**¿Cómo conozco la ubicación de las tuberías enterradas?**

Si está planificando un proyecto de ajardinado o mejora del hogar que implique la realización de excavaciones, llame al 811 al menos dos días hábiles antes de excavar en su propiedad a fin de que localicen y señalicen las líneas de servicio de gas natural y otros servicios subterráneos que haya en su propiedad. El servicio es sin cargo. Si tiene líneas de gas natural subterráneas que van desde el medidor hasta aparatos exteriores como un calentador de piscina, una parrilla o una lámpara que funcionan con gas, contrate a una persona calificada para que indique la ubicación de todas las líneas de gas que son de su propiedad. Siempre excave a mano cerca de una tubería de gas o de cualquier otra instalación subterránea para evitar lesiones y daños en las instalaciones.

**¿Quién puede encargarse del mantenimiento?**

Puede elegir que las tareas de reparación, reemplazo o mantenimiento sean realizadas por cualquier contratista calificado. La disposición adecuada de las tuberías enterradas también es fundamental para la seguridad operativa. Solo se deben usar prácticas de instalación y materiales aprobados de acuerdo con los códigos de construcción locales o de otras jurisdicciones.

**PEOPLES GAS®**  
[www.peoplesgasdelivery.com](http://www.peoplesgasdelivery.com)

**NORTH SHORE GAS®**  
[www.northshoregasdelivery.com](http://www.northshoregasdelivery.com)

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**Questions about natural gas piping**

You probably don't think about it much, but your home is served by a network of natural gas pipes that run underground. In Chicago and on the North Shore, we own and are responsible for most of those pipes, but some natural gas pipes may be your responsibility.

**What's our responsibility?**

We own and are responsible for maintaining the lines that deliver natural gas to the meter at your building, whether the meter is located outside or inside your building. If your building has more than one natural gas meter, we also are responsible for maintaining the pipes between the meters. Each year, we perform hundreds of thousands of inside safety inspections to check for leaks in the connections of the service pipes and meters.

**What's your responsibility?**

You are responsible for the pipes that exit the meter and serve the natural gas-fueled appliances throughout your property. This includes appliances inside and outside the building. Besides the usual boilers, furnaces, stoves and water heaters, you may have natural gas lamps, grills or pool heaters located outside your building.

**Who is responsible for the cost of maintenance and repair to buried private facilities?**

Buried natural gas piping is subject to corrosion or deterioration, which could lead to leaks over time. Any buried gas piping you own should be inspected annually by a qualified contractor. If repairs need to be made, all costs associated with the maintenance and repair of your piping are your responsibility.

**For residential customers only:**

If the meter is located 3 feet or more from your building, we are responsible for monitoring pipe corrosion and leaks from the meter to the outside wall of your building. However, any repair needed

to a pipe between the meter and your wall is your responsibility because that pipe is part of your property. If the meter is less than 3 feet from the building, you are responsible for both inspection and repair.

#### **How do I locate buried piping?**

If you are planning a landscaping or home improvement project that involves digging, call 811 at least two business days prior to digging on your property to have natural gas service lines and other underground utilities located and marked. The service is free of charge. If you have underground natural gas lines leading from the meter to outdoor appliances such as a pool heater, gas grill or gas lamp, hire a qualified contractor to mark the locations of any gas lines that you own. Always dig by hand near buried gas piping or any other underground facility to avoid injury and/or facility damage.

#### **Who can do the maintenance for me?**

You may choose to have repairs, replacements or maintenance performed by any qualified contractor. Proper construction of buried piping also is critical for operational safety. Only approved installation practices and materials should be used in accordance with local building or other jurisdictional codes.

## **Preguntas sobre las tuberías de gas natural**

Probablemente no piense mucho en esto, pero su hogar es abastecido por una red de tuberías de gas natural ubicadas debajo de la tierra. En Chicago y en North Shore, somos propietarios y responsables de la mayoría de esas tuberías, pero algunas tuberías de gas natural pueden ser responsabilidad suya.

