

## KNOW THE RISKS

Natural gas is a safe, clean-burning and efficient fuel used for heating homes and water, food preparation, manufacturing processes and even to generate electricity. However, unintended releases or leaks can be hazardous because natural gas is highly flammable and easily ignited by heat or sparks. Leaks due to excavation damage can be especially hazardous in areas where natural gas has the potential to migrate under pavement, around foundations and within sewers.

### KNOW HOW TO DETECT A NATURAL GAS LEAK:

**HEAR:** High-pitched whistle or a hissing or roaring sound.

**SMELL:** We add a sulfur-based chemical called mercaptan to the natural gas in our system to give it a rotten egg smell.

**SEE:** If you spot an unusual area of dead vegetation near a pipeline, it could be a sign of a natural gas leak. Blowing dirt, ground fires or continuously bubbling water may also indicate a natural gas leak.

If you suspect a natural gas leak, leave the hazardous area and, from a safe distance, call Ameren Missouri at **1.800.552.7583**.



## CONTACT AMEREN MISSOURI

Customer Support:  
**1.800.552.7583**

To request a free DNR certified course or safety presentation: [MoGasSafetyPrograms@ameren.com](mailto:MoGasSafetyPrograms@ameren.com)

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### TO LEARN MORE

Ameren Natural Gas Safety  
[Ameren.com/NaturalGasSafety](http://Ameren.com/NaturalGasSafety)

Missouri 811  
[Missouri-811.org](http://Missouri-811.org)  
**811** or **1.800.344.7483**

National Pipeline Mapping System  
[npms.phmsa.dot.gov](http://npms.phmsa.dot.gov)

Pipeline and Hazardous Safety Administration  
[phmsa.dot.gov](http://phmsa.dot.gov)

Missouri's Source for Natural Gas Safety Information  
[MoSafeGas.com](http://MoSafeGas.com)

Visit [YouTube.com/AmerenMissouri](https://www.youtube.com/AmerenMissouri) to view the video *Digging Safety around Utilities*, found in the playlist: Focused on Safety.



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# DAMAGE A PIPELINE? KNOW THE RISKS!

Excavation damage continues to be one of the leading factors for fatalities, injuries and property damage from natural gas pipeline incidents.



# KNOW WHAT'S BELOW

It is the law to call Missouri 811 before you dig. Missouri 811 will make sure that all buried utility-owned lines are marked so you can dig safely. If you dig without calling, you could injure yourself and others, or disrupt utility service to an entire neighborhood. You may even have to pay fines and repair costs. Visit [Missouri-811.org](http://Missouri-811.org) or call **811** at least three business days before any digging project.



Most pipelines are buried underground. High visibility markers identify the approximate location of major pipelines in the area and highlight the need for extra care. For more information about large transmission pipelines operating in your area, visit the National Pipeline Mapping System online at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).

## PRIVATE UTILITY LINES

Ameren Missouri owns and maintains the natural gas pipelines that run to the meter. However, some customers also have buried piping that runs from the meter to outdoor natural gas-burning appliances, such as a heater in a pool or detached garage, a permanently installed natural gas grill, or a natural gas light. Customers may also have buried piping if the natural gas fuel line from the meter goes underground before entering a basement or crawl space. This piping belongs to the property owner, and Ameren Missouri does not maintain or locate these facilities through 811 services. When excavating near buried natural gas piping, the piping should be located in advance and excavation done by hand.

## PIPELINE SAFETY AND RELIABILITY

With more than 3,500 miles of natural gas distribution pipelines and approximately 40 miles of transmission pipelines, Ameren Missouri takes our commitment of delivering safe, reliable natural gas seriously. We respond to natural gas leak calls 24 hours a day, seven days a week.

In accordance with federal regulations, Ameren Missouri has designated High Consequence Areas to identify locations where a pipeline release could have the most serious consequences. For these areas, we have developed additional hazard assessment and prevention programs, known as Integrity Management Programs.



## AMEREN MISSOURI AT YOUR DIG SITE

Through Missouri 811 utility locating services, Ameren Missouri will communicate when excavation is within 15 feet or crossing a high pressure, or high-profile, natural gas line. If you see a striped locate flag for natural gas, take additional caution and confirm contact with Ameren Missouri, as a company representative may need to be on site during excavation.

## ACCIDENTALLY HIT A NATURAL GAS LINE?

If you hit a natural gas line while digging, immediately stop activities, move to a safe location and call **911**, Ameren Missouri at **1.800.552.7583**, and 811 to report the excavation damage. **DO NOT** use anything that could generate a spark. **DO NOT** attempt to repair, shut down or backfill any damaged pipeline.

Be aware that many natural gas service lines have an Excess Flow Valve (EFV) which engages when a line is damaged. EFVs are an additional safety feature designed to shut off the flow of natural gas, decreasing the possibility of fire, explosion, personal injury and property damage if the natural gas service line is significantly damaged. Even if the hit natural gas line does not appear to be leaking, it is still very important to report the damage immediately, including pipeline scratches, nicks and gouges and broken locate wires.

## CROSS BORE RISK

If you suspect that a natural gas line may have been installed in a sewer line, call Ameren Missouri at **1.800.552.7583** prior to performing sewer line cleaning or further excavation activities that may affect the potential cross bore. Your call will be routed to a natural gas supervisor in your area, who will contact you, arrange to inspect the situation and make any necessary corrections to support public safety and the safety of your workers.

