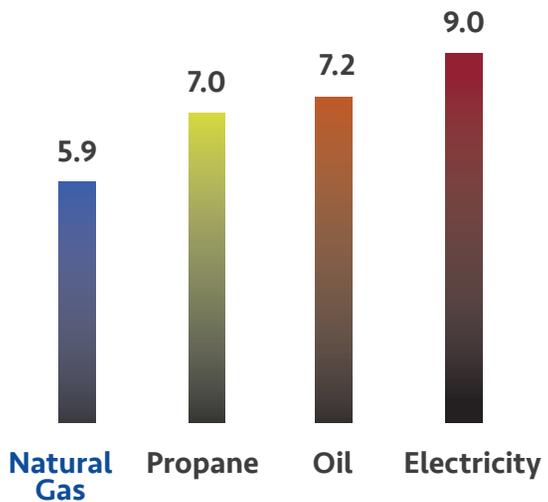


NATURAL GAS. A CLEANER FUEL CHOICE FOR A CLEANER MAINE.



*Metric Tons of CO₂ - Equivalent per Year per Household**

FACTS ABOUT EXCESS FLOW VALVES

Summit installs excess flow valves (EFVs) on natural gas service lines. These are the lines that run from the gas main, generally located in the street, to homes/meters.

EFVs are designed to shut off, or significantly reduce, the flow of natural gas if a service line becomes damaged and that damage causes a sudden and significant increase in gas flow. When activated, the EFV may prevent the buildup of natural gas and lessen the possibility of a natural gas-related safety event.

The EFVs we install are designed to meet the minimum U.S. Department of Transportation performance standards for such devices and are just one of many ways we promote pipeline safety and integrity.

EFVs will not work properly on all-natural gas service lines, for reasons such as high gas flow, low pressure, or other factors. Therefore, not all customers qualify for an EFV. If you request an EFV, but your service line cannot accommodate it, we will let you know.

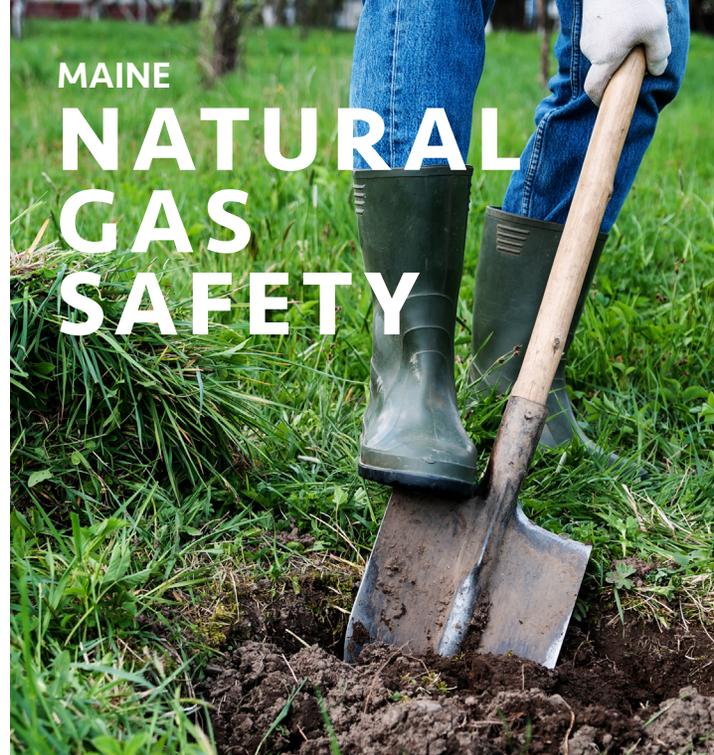
If you would like to find out if an EFV is installed on your customer service line or would like one installed, please contact us at **800.909.7642**.

ENERGY SAVING TIPS

- Contact us about setting up a budget billing plan to even out your monthly payments.
- Annual service on your boiler or furnace can improve operational efficiency by up to 2 percent.
- To improve efficiency, clean the coils under your refrigerator and remove the lint from your dryer.
- Wash clothes in cold water and follow the instructions on the detergent. Too many suds make your washer work harder and use more energy.
- Preheat the oven only when the recipe calls for it. Don't preheat if you're using the broiler.
- Use LED lightbulbs! They cost more, but use less energy than CFLs, last far longer, have a "warmer" color and are mercury-free.
- Appliances like TVs use 75% of their power when they are not in use. Buy a power strip that turns appliances off when not in use.
- Install an Energy Star-qualified programmable thermostat that automatically adjusts heating and cooling temperatures based on a daily heating or cooling schedule.
- Turn the water heater down to 120 degrees. Use instantaneous water heaters or wrap your water heater to maintain heat.
- Close the damper when the fireplace isn't being used. About 14 percent of air escapes your home through the fireplace chimney.



INSTALL AN ENERGY STAR-QUALIFIED PROGRAMMABLE THERMOSTAT



MAINE NATURAL GAS SAFETY



SAFETY

At Summit Natural Gas of Maine, the safety of our staff, customers and the communities we serve is a top priority. Included in this brochure is important information on pipeline safety and monitoring, safeguards we take against over pressurization, and steps you can take in the event of a gas leak.