#### **¿Cuál es nuestra responsabilidad?**

Somos propietarios y responsables del mantenimiento de las líneas que le suministran gas natural al medidor de su edificio, ya sea que esté ubicado en el interior o en el exterior del inmueble. Si su edificio tiene más de un medidor de gas natural, también somos responsables del mantenimiento de las tuberías que se encuentran entre los medidores. Cada año, llevamos a cabo cientos de miles de inspecciones de seguridad internas para verificar si existen fugas en las conexiones de las tuberías de servicio y medidores.

#### **¿Cuál es su responsabilidad?**

Usted es responsable de las tuberías que salen del medidor y abastecen los aparatos que funcionan con gas natural de toda su propiedad. Esto incluye aparatos que se encuentran dentro y fuera del edificio. Además de los aparatos habituales, calderas, calefactores, estufas y calentadores de agua, puede tener lámparas, parrillas y calentadores de piscinas que funcionen con gas natural ubicados fuera de su edificio.

#### **¿Quién es responsable del costo de mantenimiento y reparación de instalaciones subterráneas privadas?**

Las tuberías de gas natural que se encuentran enterradas pueden sufrir corrosión o deterioro, lo que, con el tiempo, puede producir fugas. Todas las tuberías de gas subterráneas que sean de su propiedad deben ser inspeccionadas anualmente por un contratista calificado. Si se deben realizar reparaciones, todos los costos asociados con el mantenimiento y las reparaciones de sus tuberías son su responsabilidad.

#### **Solo para clientes residenciales:**

En caso de que el medidor esté ubicado a 3 pies de distancia o más del edificio, somos responsables de

What's  
*that* smell?



---

**CONNECTING with us**

**ONLINE**

northshoregasdelivery.com

**CUSTOMER SERVICE**

866-556-6004

**24-HOUR GAS EMERGENCY**

866-556-6005

**CALL BEFORE YOU DIG**

811

**PARA TRADUCCIONES**

Le proporcionamos esta información como cliente.

Si desea recibir una traducción, llame al 866-556-6003.

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**NORTH SHORE GAS<sup>®</sup>**  
NATURAL GAS DELIVERY



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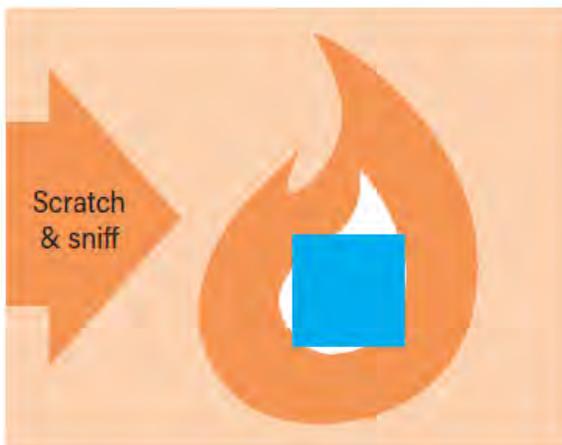
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**NORTH SHORE GAS<sup>®</sup>**  
NATURAL GAS DELIVERY

northshoregasdelivery.com

## It's for your safety.

Natural gas is colorless and odorless. That's why utilities add an odorant to natural gas distribution systems. Its unpleasant smell helps alert you in the event of a gas leak.



## Stay safe.

Scratch the box above, then smell. The odor you detect represents the smell of natural gas. This strong odor, kind of like rotten eggs, is actually added to natural gas for your safety. Recognizing this smell can help you detect a natural gas leak.

**Natural gas has a distinct, pungent odor so it is easy to detect. Leaking gas can cause an explosion and fire.**

### If you smell natural gas:

- ▶ Get everyone out of the building immediately.
- ▶ **DO NOT** use the telephone, a flashlight or any electrical switches in the house or building where the odor is detected.
- ▶ After moving out of the building, call North Shore Gas immediately at **866-556-6005**. We'll send technicians to investigate the source of the smell for free.

