

HOW DO I CONTACT 811?

1. Call 811
2. Call (800)351-1111
3. www.tenn811.com or www.tn811.com and click Online Ticket Entry and follow the easy steps
4. Download the Tennessee811 app available for Android or Apple users

It is a common misconception that you only have to call 811 if you're digging deeper than a certain depth.

The truth is it's a good idea to contact 811 anytime you'll be breaking ground, whether it's 3 inches or 3 feet deep.

Buried utility lines can be anywhere, so if you're building a deck, pouring concrete, or planting a tree, please contact 811.

Sometimes utility lines follow property lines, so if you're planting a hedge, setting a fence, or planting a tree, please contact 811.

IT'S FREE, IT'S EASY
IT'S TENNESSEE STATE LAW
Underground Utility Damage
Prevention Act
65-31-101



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.

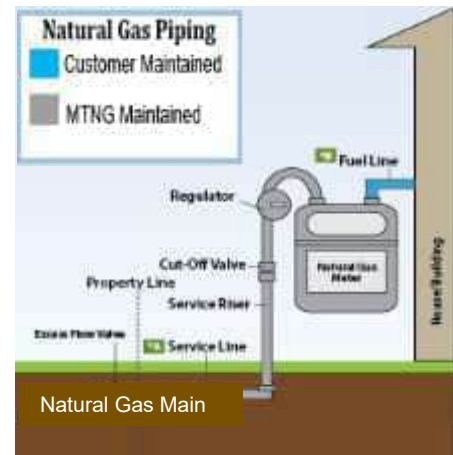
React Immediately:

- **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 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.