



For more than half a century, the City of Tallahassee Natural Gas Utility has been committed to providing safe, reliable, quality gas service to our customers. This vigilance has paid off - there have been no significant incidents within the system. Our commitment to safety continues.

Our natural gas distribution system is a network of underground pipelines that safely carries natural gas to over 35,000 customers in the Leon, Gadsden and Wakulla areas, providing reliable service in the face of the most inclement weather. The network is constantly monitored and inspected by our trained technicians for potential leaks or damage and - most importantly - to ensure your safety. In the event of an emergency, we're ready, 24 hours a day, every day of the year.

Natural gas customers can be found throughout the community using this domestic energy as fuel for home heating, water heating, cooking, back-up power generation, lighting and even vehicle fuel. Like any energy source, natural gas is safe when used properly, but accidents can happen. It's important for everyone to know all they can about natural gas safety, including where your natural gas appliance shut-off valve is located, how to detect a gas leak and how to react in an emergency. Your safety is important to us; share this information with your family, friends and neighbors.

City of Tallahassee
Your Own UtilitiesSM

Natural Gas Utility
2602 Jackson Bluff Road
Tallahassee, FL 32304

Notice is in compliance with Title 49, Code of Federal Regulations, Part 192



City of Tallahassee
Your Own UtilitiesSM

A SAFETY MESSAGE FROM YOUR

NATURAL GAS UTILITY

BEST IN THE NATION

NATURAL GAS UTILITY



Our Commitment to Safety - The City of Tallahassee Natural Gas Utility has an ongoing safety program that includes monitoring lines, following established operating and maintenance procedures, and ongoing liaison with local emergency response and law enforcement personnel. Here are some of the actions we take to ensure our community's safety:

- Regularly inspect and patrol our distribution lines to identify potential problems
- Install cathodic protection or add inhibitors to prevent corrosion on steel piping
- Implement integrity management plans
- Conduct special training for gas employees
- Monitor pipeline pressure and volume 24-hours a day
- Prepare and practice emergency response protocols
- Communicate regularly with those who live and work near pipelines and emergency responders in the community
- Install permanent line markers to identify the general location of our pipelines
- Participate in the Call Before You Dig program
- Provide training and educational materials to contractors and related businesses on safe digging practices
- Educate the public on how to prevent, recognize and respond to natural gas leaks

Safety is a responsibility we all share. If you see something that concerns you, please let us know. If you have any questions, please give us a call at 850-891-4968 or visit us on the web at **Talgov.com**.

Clean. Affordable. Reliable. Efficient. Safe.



Natural Gas Basics - Natural gas is odorless, colorless, non-toxic and has no taste in its natural state. As a safety precaution, natural gas has a distinctive odor added so that you can immediately smell the smallest of leaks. It is 40% lighter than air, and when released into the atmosphere, it quickly dissipates. For more information on this odorant, you may request a scratch-and-sniff card from our office by calling 850-891-5112.

Leak Recognition & Response - Signs of a potential leak may include:

- Sight** - Dead or dying vegetation, dirt being blown into the air, a dense white cloud or fog near the lines
- Sound** - An unusual noise, such as hissing, gurgling, whistling or roaring
- Smell** - A distinct smell like rotten eggs or sulfur

If You Suspect a Problem or Smell Gas - If you are suspicious of a leak in a pipeline or above ground facility, including gas meters outside your home or business, leave the area immediately in an upwind direction. From a safe location, call 850-891-4968 or 911. Our staff is available 24 hours a day. Do not operate vehicles, mechanical equipment, cell phones, electronic devices or any item that could create a spark near a suspected leak. Do not strike a match or light a cigarette either. Do not operate any lights and do not attempt to locate leaks.

Contact 811 Before You Dig - If you are planning to do any outdoor excavation activities, don't forget to call 811 or go online to Sunshine811.com before you dig! Damage from digging is the most common cause of underground natural gas leaks and outages. Knowing where underground utility lines are buried before you begin a digging or demolition project on your property is the best way to avoid being injured and disrupting utility service to your neighborhood. The depth of utility lines varies, and there may be multiple utility lines in the same area. Violations of Florida Statutes Chapter 556 (the Underground Facility Damage Prevention and Safety Act) may result in penalties up to \$2,500, plus repair and court costs.



Gas Appliance Safety - Modern gas appliances incorporate a variety of safety devices as mandated by federal law. For instance, all devices are required to have a 100% safety shutoff pilot or to use electronic (pilotless) ignition. Natural gas appliances will provide you many years of safe, economical service if you follow these simple guidelines:

- Natural gas appliances should be installed and maintained by a licensed natural gas or HVAC contractor, master plumber or qualified appliance service company.
- Have your heating equipment checked and serviced by a licensed natural gas installer or HVAC contractor every fall.
- Don't let small children play with or near natural gas appliances or piping.
- Never move or install a natural gas appliance, or change the connector in any way, without professional assistance.
- Always follow manufacturer instructions for the care and use of natural gas appliances and equipment.

