

## NATURAL GAS SYSTEM PIPELINE SAFETY for NORTH CROSSETT UTILITIES

We are required by the Arkansas Public Service Commission to educate our customers on safety precautions when natural gas is present on the property. We are required by Arkansas Gas Pipeline Code 192.616 (j) Public Awareness Program to distribute these letters out twice a year.

**THE PURPOSE AND RELIABILITY OF THE PIPELINE** is to manage the delivery of our gas through the gas system in a safe manner. We have achieved a clean safety record through the diligent efforts of the gas pipeline industry and by working closely with state and federal agencies and the public.

It is our goal to continually improve public safety by educating the public of the **HAZARDS OF THE PIPELINE AND PREVENTION MEASURES** and by improving our safety record. In order to meet or exceed this goal we must first remember that natural gas is flammable and if its release is not controlled, it could result in a fire or an explosion. WE at north Crossett Utilities are vigilantly monitoring the gas system from meters to underground pipelines to ensure its safety, but we need your help, too.

For your convenience and the **PREVENTION OF DAMAGE** to the gas system the North Crossett Utilities have joined a One Call System that notifies participating utilities to locate underground lines forty-eight (48) hours prior to the onset of your excavation or digging project. All you have to do is call the **Arkansas One Call System, (800) 482-8998 or 811** provide them with the information concerning your work and they will alert the participating utilities in the One Call program to locate where your digging project will take place.

These are some ways of **RECOGNIZING A NATURAL GAS LEAK**: (A strange pungent odor similar to rotten eggs) (a hissing sound) (a dense white fog) (a patch of dead or discolored grass) (continuous bubbling in wet areas, rivers, or creeks) (skin and eye irritation)

**IF YOU SMELL GAS SUSPECTING A LEAK** leave your apartment, home or place of business immediately and call the Utility Office number 870-364-2188. **DO NOT** touch, breath, or make contact with the gas, **DO NOT** light a match or lighter, start a car, use a telephone, or turn on/off any electrical or electronic device, or do anything that might possibly create a spark or static, **DO NOT** attempt to extinguish any pipeline fire that might start, **DO NOT** drive into a leak or vapor cloud, **DO NOT** attempt to operate any valves.

For additional information on public awareness contact: Arkansas Public Service Commission (501) (682-5700) or email ([pls@psc.state.ar.us](mailto:pls@psc.state.ar.us))

**REMEMBER CALL 811 BEFORE YOU DIG** Date Distributed: 2/1/26

Jeff Miller

North Crossett Utilities