### If there is a fire:

- ▶ Get everyone out of the house or building immediately.
- ▶ Once out of the house or building, call **911**.

When you call **911**, remember to give your name and address, and speak clearly. Tell the operator what's wrong. Stay on the phone. The operator will tell you what to do.

What's  
*that* smell?



---

**CONNECTING with us**

**ONLINE**

[peoplesgaskdelivery.com](http://peoplesgaskdelivery.com)

**CUSTOMER SERVICE**

866-556-6001

**24-HOUR GAS EMERGENCY**

866-556-6002

**CALL BEFORE YOU DIG**

811

**PARA TRADUCCIONES**

Le proporcionamos esta información como cliente.

Si desea recibir una traducción, llame al 866-556-6003.

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PEOPLES GAS®

*We Keep Life Moving®*



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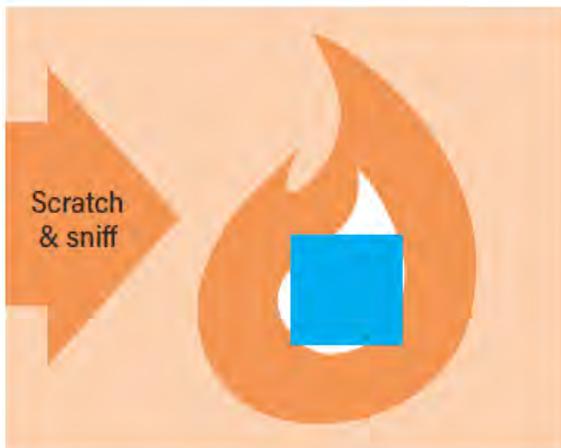
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PEOPLES GAS®

[peoplesgaskdelivery.com](http://peoplesgaskdelivery.com)

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- ▶ After leaving the building, call Peoples Gas immediately at **866-556-6002**. We'll send technicians to investigate the source of the smell for free.

### If there is a fire:

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- ▶ Once out of the house or building, call **911**.

When you call **911**, remember to give your name and address, and speak clearly. Tell the operator what's wrong. Stay on the phone. The operator will tell you what to do.

Social media posts:

**Peoples Gas**  
1h · 🌐

Digging into DIY projects while you stay safe at home? Make the right call.

\*Before\* you dig in, call 811 or make an online request to have underground lines marked, so you can prevent damage to important utilities and keep yourself and your neighbors safe. Visit <https://ipi.cityofchicago.org/Digger>. #StaySafe



**North Shore Gas**  
May 21 · 🌐

Digging into DIY projects this holiday weekend? Make the right call.

\*Before\* you dig in, use [JULIE1call](#)'s online tools to request to have underground lines marked, so you can prevent damage to important utilities and keep yourself and your neighbors safe. Visit: <http://bit.ly/contactJULIE>. #StaySafe



**Peoples Gas**  
May 28 · 🌐

If you are planning projects that require digging in your yard: 📞 Call 811 before you dig! Preventing damage to underground utilities is more important than ever to keep us all safe & connected during these difficult times. #StaySafe #Call811



159 People Reached      4 Engagements      [Boost Post](#)

👍 4      1 Share

👍 Like      💬 Comment      ➦ Share      🌐

**North Shore Gas**  
May 28 · 🌐

If you are planning projects that require digging in your yard: 📞 Call [JULIE1call](#) at 811 before you dig! Preventing damage to underground utilities is more important than ever to keep us all safe & connected during these difficult times. #StaySafe



NOI-20-2. Exhibit 1.

**North Shore Gas**  
4d · 🌐

If you smell natural gas, get everyone out of the building immediately, then 📞 call us at 866-556-6005.

