

One of Pennsylvania's safest utilities

Natural gas has recently become the fuel of choice for residential, commercial and industrial customers. While the amount of natural gas delivered to customers has increased by 25 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 *Energy Association of PA*, and the *PA Department of Labor & Industry* have all recognized PECO for its commitment to safety.

PECO inspects and maintains pipelines and local service lines for its more than 500,000 natural gas customers in Bucks, Chester, Delaware, Montgomery and Lancaster counties. PECO uses sophisticated gas-detection devices to regularly patrol all of its lines to identify leaks. 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. PECO makes public safety presentations throughout the year to raise awareness of natural gas safety. It also takes cooperation—from school children to business people and from firefighters to construction crews.

Important information

Integral to the safety of PECO's natural gas system is the public's awareness about:

- Recognizing potential hazards
- Preventing pipeline damage
- Reporting natural gas issues immediately

To report 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/our-issues/safety

Natural Gas Reliability & Safety

- Recognize potential hazards
- Prevent pipeline damage



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Safe and reliable

Almost two-thirds of natural gas incidents are caused by construction activities. Through the Dig Safe program, PECO communicates with contractors, builders and excavators to educate them about preventing 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 customer calls concerning possible natural gas leaks. 99.9 percent of the time, PECO responds to the scene to investigate a potential natural gas leak in less than an hour—that's the best response time in Pennsylvania. Your safety is our priority—PECO personnel will respond urgently 24 hours-a-day / 7 days-a-week.



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

Call before you dig

Call 811. It's the law: Pennsylvania law requires anyone digging around underground utility facilities to notify PA One Call at the 811 number.* Homeowners, contractors, or anyone planning to dig anywhere is required to call before they dig—in 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 prior to 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 if there is an explosion or fire, 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 a burner is partially on. If you cannot find the source, call PECO.

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

- 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 outdoors especially near a natural gas meter or around the sidewalk or street, call PECO. The building does not need to be evacuated and you can call from indoors.

Act quickly: Reporting a natural gas odor promptly plays a critical role in ensuring safety. 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.