

## INTEGRITY MANAGEMENT PROGRAM

Citizens Energy Group and Heartland Gas Pipeline have implemented an integrity management program for pipelines in its high consequence areas (HCAs) according to the federal regulations. This is a process of assessing and mitigating pipeline risks to reduce both the likelihood and consequence of incidents. Pipeline safety regulations use the concept of HCAs to identify areas where a release could have the most significant consequences. We ask for your assistance in identifying HCAs.

Sites which may qualify as HCAs include the following:

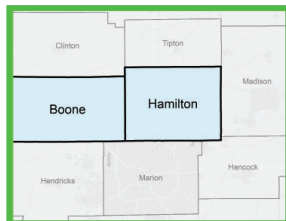
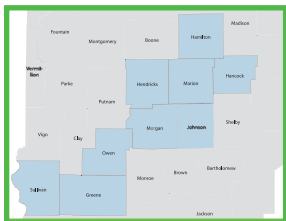
An outside area or open structure that is occupied by 20 or more persons on at least 50 days in any 12-month period (the days need not be consecutive). Examples include but are not limited to: beaches, playgrounds, camping grounds, recreational facilities, stadiums, or areas outside a rural building such as a religious facility.

A facility occupied by persons who are confined, are of impaired mobility or would be difficult to evacuate. Examples include but are not limited to: hospitals, prisons, schools, day-care facilities, retirement facilities or assisted living facilities.

If you are aware of such a facility or facilities in your community, please contact Citizens Energy Group at [mjsullivan@citizensenergygroup.com](mailto:mjsullivan@citizensenergygroup.com) so we may ensure we are aware of the facility and are focusing our attention to the most useful areas. To obtain a summary of our Integrity Management program or for additional information, visit our website at [www.citizensenergygroup.com](http://www.citizensenergygroup.com)

## WHERE OUR FACILITIES ARE LOCATED

- Citizens Energy Group has facilities in Marion, Hamilton, Hendricks, Morgan, Johnson, Hancock, Owen, Greene and Sullivan Counties.
- Citizens Westfield has facilities in Hamilton and Boone Counties.



## RIGHT-OF-WAY MAINTENANCE

Most pipelines are buried underground in a corridor called a right-of-way. To ensure the pipeline right-of-way is properly maintained, do not plant trees or high shrubs within—or build structures on—the right-of-way. Do not dig in the right-of-way unless you have first notified the Indiana 811. State law requires you to call Indiana 811 at least two working days (not including weekends and holidays) prior to digging on or near the right-of-way. That way, pipeline company representatives can come to the site, clearly mark pipeline facilities and coordinate excavation and construction activities to ensure continued, safe operation.



## RIGHT-OF-WAY ENCROACHMENTS

A right-of-way or easement agreement enables Citizens Energy Group to safely operate, inspect, repair, maintain or replace the pipeline in a given area. The right-of-way (ROW) must always be kept free of buildings, shrubs, trees and other physical obstructions called encroachments. Landowners or residents should not plant trees or dig on or near the ROW without having utility lines located/marked and without first contacting Citizens to ensure a planned project is not within the right-of-way or utility easement.

Encroachments on the pipeline right-of-way inhibit the ability to:

- Respond to a pipeline emergency.
- Prevent third-party damage.
- Provide ROW surveillance.
- Perform routine maintenance.
- Perform required federal and state inspections.

If you have questions about the pipeline easement on or near your property, please contact Citizens Energy Group: 1-800-458-4553 (Toll Free)



# IMPORTANT PIPELINE SAFETY INFORMATION

Because your address is located near a Citizens Energy Group or Heartland Gas pipeline, please take a moment to read this so you will know how to identify and respond to a natural gas leak or emergency.

## GET IN CONTACT

**Emergency Numbers:**  
**Citizens Energy Group:**  
1-800-458-4553 (Toll Free)

**Heartland Gas Pipeline:**  
1-812-875-3051 (Collect)




Read this pamphlet online:



Lea este folleto en español:



## HOW TO RECOGNIZE A NATURAL GAS PIPELINE LEAK

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**Smell** - Smelling a gaseous or hydrocarbon odor near a pipeline leak. Natural gas is colorless, tasteless and odorless unless odorants, such as Mercaptan, are added. If natural gas is odorized with Mercaptan, it will have an odor similar to rotten eggs.
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**Sight** - Seeing a spot of dead or discolored vegetation in an otherwise green area; continuous bubbling in a wet or flooded area; blowing dust around a pipeline; vapor and “ground frosting” at high pressures; or flames, if a leak is ignited.
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**Sound** - Hearing a blowing or hissing sound near a pipeline.

## DAMAGE PREVENTION

Damage to pipelines occurs most often when third parties unknowingly dig, ditch, blast, or drill in the area of a pipeline. The likelihood of damage can be greatly reduced by calling Indiana 811 (dial 8-1-1) or 1-800-382-5544 at least two working days before performing excavation or construction activities.

