

How to recognize a gas leak

Natural gas leaks don't happen often but can be dangerous. Colorless, odorless and lighter than air, natural gas becomes combustible when mixed with air and exposed to an ignition source. Fortunately, staying safe is as easy as using your nose, ears and eyes.



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.

If you notice a natural gas leak

- If outdoors, evacuate on foot heading upwind.
- If indoors, get everyone outside fast.
- Do not use a phone, flip a switch or do anything that may cause a spark.
- At a neighbor's house or from a safe distance, call 911 and Avista Customer Service at 800-227-9187.

Hazards of escaping natural gas

- A natural gas leak can be ignited by heat or sparks if the level of gas to air reaches 4% to 15%.
- Gas fires may produce irritating and/or toxic fumes.
- Natural gas is lighter than air and can migrate into enclosed spaces.
- Released gas will displace oxygen and can cause dizziness or even asphyxiation.



Avista Public Safety Dept.
1411 E. Mission
P.O. Box 3727
Spokane, WA 99220-3727

Safety Matters for Renters/Others

Avista wants to keep everyone safe. If you own a dwelling and rent to tenants or house other occupants (such as a hotel), ask Avista for natural gas safety brochures that you can provide so they can stay informed.

For additional information

800-227-9187
myavista.com
publicsafety@avistacorp.com

For larger, easier-to-read type, go to myavista.com/safety



High-Pressure Transmission Natural Gas Pipeline Safety

2022



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

Why Am I Receiving this Notice?

This notice is for everyone who lives or works near a high-pressure transmission natural gas pipeline. The following information will help you avoid potential hazards as well as a possible fine as anyone who damages a pipeline is legally and financially responsible. Let's work together to be safe.



Natural gas safety requires your help

Avista's natural gas pipelines play a vital role in our daily lives. The warmth, cooking and hot water for many homes and businesses are all made possible by readily available natural gas delivered safely through pipelines in your communities.

High pressure transmission pipelines are required to reliably distribute natural gas over large areas. These pipelines are usually on private property through easements or may be in a road right-of-way.

There are things you can do to help us eliminate pipeline damages and maintain a safe pipeline infrastructure. Also included is some important information for your personal natural gas safety.

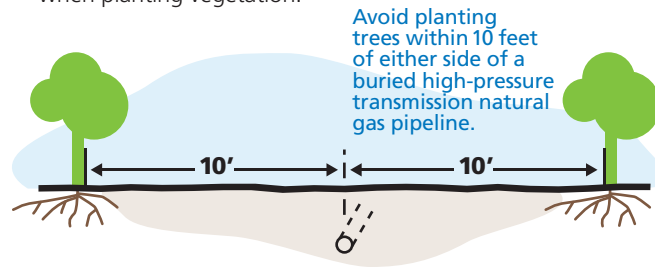
Call before you dig—it's the law!

If you dig into a natural gas pipeline with a shovel, rototiller or backhoe, it could cause injury or death. So be safe. Call 811 or visit call811.com at least two business days before you dig to have your lines located and marked ahead of time—it's the law. The service is free for residential customers. If you do nick or damage a line, immediately call Avista at 800-227-9187. A damaged pipeline left unrepaired can quickly turn into a safety hazard.

Do not build or plant over transmission pipelines

Never build structures or plant trees and vegetation overtop or too near buried pipelines. Construction and digging could easily damage pipelines and poses a serious safety risk. Damage can also occur from the roots of trees and other vegetation that wrap around a pipeline long after you plant them.

It's also important to not block access to Avista's pipeline infrastructure as it prevents us from monitoring and doing routine maintenance. Avista employees walk and inspect these pipelines every year. We require residents and businesses to leave a 10-foot clearance on both sides of any high-pressure transmission natural gas pipeline when planting vegetation.



Avista's proactive pipeline safety programs

Avista employs Natural Gas Integrity Management programs that determine which pipelines affect populated areas in order to identify opportunities to lower pipeline risks and prevent potential leaks. (For more information on these programs, call 800-227-9187.)

In addition, Avista is prepared to handle any potential major disasters, such as earthquakes, flooding or train derailments. In the event of a major emergency, Avista will implement its Incident Response plan to ensure the affected area is safe for people first, then property.

General pipeline markers are no substitute for calling 811

Avista's high-pressure 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 actually may not be located above the pipelines. A lack of markers **does not** necessarily mean there are no underground pipelines. You are always required to have pipelines located and marked by calling 811 at least two business days before you dig.

High-pressure 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 in alternative languages please call 800-227-9187.