

Public Awareness Notice

Dear Customer,

Englewood Natural Gas System is committed to providing safe and reliable Natural Gas Service to the customers in our service area while minimizing the impact to the environment. We utilize safe operational practices with trained and knowledgeable operating personnel.

We distribute Natural Gas through an underground network of pipes in Englewood and portions of McMinn County. We provide the final delivery of this vital energy to our customers. In an effort to enhance your awareness of our system, we are forwarding the following:

- **Public Responsibilities**

Heightened Security

Natural gas pipelines across America are operating normally and safely. At this time, there is no specific threat to the U.S. natural gas pipeline infrastructure.

Immediately following the attacks on Sept. 11, pipelines across America instituted heightened security measures. While pipeline companies and employees across the nation are on a heightened state of alert, we continue to monitor and patrol the pipelines regularly via aircraft, vehicles, and/or on foot.

Pipeline companies across the country have been working with the appropriate law enforcement authorities to ensure the continued safe operation of our facilities.

Pipelines are accustomed to preparing for catastrophic events, such as hurricanes, and earthquakes, and we continue to work extensively on preparing for and mitigating any disruption to the service we provide. For some time, the natural gas industry has been working with federal agencies to prepare contingency plans in case of terrorist attacks.

Again, we are not aware of any specific threats to the U.S. natural gas pipeline infrastructure at this time. However, we need your help. Please call local law enforcement if you see anything out of the ordinary in your area. Together, we can take precautions that keep America strong.

Interstate natural gas pipelines are America's safest transportation networks. We have achieved this safety record through the diligent efforts of the gas pipeline industry working closely with state and federal agencies, and the public. Natural Gas is flammable. If its release is not controlled, it could result in a fire or an explosion. As an industry, our goal is to improve public safety by continuing to improve our safety record. You can help.

How? Simply follow these steps:

- Be Aware of Pipelines in Your Area
- Call Before You Dig
- Report Unusual Conditions
- Know What Steps to Take in a Emergency



Pipeline Awareness



Because natural gas pipelines are underground, the public often is unaware of their presence. Pipelines may be in your neighborhood, or even on your property. How do you know?

One of the easiest ways to locate a pipeline is to recognize pipeline markers. Englewood Natural Gas System paint these markers with high-visibility yellow, and install the markers at road crossings, railroads and other points along the pipeline right-of-way. The markers identify the pipeline company and include telephone numbers to call to reach a company representative.

If a pipeline is on your property the easement is the agreement that gives the pipeline company the right of access to build, operate and maintain the pipeline. Remember: If a pipeline is on your property, the right-of-way must be kept clear of structures and trees. These restrictions are necessary for safety reasons. Please contact us for additional information.



Call Before You Dig

Are you thinking about building a new swimming pool, installing a drain tile system or constructing a new building?

For your convenience Englewood Natural Gas System and other utilities have joined a "One Call System." All you have to do is call the "One Call" number 72 hours prior to your planned excavation and provide them with the information concerning your work. They in turn will alert the utilities that are participating in the "One Call" program.

ONE CALL SYSTEM OF TENNESSEE 1-800-351-1111

Before you begin any type of excavation, please call your state's One Call System. This program is designed to prevent excavation damage to pipelines, utilities, water lines and telecommunication systems. Law requires notification and fines can be imposed for failure to comply.

Within 72 hours, Englewood Natural Gas System will investigate the area of your work, and mark in yellow paint, flags, or stakes where our pipelines are located. Every effort is made to place the markings directly above the pipe, but could vary two feet in either direction. Depth is not usually indicated, requiring extreme caution while excavating in close proximity of a marked facility. It is highly recommended that pipelines be exposed by hand digging.

Report Unusual Conditions

You can be an important addition to a pipeline company's safety program by being alert to conditions or situations that could threaten the integrity of pipelines in your neighborhood. Here are examples of potentially dangerous situations. Please immediately contact us at (423) 887-7224 if you encounter any of these or need any additional information:

- **Accidental hit** of a pipeline. Occasionally a plow, post-hole digger or other excavation equipment strikes a pipeline. While the impact may not seem significant, damage to the pipe and coating creates a concentration of stress and corrosion on that part of the pipeline. Englewood Natural Gas System will inspect the damage and make any necessary repairs or maintenance.
- **Washout of soils** on the pipeline right-of-way, or along river and stream banks. Erosion can expose a pipeline to damage from machinery or the elements. Englewood Natural Gas System will take action to protect the pipeline.
- **Suspected Pipeline Leak.** There are several signs that can indicate a leak is present. If you see any of these signs, please notify Englewood Natural Gas System and we will investigate the situation:



Distressed or dead vegetation in a pipeline right-of-way. This can be caused by a small leak in a gas pipeline.



- **Hissing sound or odor of gas** in the pipeline right-of-way.

