



120 S. Jefferson Circle  
P.O. Box 4189  
Oak Ridge, Tennessee 37831-4189

Friday, December 4, 2009

If you are not the current resident, please make  
Changes to the area provided on back and return  
The top portion of this letter in the postage paid  
Envelope enclosed. No action is necessary if  
The information is correct.

Service Add:

RE: Hazard Awareness for Residents Living or Working near Natural Gas Pipelines

The Oak Ridge Utility District operates natural gas distribution pipelines and facilities in parts of Anderson and Roane County. Our facilities are an integral part of the safe efficient and reliable natural gas service provided to more than 12,000 residential, commercial and industrial customers within these Counties. The natural gas pipeline industry maintains an enviable safety record, but hazards exist and emergencies can occur, most often as the result of third-party damage to a buried natural gas service or main pipe when landowners, contractors or excavators are unaware of the pipeline's location before they begin to dig, plow, ditch or drill. Since you are among the many people who live or work near a natural gas pipeline, we need your cooperation to help ensure the safety of our pipeline system, and your neighborhood. Working together we can reduce third-party damage to the pipeline, prevent accidents and maintain public safety.

Damage can result from large or small excavation projects, ranging from a contractor constructing a building or shopping mall to a homeowner installing a fence or swimming pool. This is why we work to educate anyone living or working near a natural gas pipeline about the importance of complying with the national "Call Before You Dig" requirements. When citizens or contractors consider digging or moving earth, they must call the state One Call Center by dialing (811) at least 48 hours prior to their excavation to have the buried utility lines located, this service is cost free. You can help prevent third party damage by watching for suspicious activity and construction near the pipeline right-of-ways.

We are committed to the safe operation of our natural gas pipeline facilities and have an ongoing public education program to help raise awareness about pipeline safety. In addition, our education efforts include leak recognition and response. We explain that natural gas is a colorless, odorless gas; however, an odorant chemical that smells like rotten eggs is added to help detect any possible leaks. If this smell is present, we ask that anyone in the area leave immediately, call 911 or ORUD at 483-1377 (long distance 1-888-483-1377) from a safe location. We go on to explain the hazards of turning on or off any electrical switches or using a flashlight or phone in the presence of the gas smell and how doing so can create an electric spark that could ignite the gas and cause an explosion.

Do your part to familiarize yourself and your family with these natural gas safety tips and continue to enjoy the safe value, comfort and benefits of America's cleanest, most efficient energy source! This message is brought to you by the Oak Ridge Utility District as a public service. To learn more about natural gas safety and the benefits of natural gas, call 483-1377 (long distance 1-888-483-1377).

Sincerely,

Jeff Patterson, Operations Manager