



Avista Public Safety Dept.  
 1411 E. Mission  
 P.O. Box 3727  
 Spokane, WA 99220-3727

### Safety Matters for Renters/Others

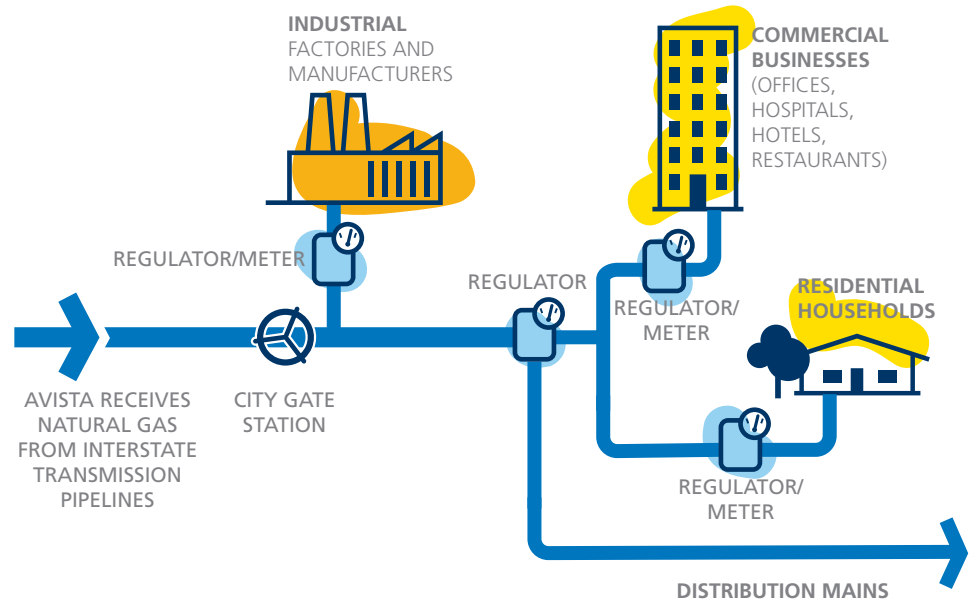
Avista wants to keep everyone safe. If you own a dwelling that has tenants or other occupants, keep them informed by asking us for more brochures to provide to them.

#### For additional information

800-227-9187  
 myavista.com  
 publicsafety@avistacorp.com



## Safety First Transmission Right of Way



## Why Am I Receiving this Notice?

You are receiving this notice because you live or work near an Avista natural gas pipeline.

## Avista's Natural Gas Pipeline System and Integrity Management

Natural gas pipelines play a vital role in our daily lives. The heating of homes and businesses, cooking and hot water heating are all made possible by readily available natural gas delivered through pipelines in your neighborhood.

Avista has a Natural Gas Integrity Management Program in place that describes how the company works to prevent leaks, determines which pipelines could affect high-consequence areas, and identifies evaluation and improvement opportunities to lower the operating risks of our pipelines in your community. For more information on Avista's Natural Gas Integrity Management Program, call 800-227-9187.

### If You Smell or Hear Gas

Colorless, odorless and lighter than air, natural gas becomes combustible when mixed with air and exposed to an ignition source.

**Smell** We add a sulfur-like rotten egg stench so you'll know right away if there is a problem.

**Hear** Gas can hiss or even roar as it escapes pipes.

**See** Gas may make bubbles, blow dirt and kill plants when leaking from underground pipes.

### Steps to Follow if You Notice a Natural Gas Leak

- If you notice a natural gas leak, leave the area. If you're inside, get outside fast.
- Do NOT smoke, light matches, turn electrical switches on or off, use a telephone or cell phone, or take any other action that might create a spark.
- Evacuate everyone from the home or building.
- Call 911 and Avista (800-227-9187) from a neighbor's house.
- Do not go back until Avista says it is safe.

### Not All Line Markers Are Dig Markers

Avista's large natural gas transmission pipelines have aboveground yellow markers (see picture) which display a 24-hour emergency response number. These markers only indicate the general route of transmission lines, not their exact locations.



Remember that encroachments upon the pipeline right of way inhibit the operator's ability to respond to pipeline emergencies, eliminate third-party damage, provide ROW surveillance, perform routine maintenance, and perform required federal/state regulations. To be safe, always call before you dig.

Transmission pipeline maps by county and zip code, including the names of pipeline operators, are available by registering with the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

Distribution pipelines are generally installed in underground utility easements along streets and highways. Service lines run from the distribution main lines into homes and businesses. Aboveground markers do not indicate the precise location of pipelines. Lack of markers does not necessarily mean there are no underground gas pipelines.



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

### Call Before You Dig—It's the Law

If you dig into a natural gas pipeline with a shovel, rototiller or backhoe, it could cause injury or death. So be safe. Call 811 or visit [call811.com](http://call811.com) at least two days before you dig to have your lines located and marked ahead of time—it's the law. The service is free for residential customers. If you do nick or damage a line it is important to call Avista at **800-227-9187**.

Pipeline damage left unrepaired can turn into a safety hazard.

### Never Build Over a Pipeline

Building over our natural gas pipelines or other facilities can cause serious safety issues. Avista also needs to have access to our buried gas lines at all times.

### Disaster Preparedness

In the event of a major emergency, Avista will implement its Emergency Operation Plan to ensure the affected area is safe for people and property.

Если Вы хотели бы получить информацию о правилах безопасности на русском языке, пожалуйста звоните по телефону 800-227-9187.

Si desea recibir información en Español acerca de la seguridad, por favor llamar a: 800-227-9187

For assistance with alternative languages please call 800-227-9187.