

April 2020

Dear Excavator, Contractor or DIY Homeowner,

Eversource is always working to keep you and the communities we serve safe. We would like to remind you that the Connecticut Call Before You Dig Law, Chapter 293, Section 16, requires anyone performing digging activities to contact Call Before You Dig (CBYD) at least two full working days in advance of excavation activities.

Eversource, as a member of CBYD and a proud 811 partner, will be notified of your intent to excavate when you contact:

**811 or 800-922-4455**  
**[www.cbyd.com](http://www.cbyd.com)**

### What Happens After You Call?

If Eversource gas facilities are within the described and pre-marked excavation area, Eversource will mark the location using flags and/or yellow paint with the designation of "ESG," or other physical means. In some cases, there may also be underground Eversource electrical facilities located within the same excavation area, and those markings will be noted in red paint as "ESE," to identify those underground lines. For larger projects, an Eversource representative may contact you to coordinate scheduling of work and to review the mark-out of the gas facilities as well as any important safety information.

### Know What's Below!

Excavators must determine the exact location of all underground facilities using safe and acceptable means. The Connecticut CBYD law prohibits the use of powered or mechanized excavation within 18 inches on either side of underground facilities. If excavation is required within the 18-inch safety zone, it must be performed carefully using only hand tools to prevent damage to the facility. Damage includes, but is not limited to: nicks, dents, cuts, scrapes or gouges to the pipe, protective coating or tracer wire. Seemingly insignificant damage can lead to future pipeline failure.



**Excavators are required by Federal Regulations, Title 49 CFR 196, to notify Eversource immediately at 877-944-5325 of any damage. If damage results in the release of natural gas, excavators are required to notify the appropriate emergency response authorities by dialing 911.**

Please be aware that if the Connecticut Public Utilities Regulatory Authority (PURA) finds you have violated any provision of the Call Before You Dig law or regulation, you may be subject to a civil penalty. For damages that do not result in personal injury, death or property damage, fines begin at a minimum of \$200 and increase according to the severity of the offense. If you don't call, you are putting people in danger and violating the law.

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### Additional Resources

Excavator informational topics, such as responsible digging, reference manuals and excavation safety classes, can be scheduled by visiting [www.cbyd.com](http://www.cbyd.com) and clicking on the "Education" tab. Please see the attached informational sheet for additional gas pipeline safety information, and you can also visit [Eversource.com](http://Eversource.com) and click on the Safety tab.

### Always Working to Serve You Better

If you have any questions, please reach out to your local Eversource gas business representative or call Eversource at 877-944-5325 and ask for the gas maintenance manager representing the city or town in which you will be excavating. Thank you.

Sincerely,



Jenna DeFilippo  
Manager, Damage Prevention



Recognize a gas leak.  
Keep yourself safe.



# Natural Gas Safe Digging Information

## What You Need to Know

**EVERSOURCE**

### Pipeline Purpose & Reliability

Whether you are at home, at work or in a public place in the U.S., it's likely you are in an area served by natural gas pipelines. More than 2.2 million miles of pipelines and mains quietly, reliably and efficiently deliver natural gas every day for use by residential, commercial and industrial customers.

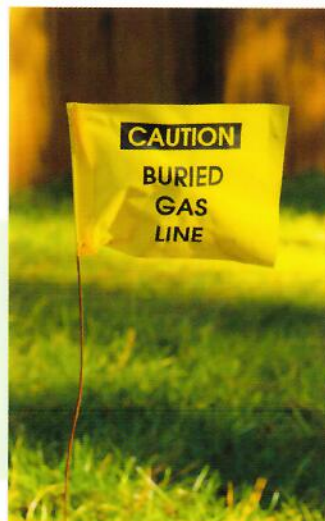
The natural gas system is safe, well-maintained and closely regulated by federal and state agencies. Excavation and other outside forces can cause damage, generally by third parties, and represent the leading cause of safety incidents. While incidents on natural gas pipelines are rare, they do happen.

### Hazard Awareness & Prevention Measures

Like all forms of energy, natural gas must be handled properly. We work very closely with industry and government agencies and stay abreast of new technologies and security methods to ensure the highest levels of service and safety. A gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite.

A variety of measures are used to ensure pipeline safety including:

- Coordination with Call Before You Dig, Dig Safe and 8-1-1 programs
- Visual inspection programs
- Design and construction practices
- Workforce qualifications
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Liason with municipal agencies
- Public education programs
- Patrol of critical facilities
- Leak survey
- Pressure monitoring
- Odorization
- Security measures



**Call Before You Dig (CT)**

800-922-4455

[www.cbyd.com](http://www.cbyd.com)

**Dig Safe (MA)**

888-DIG SAFE (888-344-7233)

[www.digsafe.com](http://www.digsafe.com)

### Leak Recognition & Response

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

**SMELL** — Natural gas is colorless and odorless.

A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

**SIGHT** — You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

**SOUND** — You may hear an unusual noise like roaring, hissing or whistling.

Natural gas is non-toxic, colorless, tasteless, and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you can recognize it easily and know if natural gas is escaping.

#### If you smell gas:

- Move to a safe location.
- Do not smoke, strike a match, use telephones (including cell phones), switch on/off appliances, lights or even a flashlight in the area where you smell gas. These items can produce sparks that might ignite the gas and cause an explosion.
- Call Eversource immediately at 877-944-5325 (CT)/ 800-592-2000 (MA) or 911.
- Do not assume that someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if digging activities are going on in the area.

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# Natural Gas Safe Digging Information

What You Need to Know — continued

## Additional Information

### PIPELINE MARKERS SHOW THE WAY

Since pipelines are underground, line markers are sometimes used to indicate their approximate location.

The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency.

Markers only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position. Because many lines are not marked, it is critical that you contact Call Before You Dig/Dig Safe at 811 prior to any excavation.

### CUSTOMER-OWNED GAS LINE MAINTENANCE

Eversource takes safety seriously and looks to ensure natural gas is delivered safely and efficiently. We make sure to properly maintain our gas pipes and inspect them periodically to prevent unsafe conditions from developing.



Eversource and other natural gas utilities are required by federal and state regulations to maintain gas lines up to and including the gas meter. At times, you may find you have questions about which parts of your service are privately owned and which parts Eversource maintains.

Eversource maintains the gas pipes that run along your street and end at your gas meter. Some Eversource customers may have buried gas lines beyond the meter, extending from the meter into their home or business. Maintenance of these gas lines is the responsibility of the gas user or property owner, not Eversource.

If you have an underground pipe on your property that leads to a building, outdoor gas grill, gas light, pool/spa heater, generator or other natural gas appliances, a licensed plumber or heating contractor can assist in locating, inspecting and repairing leaks and corrosion.

If this piping is not maintained, it may leak or become weak and should be periodically inspected for leaks and corrosion if the piping is metallic, and ultimately repaired if any unsafe condition is discovered.

Anyone excavating must take special precautions when working near underground facilities. Buried gas piping should be located in advance and all excavation should be done by hand. A scrape, dent or crease to the pipe may cause a future leak or failure.

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