

# Know What's Below

Important information to protect you & your family

## Pipeline Safety

Pipelines are operated under extensive federal and state regulations and industry standards to ensure the safety and health of the public and the environment.

These regulations and standards cover pipeline location, design, construction, operation and maintenance, safety testing and ongoing procedures to ensure the integrity of the pipelines.

Pipelines are also inspected by federal and state pipeline safety inspectors.

This flier provides general safety tips, however your local natural gas distribution provider will have more detailed information regarding who to call in an emergency. For questions and additional information, contact your local natural gas provider.

## Suspect a Leak

Natural gas is colorless, however many leaks can be detected by smell, sight, or sound.

**Smell** — Natural gas distribution providers add odorant to gas to make it have a noticeable smell (like rotten eggs or skunk). Odor is usually the best warning of a gas leak. However, some transmission pipelines transport non-odorized gas, so sight and sound warning should also be acted upon.

**Sight** — dirt blowing in the air, bubbles in standing water, or discolored or dead grass or plants around the pipeline.

**Sound** — An unusual noise like roaring, hissing, or whistling.

### If you Suspect a Leak:

- **Leave** the area.
- **Do not** light a match, operate an electric switch, turn on appliances, use the telephone, or mobile phone or start an engine (this could create a spark).
- **Do** get to a safe distance away from the leak and call your local natural gas provider. Also call 911 if you believe the situation is dangerous.

If you smell the odor of natural gas or detect other signs of a potential leak, call your natural gas provider immediately.

## Be Informed

- Know the location of high pressure natural gas pipelines (transmission lines) in your area.
- **Call Before You Dig (1-800-DIG-RITE or 811).**
- Report unusual conditions or activities.
- Know what to do in case of an emergency.

For additional information about natural gas leaks, excavation damage, and other safety tips, go to [mosafegas.com](http://mosafegas.com).

## Call Before You Dig

Most natural gas pipelines are located under-ground and out of sight. If you are planning any excavation work, from digging in your yard to a commercial project, Missouri law requires you to notify **Missouri 811** at:

- **1-800-DIG-RITE** (1-800-344-7483),
- By dialing **811**, or
- Provide notification electronically at [mo1call.com/excavators/itic.php](http://mo1call.com/excavators/itic.php).

To protect your safety and the safety of others, report conditions or situations that could threaten a pipeline.

Contact your local gas provider if you encounter any of these examples:

### ACCIDENTAL DAMAGE OF A PIPELINE

Occasionally, equipment (for example a plow, post-hole digger, brush hog or backhoe) strikes a pipeline. While the impact may not seem significant, damage to the pipeline's coating creates stress and corrosion.

### WASHOUT OF SOILS

Erosion along right-of-ways, and particularly, along river and stream banks can expose a pipeline to damage from mechanical equipment or the elements.

### SUSPECTED PIPELINE LEAK

Signs of a potential leak include:

- Strong odor such as sulfur (rotten eggs) if odorant is added.
- Dead vegetation, liquid or fire on the ground near the pipeline.
- Dirt blowing in the air, bubbles in standing water, or discolored or dead grass or plants around the pipeline.
- An unusual noise like roaring, hissing, or whistling.

## Safety Tips

- **DO NOT** store flammable (like gasoline) or combustible (like paper) materials near gas appliances.
- **DO** have fire extinguishers available near your appliances.
- **DO** have the emergency contact number for your natural gas provider available, or saved under contacts in your mobile phone.
- **DO** have and maintain fire, smoke and carbon monoxide detectors in your home.

## Pipeline Markers

Pipeline markers are located at road and river crossings, and other locations. These markers are required by the U.S. Department of Transportation and contain information about who to contact in the event of an emergency.

If you see or suspect someone of tampering with or vandalizing pipeline facilities, notify your natural gas provider immediately.

## Marker Examples



## Pipeline Mapping

The National Pipeline Mapping System (NPMS) has a public map viewer on its website [npms.phmsa.dot.gov/](http://npms.phmsa.dot.gov/). The public can view maps of transmission pipelines in a selected county. No log-in or user ID is needed.

## For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at [psc.mo.gov](http://psc.mo.gov).



### Missouri Public Service Commission

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