



### What Happens if I Don't Call Before I Dig?

You're taking a big risk if you dig without calling 811. Service outages may be a minor inconvenience, but repair costs can be overwhelming and utility damages can cause serious harm. You could hit a fiber optic cable that shuts off internet to a home or neighborhood; you could dig through an primary electric line and be electrocuted; you could puncture a gas line and cause an explosion.



### Tolerance or Safety Zone

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Utilities are not required to provide depth information with their utility markings, and the depth of a utility line can vary over time, even if an as-built drawing reflects depth of cover at the time of installation.

Tennessee state law requires excavators to exercise reasonable care when working inside the tolerance or safety zone. This includes, but is not limited to, digging by hand, potholing, hand held pneumatic tools, vacuum or hydro-excavating and any other soft digging practices approved by the facility owner.



With Fall upon us and Winter approaching, now is the time to contact your local MTNG Office for your Annual Safety “Light-up” Inspection. MTNG provides this annual service at no charge. **833-GET-MTNG (833.438.6864)**

We also encourage you to contact a local professional HVAC service provider to ensure safe, efficient operation of that heating system. A professional inspection should include:

- Install clean filters
- Check oil fan motor and belts
- Clean rust and dirt from burners
- Inspect and ensure all vents are properly connected
- Ensure all air intakes or outlets are open and unobstructed

### **Helpful Tips to Lower Energy Usage and Bills**



- Inspect, clean, or replace your furnace filter on a regular basis
- Insulate and seal around drafty doors and windows
- Keep your thermostat at the lowest possible comfort level and install a programmable thermostat
- Make sure your water heater is set properly, try adjusting it to 120 degrees
- Insulate your water heater tank and pipes
- Close the fireplace damper **when not in use**
- Open shades and curtains on sunny days to allow in the sun's warmth
- Consider installing a tankless water heater that heats water only when you need it
- Enroll in Levelized Billing...a great choice for all customers and allows you to pay a more consistent amount each month throughout the entire year
- Contact our customer service representatives to see if you qualify for our Senior Net Program

YES! When you look at the entire process of energy, from source to home, Natural Gas is more energy efficient than electricity. On average, Natural Gas is cheaper than electricity, so your natural gas appliances and heating equipment will save you money.

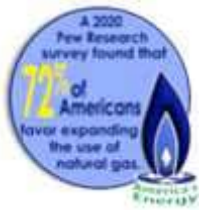
Thank you for choosing Natural Gas! MTNG is proud to be your Natural Gas service provider and the natural gas industry is prepared to meet your needs with the best service possible.

We are committed to providing Safe, Reliable, and Competitive Natural Gas service.

**Remember...We Service What We Sell**

# Why Natural Gas?

There are many reasons to choose natural gas.



MTNG is your Hometown Energy Partner committed to delivering America's Energy safely and economically to you through the ice and snows of winter, Tennessee storms, hard times, and more. "Natural Gas feels warm, is warm!" The heat provided by natural gas wraps you in comfort well beyond the affordable price. Natural gas is your best energy choice, whether drying your clothes, cooking your food, or heating your home and water.

## Natural Gas is Clean



Natural gas is the cleanest fuel available. Natural Gas emits the least amount of carbon dioxide into the air during combustion. Direct use of natural gas in the home for cooking, water heating, clothes drying, and space heating is even more efficient than burning natural gas to produce electricity. Carbon emissions from an average natural gas home decline 1.2 percent per year. Emissions from natural gas distribution systems have dropped 70% since 1990. Direct use of natural gas is a responsible choice.

## Natural Gas is Extremely Reliable



When the power goes out, natural gas directly delivered to homes still provides fuel for heat, cooking, and the ability to warm and boil water. Tennessee needs its energy system to be resilient and reliable. Natural gas has served as a critical backstop for the outage-prone electric grid, especially during severe weather events. Pipeline infrastructure is underground, looped, and shielded from many types of disruptions that can lead to utility outages.



Middle Tennessee Natural Gas Utility District focuses on safety in all aspects of our mission to provide safe, reliable, and competitive natural gas service.

## Natural Gas Safety Reminders

- Our field personnel are continually trained to use the best, safest methods to prevent, detect, and stop natural gas pipeline leaks.
- Our district goals are to exceed federal guidelines for frequency in monitoring and maintenance of our equipment.
- We are closely connected with fire departments, emergency responders, and public officials. In the event of an emergency, we work together to protect the public and environment.

### NATURAL GAS PIPING

MTNG owns, operates, and maintains natural gas pipelines and equipment, including meters. The customer owns and maintains gas piping and fittings from the meter and throughout the building. Although we are available to assist you with fuel line needs, commercial plumbers or heating contractors may be contacted when gas fuel lines and fittings need attention.

### LEAKS - RECOGNIZE, REACT, RESPOND

Natural gas incidents are uncommon. Natural gas is lighter than air. Gas leaking outside usually vents into the atmosphere and dissipates rapidly. However, uncontrolled leaking natural gas can pose potential hazards when:

- it mixes with air and at a specific fuel-to-air ratio, it is flammable.
- it migrates into voids underground and openings, such as sewer lines.
- it accumulates in an area and a spark or other source of ignition occurs.

### Recognize the Signs Using Your Senses:

- **A smell** like rotten eggs or sulfur. This distinct odor is added to natural gas.
- **A hissing sound** near a natural gas pipeline, appliance or meter.
- **The sight** of blowing dirt, bubbling water, dry spots in moist areas, dead vegetation or exposed pipe.

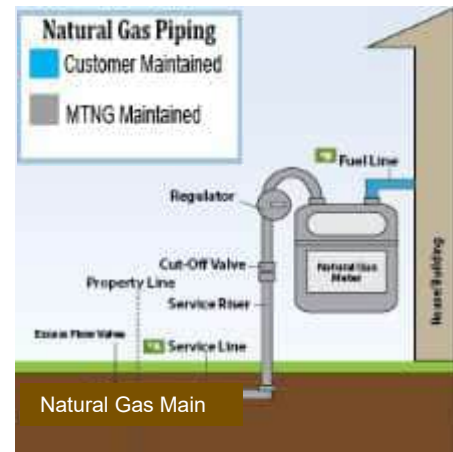
### React Immediately:

- **INSIDE** If the odor is faint inside your home or business, investigate immediately. If the source of the odor cannot be located or corrected, call MTNG immediately.
- If a **strong** or **persistent** odor of gas is present in your home or business, or if you hear a hissing sound of escaping gas, follow the **LEAK REACT STEPS**.
- **OUTSIDE** IF YOU SMELL OR DETECT NATURAL GAS OUTSIDE, CALL YOUR MTNG OFFICE IMMEDIATELY.

### Response from MTNG:

Middle Tennessee Natural Gas will come to your home or business and conduct a leak inspection at no charge to you.

[www.mtng.com](http://www.mtng.com) for additional information.



### Smell Gas? Act Fast!

#### If you smell natural gas,

⇒ *Leave the area immediately*

⇒ *From a safe distance, call*

**833-GET-MTNG (833-438-6864)**

### LEAK REACT STEPS

1. Get everyone out of the building immediately.
2. **DO NOT** operate any electrical switches, appliance controls, or pull any plugs from outlets.
3. **DO NOT** use the telephone in the building.
4. Leave the door open.
5. Use a neighbor's phone or your cell phone outside of the building to call MTNG.
6. **DO NOT** smoke.
7. (Optional) If surroundings are safe, close the cut-off valve near the gas meter. Do not turn back on.
8. Wait for MTNG to arrive & inspect.