

# NATURAL GAS SAFETY INFORMATION



Pipeline within 700 feet of your home or business.

Black Hills Energy  
**888-890-5554**

Si necesita esta información en español, por favor comuníquese con nuestro centro de llamadas al:  
**888-890-5554**





# EVERY DIG. EVERY TIME.

## DAMAGE PREVENTION

You serve an important role in helping to prevent pipeline emergencies. Pipeline damage most often occurs during excavation. Everyone — even you — are responsible for keeping the natural gas system safe. A big part of that responsibility is to consider where utility lines are buried before you dig. Whether you're a homeowner using a shovel to plant a tree or set a fencepost, or a major contractor using a backhoe to open a trench or excavate to make room for a basement. Click or Call 811 at least two days before you dig. It's free, it's safe and it's the law.

Neighbors like you can help us maintain a safe, secure and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities, please call our emergency number immediately at **888-890-5554**.

## ONE-CALL REQUIREMENTS

### Call before you dig

Avoid a costly repair bill and, more importantly, keep yourself and others safe.

- 1. Call your state's One-Call Center before you plan to dig.** This free service will notify all utilities in your area of your plans to dig. The toll-free, nationwide Call Before You Dig number is **811**, or submit your request online at [call811.com](http://call811.com).
- 2. Please review your state's One-Call laws for specific call, locate and dig requirements.**
  - Arkansas: [arkonecall.com](http://arkonecall.com)
  - Colorado: [colorado811.org](http://colorado811.org)
  - Iowa: [iowaonecall.com](http://iowaonecall.com)
  - Kansas: [kansas811.com](http://kansas811.com)
  - Montana: [montana811.org](http://montana811.org)
  - Nebraska: [ne1call.com](http://ne1call.com)
  - South Dakota: [sdonecall.com](http://sdonecall.com)
  - Wyoming: [onecallofwyoming.com](http://onecallofwyoming.com)
- 3. Pre-mark the excavation area using white paint or flags.** Within two business days, someone from each utility will arrive at your site to mark the approximate location of buried lines with paint or flags at no cost to you.
- 4. Dig with care.** Lines cannot be exactly pinpointed, and the depth can't be precisely determined. Please use extreme care when digging anywhere near the markings.
- 5. Call to have the locations remarked for free** if the original ones are disturbed or your project will be delayed by more than seven days. Don't forget, you need to call at least two full business days before work does begin.

# JUST ONE NICK IS ENOUGH

Digging-related damage is the leading cause of pipeline incidents. Even a slight nick can cause steel lines to corrode or plastic lines to weaken, causing a pipeline emergency days, weeks or even years after what seems to be the slightest of damage.

If you disturb, nick, chip, scratch or dent a pipeline or coating, immediately leave the area and warn others to stay away. From a safe location, call **911** and report it immediately to **888-890-5554**. In Arkansas, Colorado, Nebraska, South Dakota and Wyoming you must also call **811**,

# KEEPING PIPELINES SAFE

Our integrity management plan focuses on areas that our industry defines as high-consequence areas (HCAs) and moderate consequence areas (MCAs). These are places people congregate, including playgrounds, hospitals, churches, schools, daycare facilities, retirement homes and correctional facilities. For a one-page overview of our integrity management plan, please go to [blackhillsenergy.com/pipeline-integrity](http://blackhillsenergy.com/pipeline-integrity).









# PIPELINE LOCATION INFORMATION

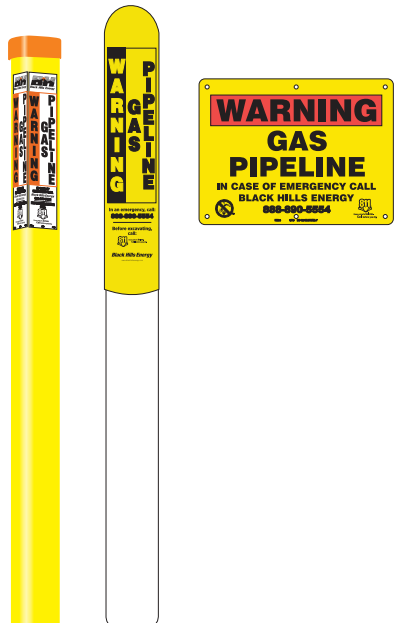
Most natural gas pipelines are buried out of sight, but they should never be out of mind.