We continue to respond 24/7 to reports of natural gas odors, and we're here to help you #StaySafe.



**Peoples Gas**  
4d · 🌐

If you smell natural gas, get everyone out of the building immediately, then 📞 call us at 866-556-6002.

We continue to respond 24/7 to reports of natural gas odors, and we're here to help you #StaySafe.

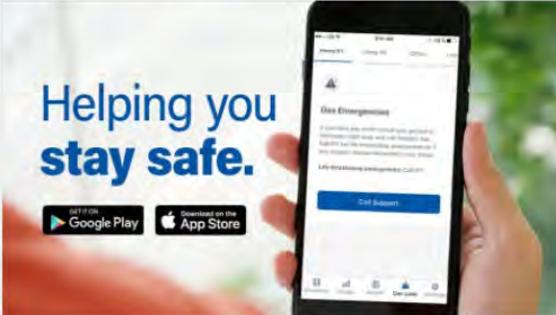


Promoting our mobile app:

**Peoples Gas**  
3d · 🌐

We respond 24/7 to reports of natural gas odors to help you stay safe. If you think you smell 🕒 natural gas, get everyone out and call us at 866-556-6002 or through our new app.

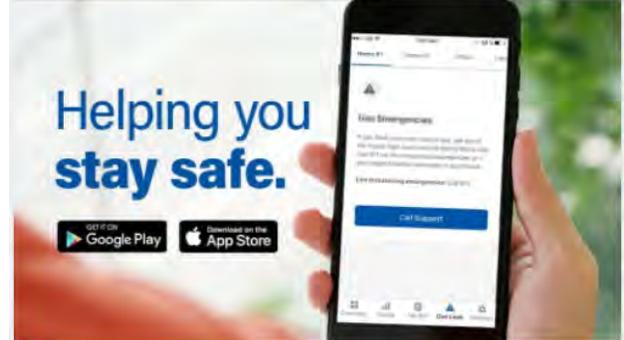
Download now:  
<https://www.wecenergygroup.com/mobileapp/pgl/pgl-app.htm>.



**North Shore Gas**  
3d · 🌐

We respond 24/7 to reports of natural gas odors to help you stay safe. If you think you smell 🕒 natural gas, get everyone out and call us at 866-556-6005 or through our new app.

Download now:  
<https://www.wecenergygroup.com/mobileapp/nsg/nsg-app.htm>.



Paid advertising:

Bus shelters

The advertisement features a background of a grassy field with several colorful flags (red, yellow, orange, blue, green) on poles. In the foreground, there is a large pile of dark brown soil. On the left side, there are two circular inset photos: the top one shows a dog named Chief sitting on a wooden bench, and the bottom one shows Chief digging in the soil. A large green circular callout contains the text: "Chief, our 2019 'Doggone it' photo contest winner, takes digging seriously. And so do we!". To the right of the soil, the text reads: "Doggone it! Whether you're planting a tree or installing a fence, call 811 to avoid underground utilities. Don't wind up in the doghouse; call two days before you dig." At the bottom left is the 811 Chicago logo, and at the bottom right is the Peoples Gas logo with the tagline "We Keep Life Moving®".

**Chief,**  
our 2019 'Doggone it'  
photo contest winner,  
takes digging seriously.  
**And so do we!**

**Doggone it!**  
Whether you're planting a tree  
or installing a fence, call 811  
to avoid underground utilities.  
Don't wind up in the doghouse;  
call two days before you dig.

**811**  
Chicago

PEOPLES GAS®  
We Keep Life Moving®

**Thunderpaws,**  
our 2019 'Doggone it'  
photo contest winner,  
takes digging seriously.  
And so do we!

# Doggone it!

Whether you're planting a tree or installing  
a fence, **call 811 to avoid underground utilities.**  
Don't wind up in the doghouse; call two days  
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**811** NORTH SHORE GAS®  
*We Keep Life Moving®*

NOI-20-2. Exhibit 1.