

One of Pennsylvania's safest utilities

Natural gas remains the fuel of choice for residential, commercial and industrial customers. The amount of natural gas delivered to customers has increased by 20 percent during the past 10 years, safety incidents have decreased by 40 percent.

Safety is our top priority. Nothing is more important than the safety of our customers and employees. The *American Gas Association*, the *Southeastern Electric Exchange*, the *Energy Association of PA*, and the *PA Department of Labor & Industry* have recognized PECO for its commitment to safety.

PECO inspects and maintains pipelines and local service lines for about 508,000 natural gas customers in Bucks, Chester, Delaware, Montgomery and a portion of Lancaster counties. We use sophisticated gas-detection devices to regularly patrol all of our lines to identify any issues. And, we respond promptly to emergencies 24/7, 365 days-a-year.

It takes commitment and continual vigilance to maintain a safe and reliable system.

We make public safety presentations throughout the year to promote natural gas safety, working with school children, businesses, first responders and construction workers to help keep our communities safe.

Important information

- Recognize potential hazards
- Prevent pipeline damage
- Report natural gas issues immediately

To report an odor, a leak or other gas emergency:

Call PECO's emergency number: **1-800-841-4141**

For non-emergency questions and concerns:

Call PECO Customer Care: **1-800-494-4000**

Before you dig:

Call *PA One Call*: **811**

For more on natural gas safety:

- PECO: www.peco.com/safety
- U.S. Department of Transportation: phmsa.dot.gov/pipeline
- National Pipeline Mapping System: www.npms.phmsa.dot.gov
- American Gas Association: www.aga.org

Natural Gas Safety & Reliability

- Recognize potential hazards
- Prevent pipeline damage



Safe and reliable

Almost two-thirds of natural gas incidents are caused by construction activities. Through the Dig Safe program, PECO works with contractors, builders and excavators to prevent damage to natural gas equipment.

PECO is a leader in the utility industry for rapid response to natural gas odor reports.

In a year, PECO can receive more than 25,000 calls about possible natural gas leaks. 99.9 percent of the time, PECO responds to the scene in less than an hour—that's the best response time in Pennsylvania. Your safety is our priority—we will respond 24 hours-a-day / 7 days-a-week.



Help us ensure safety and reliability by recognizing potential hazards, preventing pipeline damage and reporting natural gas odors and leaks promptly.

Call before you dig

Call 811. It's the law: Anyone digging around underground utility facilities must notify *PA One Call* at 811.* Homeowners, contractors, or anyone planning to dig anywhere is required to call before they dig—including backyards, along streets or in vacant fields or lots.

Here's how it works: Call 811 three-business days before you dig. *PA One Call* notifies PECO and other utilities so underground facilities can be marked before construction or digging activity. The service is free for residential customers.

Understanding natural gas markers:

To locate interstate natural gas pipelines and PECO's transmission pipelines, look for markers that are above-ground, either on white and yellow posts or yellow markers on the roadway. To locate natural gas mains and service lines on or near a property, you must call *PA One Call* at 811.



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

* The Federal Communications Commission approved the use of 811 as the national abbreviated telephone number for commercial and residential consumer to provide advanced notice of excavation activities.

If you smell natural gas

If you smell natural gas, suspect a leak, or other issues, call PECO immediately:

1-800-841-4141. You can use this number 24 hours-a-day, every day.

**Call PECO:
1-800-841-4141**

Know what to do about:

A FAINT odor of natural gas: Check to see if a pilot light is out or if a burner is partially on. If you cannot find the source, call PECO.

A VERY STRONG natural gas odor: Evacuate immediately and call 911 and PECO from OUTSIDE.

- DO NOT turn on or off any electrical switches
- DO NOT use devices such as phones, radios, doorbells, or flashlights
- DO NOT smoke, strike a match or use a lighter
- DO NOT start a motor vehicle near the building

A suspected leak OUTSIDE: If you notice a natural gas odor outside especially near a natural gas meter or around the sidewalk or street, call PECO.

Act quickly: Natural gas has no natural odor, so an odorant is added to help detect when a leak occurs. Leaks can occur after nearby construction or ground movement during winter's deep freeze. Reporting a natural gas odor promptly plays a critical role in ensuring safety.