Pipeline signs, as shown below, are placed where pipelines intersect public roads, river crossings, and railways. They explain what the pipeline carries and provide the pipeline operator's name and phone number in case of an emergency.

Pipeline signs do not indicate the exact location or depth of the pipeline and may not be present in certain areas. **Always call 811**, even when you're digging by a marked pipeline.

# COLOR CODE FOR UTILITY MARKINGS

	PROPOSED CONSTRUCTION		WATER
	ELECTRIC		SEWER
	GAS - OIL - STEAM		RECLAIMED WATER
	TELEPHONE & CABLE TV		TEMPORARY SURVEY MARKINGS



# THE RIGHT-OF-WAY

Utility lines are placed in rights of way granted by municipal, state and federal governments. These rights-of-way provide utilities with access to work on their lines so they can respond effectively to emergencies.

Encroachments on the right-of-way inhibit the company's ability to reduce third-party damages, provide right of way surveillance, and perform routine maintenance and required federal/state inspections. Maintaining a pipeline right-of-way free of encroachments is an essential element of maintaining pipeline integrity and safety.

Landowners must keep the right-of-way clear of obstructions such as trees, shrubs, overgrowth, buildings, fences, structures or any other encroachments that might interfere with access to the pipeline. Contact us with any questions about the right-of-way, or if you plan to dig or build where the right-of-way could be involved.

# LEAK RECOGNITION

The following signs are representative of a leak, but this shouldn't be considered a complete list.



### What you may see

- Unexplained areas of dead vegetation where the surrounding area is green.
- A meter dial that continues to move after all natural gas appliances and equipment have been shut off.
- Blowing dirt, bubbling or standing water near a pipeline.



### What you may smell

- In all urban and most rural settings, natural gas utilities add an odorant to the gas. Most people compare the odor to the smell of rotten eggs or another peculiar odor. Regardless, most people agree that it's not a pleasant smell. Some may not be able to smell the odor, either because of a diminished sense of smell or loss of smell due or in certain rare circumstances, odor fade can occur.



### What you may hear

- Listen for a hissing, roaring, whistling or bubbling sound from the ground.

# LIAISON WITH EMERGENCY OFFICIALS

We maintain close relationships with local emergency response officials. These partnerships help prevent incidents and keep us constantly prepared to respond immediately and effectively in the unlikely event of an emergency.



# RESPONSE TO A PIPELINE LEAK

**Immediately evacuate everyone from the building or area.** Leave the door open as you leave and warn others to stay away. After everyone is safely away, use a cell phone to call **911** and our emergency number at **888-890-5554**. Emergency personnel will let you know when it's safe to return.

**Don't do anything that could cause a spark.**

- Never touch a phone.
- Never use a cell phone anywhere near the suspected leak.
- Never touch a light switch or other electronic device.
- Never open or close a window.
- Never start an engine or drive a vehicle.
- Don't strike a match or lighter.
- Don't attempt to fix or adjust any gas line or related equipment.

A suspected gas leak will be investigated, free of charge, 24/7.

# HAZARD AWARENESS AND PREVENTION MEASURES

Natural gas is a clean-burning, efficient fuel that is colorless, tasteless and lighter than air. It's also odorless in its natural state. To help people detect leaks, utilities add a foul-smelling odorant to the fuel before sending it to all urban and most, but not all, rural consumers.

Natural gas is mostly methane, which has a high ignition temperature and a narrow range of flammability. Even the smallest of sparks can cause a fire or explosion if the right circumstances exist. To protect the pipelines and communities we serve, we perform employee training, regular maintenance and testing, corrosion protection, and inspections to check for leaks and damage.

PRODUCT	LEAK TYPE	VAPORS	HEALTH HAZARDS	FIRE HAZARDS
Natural Gas	Gas	Lighter than air	Extremely high concentrations may cause irritation or asphyxiation	Extremely flammable and easily ignited by heat, sparks or flames; explosive in enclosed areas





## PIPELINE PURPOSE AND RELIABILITY

Natural gas pipelines are the safest way to move natural gas from place to place. In the United States, a vast network of pipelines deliver the many benefits of natural gas energy to millions of consumers.