Citizens Energy Group maintains a damage prevention program in accordance with state and federal guidelines. We are committed to operating Citizens Energy Group and Heartland Gas Pipeline safely while being good corporate citizens in the communities in which we have facilities.

Product	Leak Type	Vapors
Natural Gas	Gas	Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition
Health Hazards		Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite.

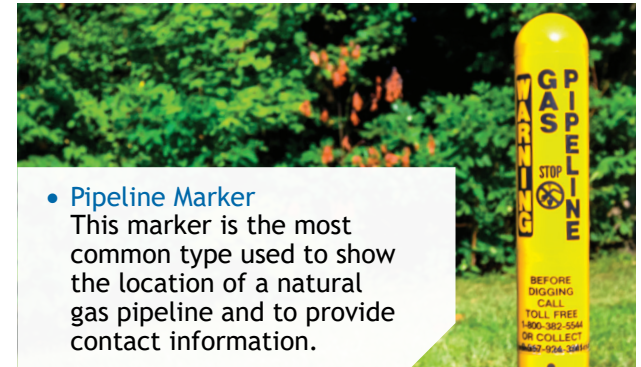
## HOW TO REACT TO A NATURAL GAS PIPELINE LEAK

- DO** stop working and evacuate the area by foot. Try to prevent unsuspecting people from entering.
- DO** avoid any open flames or other ignition sources. Turn off and leave equipment and vehicles. Your personal safety should be your first concern.
- DO** notify 911 and the pipeline company. Advise authorities of the location and nature of the situation.
- DO NOT** attempt to extinguish a natural gas fire. Request firemen to observe and protect adjacent property.
- DO NOT** attempt to operate any pipeline valves. You may inadvertently make the situation worse.
- DO NOT** drive into a leak or vapor cloud when leaving the area.

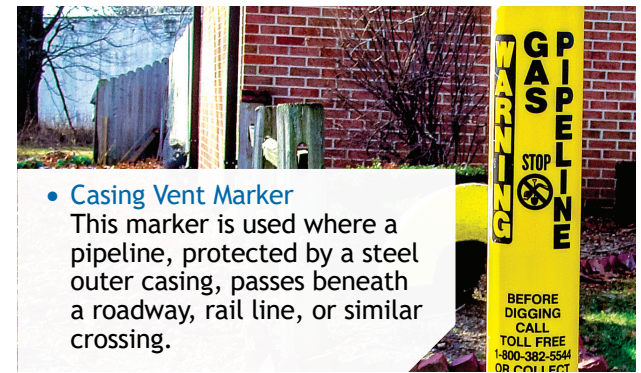
## HOW TO KNOW WHERE NATURAL GAS PIPELINES ARE LOCATED

- Markers show a pipeline’s approximate location but DO NOT show the exact location or depth of the pipeline. Pipes may NOT follow a straight line between markers.
- Markers include the following information:
  - The word “Warning” and the name of the pipeline company
  - The commodity transported (natural gas)
  - The emergency phone number where company representatives can be reached (also listed on the front of this brochure).
- For more information on pipeline locations, see the National Pipeline Mapping System at [www.nmps.phmsa.dot.gov](http://www.nmps.phmsa.dot.gov).

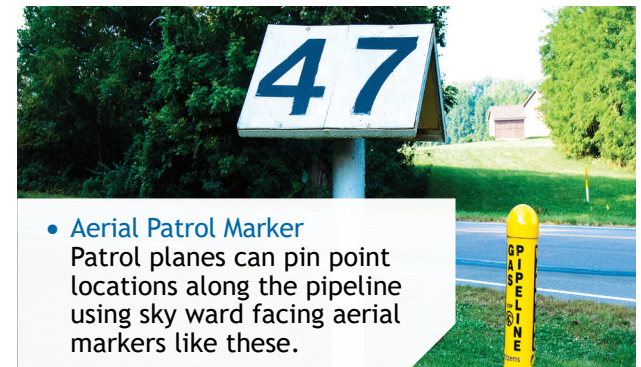
## PIPELINE MARKERS



- Pipeline Marker**  
 This marker is the most common type used to show the location of a natural gas pipeline and to provide contact information.



- Casing Vent Marker**  
 This marker is used where a pipeline, protected by a steel outer casing, passes beneath a roadway, rail line, or similar crossing.



- Aerial Patrol Marker**  
 Patrol planes can pin point locations along the pipeline using sky ward facing aerial markers like these.

## PIPELINE SAFETY RECORD

Safety is the number one priority of America’s natural gas industry. The pipeline infrastructure which includes 1.4 million miles of natural gas pipeline, is the nation’s safest energy delivery system, according to U.S. government statistics.