For more information visit
www.summitnaturalgasmaine.com

24-HOUR EMERGENCY LINE
800.909.7642



**Know what's below.
Call before you dig.**

PIPELINE MARKERS

Pipeline markers are used to show the approximate location of natural gas pipelines in a specific area. These above-ground markers are not only useful to help locate pipelines, but they also contain information such as the name of the operating company, contact information, and the type of material running through the pipeline.

Pipeline markers play an important role in the safety of pipelines; any attempt to remove, tamper, hide, deface, or destroy a pipeline marker is a Federal crime.

IF DAMAGE OCCURS

If a pipeline is damaged, no matter how minor the damage appears, please notify us immediately at **800.909.7642** and then call **911**. We will evaluate the damage, and make any necessary repairs to help ensure your safety.

HOW TO RECOGNIZE A LEAK

- An odor like rotten eggs
- Roaring sound like an engine
- A hissing or whistling noise
- Fire coming from the ground or burning above ground
- Dirt blowing from a hole in the ground
- An area of frozen ground in the summer
- Patches of dead vegetation or grass in a moist field

WHAT TO DO IF YOU SUSPECT A LEAK

1. Leave immediately
2. Warn others to stay away from the area
3. Once at a safe distance:
 - a. Call **911** or your local emergency number
 - b. Call Summit Natural Gas at **800.909.7642**

WHAT NOT TO DO

1. **DO NOT** use a lighter, match or candles, open flames, or operate anything that could cause a spark (such as cell phones, lights, appliances, flashlights, garage door openers, or power tools)
2. **DO NOT** open exterior windows or doors in an attempt to ventilate
3. **DO NOT** try to find the leak yourself or operate pipeline valves

UNIFORM COLOR CODE

for marking underground utility lines

WHITE	Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric Power Lines, Cables, Conduit & Lighting Cables
YELLOW	Gas, Oil, Steam, Petroleum or Gaseous Materials
ORANGE	Communication, Alarm or Signal Lines, Cables or Conduit
BLUE	Potable Water
PURPLE	Reclaimed Water, Irrigation & Slurry Lines
GREEN	Sewers & Drain Lines

IMPORTANT SAFETY FACTS ABOUT NATURAL GAS

- Safety is Summit Natural Gas of Maine's top priority. For your safety, our employees are trained to monitor and inspect our pipeline system and respond quickly to any natural gas emergency.
- Summit's pipeline system has safeguards in place to guard against sudden changes in pressure. These safeguards include regulators on every meter, sensors, system monitoring, and excess flow valves.
- It's light. In fact, natural gas is almost 40 percent lighter than air, so it rises and quickly spreads out in open areas. In an enclosed room or building, natural gas first displaces air at ceiling level, then moves down toward the floor.
- Natural gas is non-toxic, however, large concentrations of natural gas can be harmful and cause suffocation.
- Natural gas is colorless, tasteless, and odorless, so a "rotten egg" odor is added for safety before it reaches your home so it's easier to detect a leak if you have one.
- Natural gas is highly flammable but cannot burn by itself. For natural gas to burn, it must be mixed with air and have an ignition source such as a pilot light, a lighted match, or an electric arc from items such as light switches, motors, doorbells, or telephones.
- Burning natural gas will not explode. If natural gas does ignite, let it burn, and do not attempt to put out the flame. Only trained first responders or technicians should attempt to extinguish a natural gas fire.

PIPELINE PRESSURE & LEAK MONITORING

Natural gas pipelines are among the safest fuel. Summit monitors, tests and maintains more than 200 miles of pipeline in Maine. To help guard against over pressurization and detect leaks, we have safeguards in place, including sensors, regulators on every meter, and automatic shut off valves. In addition, we have emergency dispatch available 24 hours a day, 365 days a year to quickly respond to customer calls in the event of an emergency.

Globally, natural gas pipelines are among the safest fuel transportation systems. With more than 2.4 million miles of natural gas pipelines, nationwide, natural gas serves nearly 67 million homes, almost 200,000 factories and 5.4 million businesses.

PURPOSE & RELIABILITY

Summit Natural Gas of Maine has invested more than \$330 million to install more than 200 miles of pipeline in Maine in an effort to bring affordable, safe and reliable natural gas to families, businesses, hospitals and schools throughout Maine. Summit Natural Gas works diligently to operate its pipeline safely in a variety of ways, including inspection programs, public education, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization, and coordinating with public officials.

DIG SAFE

Most gas pipeline leaks occur as a result of individuals digging on their property. State law requires all excavators and private citizens to contact an 811 Center prior to any excavation activities. Once 811 is called, Summit Natural Gas will mark all gas pipelines free of charge. **Simply call 811 or 888-DIG-SAFE** to request marking the pipelines on your property. **For more information visit www.call811.com**. Stay safe, call before you dig!!

PREVENTION

Summit works diligently to promote pipeline safety in a variety of ways, including through inspection programs, public education, pipeline markers, facility mapping, leak detection surveys, right-of-way patrolling, pressure monitoring, and odorization

In addition, Summit works with local police, fire, and emergency response teams to promote the safety of your community. This includes conducting training seminars, meeting with local officials, and reviewing emergency response plans.

BUILDING OR DIGGING ON A RIGHT-OF-WAY

Pipeline right-of-ways must not have obstructions or any structures that prevent access to the pipeline for routine maintenance or for an emergency. If a pipeline crosses your property, refrain from building, digging, or planting anything that can impair access to the pipeline.