

NATURAL GAS PIPELINE SAFETY

What you need to know



DTE Energy[®]



BE SAFE & REPORT: If a pipeline leak or gas emergency occurs, from a safe distance, call **911** and DTE Energy at **800.947.5000**

Natural gas is a safe, reliable, clean-burning fuel. DTE Energy needs your help to ensure the continued safety of our pipeline system. The information below can help you avoid and respond to pipeline damage.

NATURAL GAS PIPELINE MARKERS

Sometimes pipelines are marked by above-ground markers, but often they are not. DTE Energy uses these markers to indicate the approximate locations of gas pipelines.

Damage to pipelines occurs most often when people dig near a pipeline location. Pipelines can be accidentally hit, dented, scraped or gouged. **If you are digging by hand or with machinery and make contact with a pipeline, stop your excavation and contact us immediately.**



WHAT ARE THE SIGNS OF A POSSIBLE NATURAL GAS PIPELINE LEAK?

- An odor similar to the smell of rotten eggs.
- A blowing or hissing sound.
- Dust blowing from a hole in the ground.
- Continuous bubbling in wet or flooded areas.
- Dead or discolored vegetation in an otherwise green area.
- Abnormally dry or hardened soil.
- Flames, if a leak has ignited.

WHAT SHOULD I DO IF A PIPELINE LEAK OR NATURAL GAS EMERGENCY OCCURS?

- Leave the area immediately. From a safe location, call **911** and then DTE Energy at **800.947.5000**.
- Prior to leaving the area, **DO NOT**:
 - ~ Use phones, doorbells, light switches, pagers or other electrical equipment. They could cause a spark and ignite the gas.
 - ~ Use open flames.
 - ~ Smoke.

- ~ Attempt to locate the source of the leak.
- ~ Extinguish any flames. Burning gas will not explode.
- ~ Start up or shut down any machinery, vehicles or equipment.
- ~ Re-enter the affected area until you are authorized to do so.

WHAT HAPPENS IF A PIPELINE IS DAMAGED?

When a pipeline is damaged, the supply of natural gas could be interrupted. A damaged pipeline can leak natural gas, possibly causing fires, explosions or asphyxiation. The following situations or actions can cause uncontrolled escaping gas:

- Extreme natural events such as floods and tornadoes.
- Fire or explosion near a pipeline.
- Collapsed buildings that break or damage gas pipelines.
- Water main breaks that weaken roadways and pavement, damaging gas pipelines.
- Under or overpressure in the gas system.
- Equipment failure.
- Heavy ice on outside meters, vents, or gas pipelines. Please keep these areas clear of ice and snow.

We continuously monitor our natural gas system using sensors, computers and remote telemetry equipment that detect changes in pressure that might indicate a concern.



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WHAT STEPS SHOULD I TAKE IF I'M PLANNING TO EXCAVATE?

Contact the MISS DIG FREE SERVICE.

1. **Call 811** or visit **missdig811.org** to request underground utilities be marked.



2. **Wait until marks are present.**

Allow at least three business days for utility companies to mark the approximate location of the underground lines in your work area. These marks may be in the form of paint, flags or stakes.

3. **Expose utility lines by hand-digging.** Before using any power equipment, carefully hand-dig where the utility lines are marked to expose them. If you are unable to locate the utility lines, please contact MISS DIG.

4. **Respect the marks.** Stay aware of all underground utility line locations, even if you're not working near them. And never drive heavy vehicles or store materials over marked utility lines.

For more information, visit our website at **www.dteenergy.com**, click on "**Outage and Safety**" then "**Natural Gas Safety**."

If you are a DTE Energy customer, you can also call 800.947.5000 for help with a non-pipeline natural gas emergency.



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