Gathering lines transport gas from the production site to processing facilities and connect to transmission lines that carry gas from one part of the state to another. Our distribution lines run throughout neighborhoods and connect to homes and businesses. Pipeline operators follow stringent safety standards with regard to design, construction, operation, maintenance and security. We regularly patrol our pipelines and follow a carefully planned maintenance and replacement schedule.

Natural gas has been a proven, popular solution to our country's energy needs for more than a century.

# NATURAL GAS IS

- An abundant source of energy, with U.S. supplies projected to last at least another 100 years.
- The cleanest fossil fuel, placing it at the forefront of green energy initiatives.
- A domestic source of energy found throughout North America, helping to reduce our dependence on foreign oil.
- A reliable source of energy, with outages seldom occurring.

# PIPELINE PUBLIC AWARENESS PROGRAMS

We conduct programs in partnership with these companies and towns:

- Absolute Energy, LLC – Iowa
- Ag Processing, Inc. – Mason City, Iowa
- Ag Processing, Inc. – Algona, Iowa
- APC, LLC – Kansas
- Arkalon – Kansas
- City of Abbyville, Kansas
- City of Argonia, Kansas
- City of Lebo, Kansas
- City of McLouth, Kansas
- City of Ponca, Nebraska
- Corn LP in Iowa
- Dupont in Kansas
- Finney County Feeders, LLC – Kansas
- Elite Octane, LLC – Iowa
- Poet Jewell – Iowa
- Valero Renewable Fuels – Iowa
- Haven Steel – Kansas
- Homeland Energy – Iowa
- Mid-Kansas Electric – Kansas
- POET Biorefining - Jewell, Iowa
- Sioux City Brick & Tile – Iowa
- Little Sioux Corn Processors – Iowa
- Monolith in – Nebraska
- Renewable Power Producers (RPP) – Kansas
- SIRE, LLC – Iowa
- Sunflower Electric Power Co – Kansas
- Town of Aguilar – Colorado

# ADDITIONAL INFORMATION

- For a list of natural gas service providers and pipeline operators in your area, visit [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).
- For more information about pipelines, compressor stations, or storage facilities in your community, contact us at **888-890-5554**.
- For excavation practices near underground facilities, visit [commongroundalliance.com](http://commongroundalliance.com).
- For more information about working safely around pipelines, visit [pipelinesafety.org](http://pipelinesafety.org).
- For information regarding excess flow valves (EFV), visit [blackhillenergy.com/safety](http://blackhillenergy.com/safety).
- Visit our website at [blackhillenergy.com](http://blackhillenergy.com) or scan the QR code below.





P.O. Box 3151  
Wichita, KS 67201-3151

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## Important contact information

Universal emergency number: **911**  
City of Abbyville, Kansas customer service: **620-286-5643**  
National call-before-you-dig number: **811**  
Black Hills Energy: **888-890-5554**

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**888-890-5554**

23ABYAP





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## Important contact information

Universal emergency number: **911**

Town of Aguilar, Colorado customer service: **719-941-4360**

National call-before-you-dig number: **811**

Black Hills Energy: **888-890-5554**

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23AGUAP



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## **Important contact information**

Universal emergency number: **911**

National call-before-you-dig number: **81**

Black Hills Energy: **888-890-5554**

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23BHEAP

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## **Important contact information**

Universal emergency number: **911**

Haven Steel emergency number: **316-577-0557**

Haven Steel customer service: **620-465-2573**

National call-before-you-dig number: **811**

Black Hills Energy: **888-890-5554**

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23HVAP



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## **Important contact information**

Universal emergency number: **911**

City of Argonia, Kansas customer service: **620-435-6417**

National call-before-you-dig number: **81**

Black Hills Energy: **888-890-5554**

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23ARGAP



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## **Important contact information**

Universal emergency number: **911**  
City of McLouth, Kansas customer service: **913-796-6411**  
National call-before-you-dig number: **81**  
Black Hills Energy: **888-890-5554**

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23MCAPI



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## **Important contact information**

Universal emergency number: **911**

City of Lebo, Kansas customer service: **620-256-6622**

National call-before-you-dig number: **811**

Black Hills Energy: **888-890-5554**

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## Important contact information

Universal emergency number: **911**

Public service emergency number: **911**

Monolith customer service: **402-413-5763**

National call-before-you-dig number: **811**

Black Hills Energy: **888-890-5554**

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23MONAP