Odor of Gas

Natural gas is odorized to give it a distinctive rotten egg or sulfur like odor. The odorization of gas provides a means of early gas leak detection. Workers in the natural gas industry add odorants and maintain an odorant level in the gas to make it detectable if there is a gas leak. We have a Scratch and Sniff card available at our office, 111 Niota Road, for you to become familiar with this distinctive odor.



Steps to Take in an Emergency

If you encounter a leak or a suspected leak, you immediately should take steps to protect yourself and others in that area.

EMERGENCY PROCEDURE

1. LEAVE THE AREA IMMEDIATELY.
2. WARN OTHERS.
3. DO NOT LIGHT A MATCH, START AN ENGINE, USE A TELEPHONE (IN THE AREA), OPERATE A LIGHT SWITCH OR DO ANYTHING THAT MAY CREATE A SPARK.
4. CALL 911 OR YOUR EMERGENCY RESPONSE

Safety Procedures

IF YOU SMELL A FAINT ODOR OF NATURAL GAS INSIDE YOUR HOME OR BUSINESS:

- Investigate immediately.
- If the source of the odor cannot be located or corrected, call 911 immediately (24 hours a day). A representative will come to your home or business and make an inspection at no charge to you.

IF A STRONG OR PERSISTENT ODOR OF GAS IS PRESENT IN YOUR HOME OR BUSINESS, OR IF YOU HEAR A HISSING SOUND OF ESCAPING NATURAL GAS, FOLLOW THIS PROCEDURE:

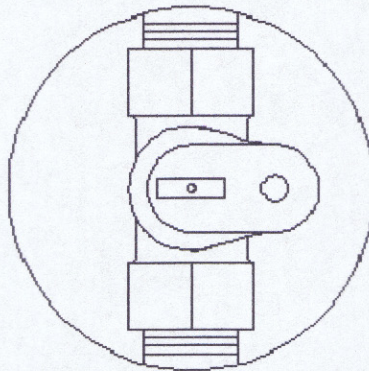
- Get everyone out of the building immediately.
- Leave the door open.
- Use a neighbor's phone or cellular phone **outside of the building** to call 911.
- **DO NOT** operate any electrical switches, appliance controls, or pull any plugs from outlets.

- **DO NOT** use the telephone in the building.
- Close the cut-off near the gas meter and **DO NOT** turn it on again. (Englewood Natural Gas System representative will turn it on).
- If possible, ventilate the building by opening doors and windows at top and bottom. Start where odor is strongest. **DO NOT** re-enter the building for this purpose.

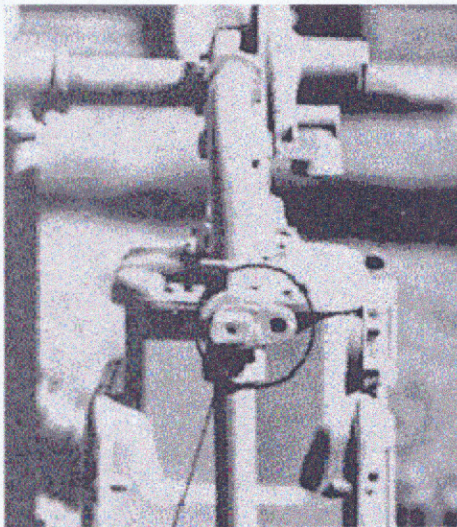
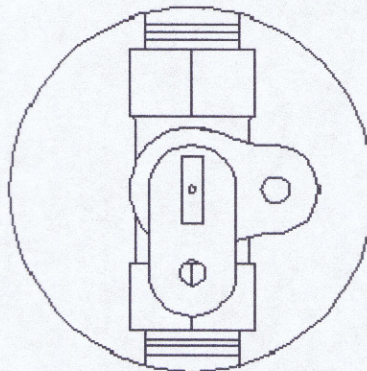
IF YOU SMELL OR DETECT NATURAL GAS OUTSIDE, CALL ENGLEWOOD NATURAL GAS SYSTEM DURING NORMAL Hours (Mon. to Friday 8:00 to 5:00) or 911 after hours

Meter Set

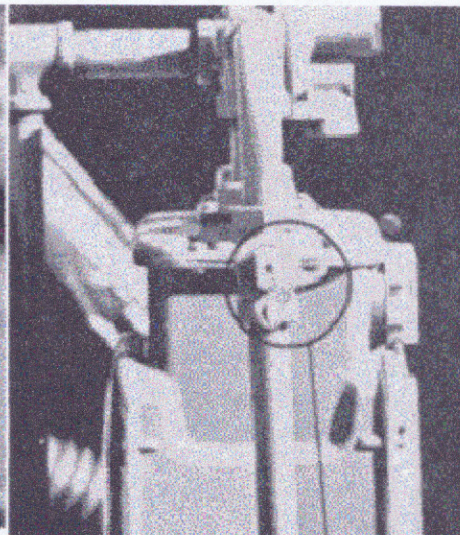
OFF POSITION



ON POSITION



OFF POSITION



ON POSITION