

Thank You to Our Customers

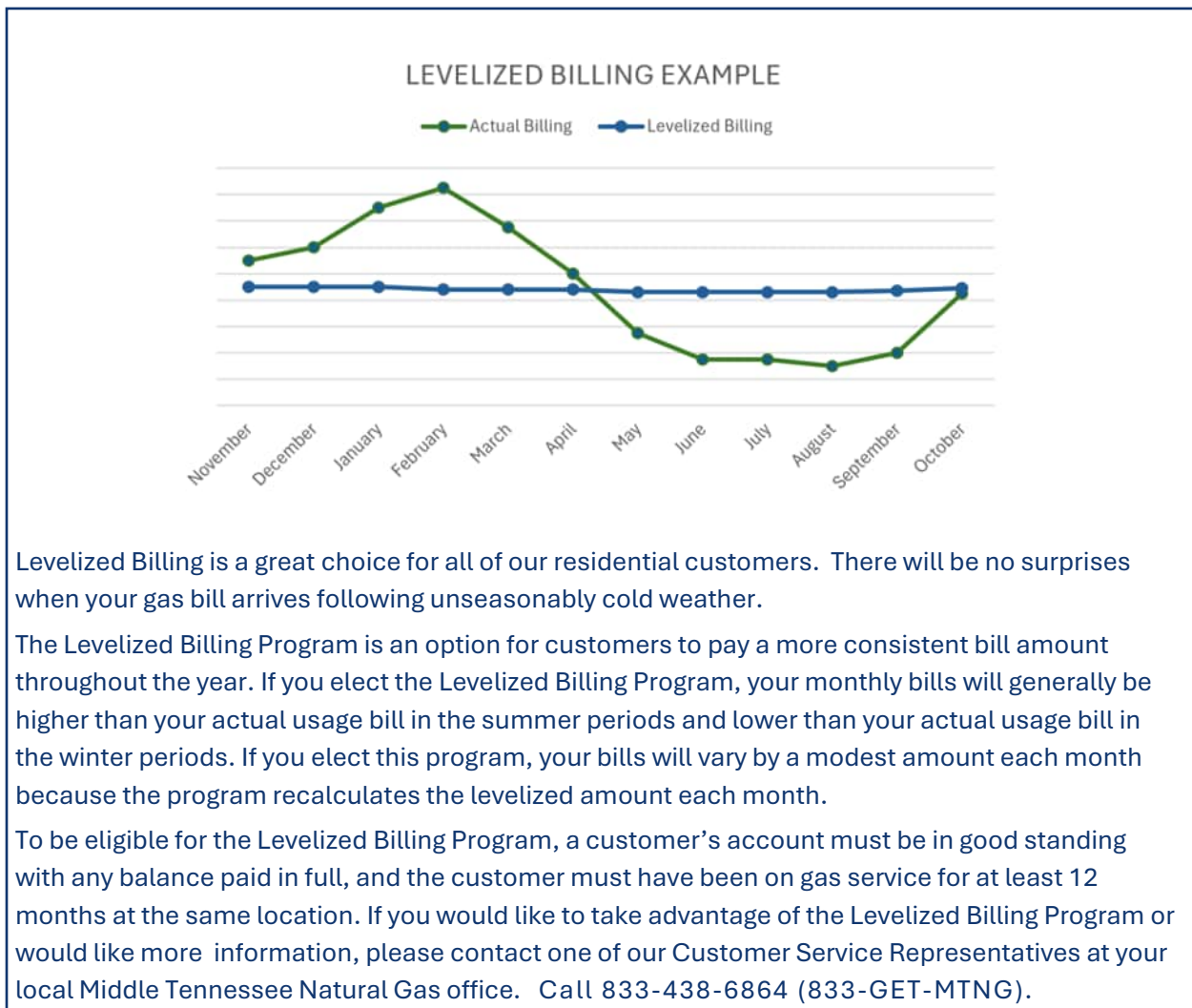


On behalf of everyone at Middle Tennessee Natural Gas Utility District, I want to express our sincere gratitude for your continued trust in us each day to provide you with safe, reliable energy to your home and family. We are grateful for your business and allowing us to serve you.

Our team continues to work hard maintaining our pipelines and enhancing our infrastructure to better serve you throughout the year. In this issue of Natural Gas Today, you will find practical tips to help optimize your energy efficiency and lower your monthly energy bills, along with details on our convenient levelized billing program.

Most importantly, please take a moment to review the safety reminders highlighted on page 3. Safety is our highest priority and knowing how to respond in an emergency is essential to every one's safety. We are proud to be your hometown energy partner.

Warm regards,
Mike Davidson, CEO



Why Natural Gas?



Affordable

- Delivered safely and economically
- Natural Gas feels warm, is warm!
- Wraps you in comfort
- Best energy choice
 - drying your clothes
 - cooking your food
 - heating your home and water



Reliable

- Directly delivered to homes
- Underground pipelines are shielded from many disruptions
- Power goes out, natural gas is still on for...
 - Heating
 - Cooking
 - Grilling



Clean

- Natural gas is the cleanest fuel available
- Emits the least amount of carbon dioxide during combustion
- Direct use of natural gas in the home is more efficient than burning natural gas to produce electricity
- Emissions from natural gas distribution systems have dropped 70% since 1990 even with the increase of households that use natural gas

Know what's below.
Tap, click or call 811 before you dig.



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.

Recognize the Signs of a Leak 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.

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.

Shallow Digging is Still Digging

Think you know what's below? Think again! Even if you've dug in the area before, shifting soil, erosion, and other factors can change the depth and location of underground utilities.

811

Contact 811 before you dig. 811beforeyoudig.com

State law requires anyone performing excavation work in Tennessee to call 811 before they dig. If you're found in violation of the law, you could face monetary penalties up to \$15,000.

USE NATURAL GAS WISELY ENERGY SAVING TIPS

- ◇ You can conserve energy and keep utility bills lower by properly adjusting your thermostat. In the winter months, 68°F for daytime and lower the thermostat at night or when you are away.
- ◇ Setting your water heater to 120°F can save up to 11% on water heating costs. However, manufacturers of laundry and dishwashing equipment usually recommend a setting of 140°F for best results.
- ◇ Insulate your water heater tank and pipes. Install a fiberglass insulation jacket around your water heater if it is located in a cold location and you could save up to 15% on your water heating costs. **Do not cover air inlets, valves, faucets, controls, or pipes at the bottom or the top near the exhaust vent.**
- ◇ Inspect your furnace filter at least once a month and clean or replace it as needed. Dust and lint in your filter can restrict the airflow resulting in energy inefficiency.
- ◇ Close the fireplace damper when not in use and minimize the use of a vented fireplace, especially when outside temperatures are below 50°F.
- ◇ Replace leaky washers in water faucets. Operate dishwashers, clothes washers, and clothes dryers with full loads.
- ◇ Open shades and curtain on sunny days during cold weather to let the sun shine in your windows. Be sure to close curtains at night to help keep colder air from entering your home.
- ◇ Insulate ceilings, floors, and outside walls. Apply weather stripping and caulk on doors, windows, and attic hatches. Install storm windows and doors where practical.
- ◇ Consider investing in a programmable thermostat. This thermostat will let you set different heating and cooling schedules for days and nights, etc.

