

## CPS Energy's pipelines quietly, reliably, and efficiently deliver natural gas every day to our residential, commercial, and industrial customers.

Damage to our pipelines can cause dangerous gas leaks that have the potential to ignite or explode. We encourage you to learn the location of gas pipelines in your community and help protect them from damage.

Many natural gas pipelines are underground in public areas. High-visibility markers indicate the general location of our natural gas transmission pipelines and some distribution lines. The markers display CPS Energy's name and the telephone number where we can be reached in the event of an emergency.

CPS Energy pipeline markers are generally yellow and black. They're placed near, but not always on top of, pipelines. If you see construction occurring near a gas pipeline marker with no utility personnel present or you notice any type of suspicious activity near a pipeline marker, please call the number listed on the marker.



## Learn to Detect Natural Gas Leaks

A gas leak is often recognized by smell, sight, or sound.

**SMELL** – Though natural gas has a distinctive, rotten-egg odor added, this scent may fade, and not all transmission lines are odorized. Do not rely on smell alone.



**SIGHT** – You may see dirt spraying or blowing into the air, exposed pipeline after a disaster, continuous bubbling in water, dead or dying vegetation in an otherwise moist area, or a damaged connection to a gas appliance.



**SOUND** – You may hear an unusual noise like hissing, whistling, or roaring coming from the ground or gas equipment.



### What to Do if You Suspect a Leak

**DO NOT** use the telephone, matches, lighters, or any electrical appliances, including light switches, garage door openers, doorbells, radios, TVs, or cell phones. Even a small spark can ignite leaking gas, causing a fire or explosion.

**WARN OTHERS and LEAVE the area immediately.**

From a safe location, CALL 911 and CPS Energy at 210-353-HELP (4357).

**DO NOT** assume someone else will report the leak. Provide the exact location, including cross streets. Let us know if sewer construction or digging activities are going on in the area.

Please inform your constituents: If a pipeline is damaged and there is a release of natural gas, the responsible party is required to call 911 and 210-353-HELP (4357) immediately, contact 811 for a dig-up ticket within one hour, and submit a report to the Texas Railroad Commission within 30 days.

## Promote Gas Pipeline Safety in Your Community

- **Spread the word about 811.** State law requires that all excavators contact the 811 center at least two full business days (excluding weekends and legal holidays) prior to digging on public or private property. At no cost, the 811 center will notify underground facility owners in the immediate area so the location of pipelines and other facilities can be marked prior to excavation. No job is too small for an 811 call!
- **Educate the public about excavation-related pipeline damage.** Remind your constituents that even minor damage, such as a gouge, scrape, dent, or crease to a pipeline or its coating, may cause a leak or failure. Excavators still must call 210-353-HELP (4357) immediately and notify 811 within one hour whether or not gas has been released.
- **Review your local emergency operations plan (EOP).** Having a community EOP in place is critical for guiding an integrated, safe, and effective response to catastrophic natural gas leaks, fires, and explosions. Make sure your organization's preparedness planning is up to date and covers natural gas hazards.

### Learn the location of gas transmission pipelines in your area.

- Register with the National Pipeline Mapping System (NPMS) at <https://www.npms.phmsa.dot.gov>.  
State and local officials may apply for access to the Pipeline Information Management Mapping Application (PIMMA) via the Office of Pipeline Safety: <https://www.npms.phmsa.dot.gov/ApplyForPIMMAccess.aspx>. Share this information with your staff and excavation contractors as appropriate.



### For additional pipeline safety information:

[rrc.state.tx.us](http://rrc.state.tx.us)  
[phmsa.dot.gov](http://phmsa.dot.gov)  
[cpsenergy-e-smartworkers.com](http://cpsenergy-e-smartworkers.com)  
[cpsenergy.com/safety](http://cpsenergy.com/safety)

## Our Commitment to Safety

CPS Energy has been a trusted safety partner with the San Antonio community for more than 80 years, providing natural gas service to our customers through a system of transmission and distribution pipelines.

To ensure public safety and service reliability, we regularly test, inspect, repair, and improve our pipelines and monitor for potential gas leaks. We work very closely with industry and government agencies on a variety of pipeline safety measures:

- Coordination with local one-call centers – 811
- Visual inspection programs
- Design and construction techniques
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs



Know what's below.  
Call before you dig.

In addition to educating excavators and the public about digging safely near gas pipelines, we conduct training and drills with local emergency responders to prevent, prepare for, and respond to natural gas emergencies. These exercises test procedures, logistics, communications, and more. As part of our Emergency Preparedness Communications, we have an Emergency Response Plan for natural gas pipeline incidents, developed in accordance with federal and state regulations. This plan informs our emergency preparedness work with first responders. Emergency plans and procedures are periodically updated and made available to state authorities.

Despite the work we do, the possibility does exist for a fire or explosion. While we do not expect an event of this nature, it is important for you and your constituents to know how to recognize and respond to any pipeline emergency that might occur close to you.

Please keep this information for future reference and share with your colleagues, constituents, or any contractors working on your behalf. For additional information, call 210-353-2970 or visit cpsenergy.com/safety.

## Please help us communicate these important natural gas safety messages to the public:

■ CPS Energy has the right to restrict certain activities within the area along each side of our gas transmission pipelines, known as a right-of-way. Our right-of-way locations are marked on maps filed with local municipalities.

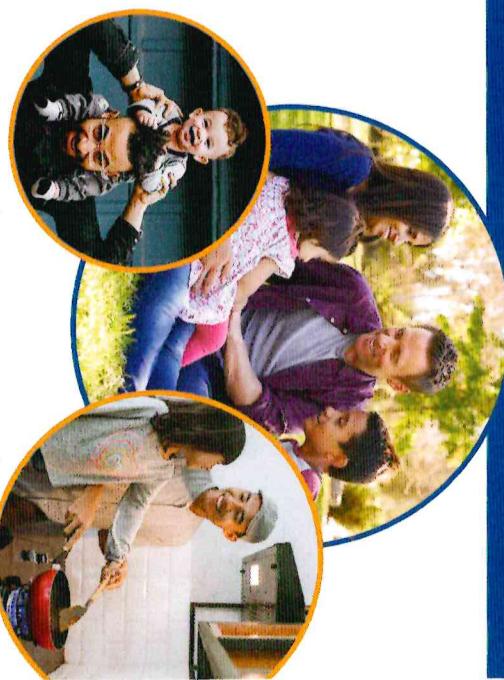
■ We require free and clear access to our gas transmission pipelines at all times for inspections, maintenance, and leak detection activities. We prohibit construction or other activities in our pipeline rights-of-way that could block access for our personnel or for safety crews in the event of a pipeline emergency. For the general location of gas transmission pipelines, please visit <https://www.npms.phmsa.dot.gov>.

■ If a gas meter is located inside a home or business, CPS Energy will need access to the meter and gas service entry. We are required by federal and state regulations to inspect and maintain our delivery, pressure control, and gas metering equipment. In addition, we are required to replace gas meters periodically. This may require a temporary interruption of the natural gas service while the meter is being changed, and we will need access to the meter and gas appliances in order to restore gas service.

■ The areas around gas meters must be kept clear and free from debris so we can complete mandated inspections and maintenance and access the main shutoff in the event of an emergency.

■ There is never a charge for any mandated inspection or maintenance of CPS Energy's equipment. All our employees and any contractors working for us carry identification cards. We urge you and your constituents to ask to see them. For any questions or concerns about anyone claiming to be from CPS Energy who is contacting you or your constituents, please call us at 210-353-HELP (4357).

## Help us protect the communities you serve.



This is an **IMPORTANT** notice. Please have it translated, and share it with your staff, the public, and your excavation contractors.

**Este es un aviso IMPORTANTE.**  
Solicite su traducción y compártelo con su personal, el público, y sus contratistas de excavación.

For gas emergencies, call 911 and CPS Energy at 210-353-HELP (4357).



## Natural Gas Pipeline Safety



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