

Our Commitment to Safety

Rhode Island Energy operates over 3,227 miles of natural gas pipeline within Rhode Island. We provide safe and reliable natural gas service to more than 260,000 customers throughout those regions. Safety is the natural gas industry's top priority. The industry spends millions of dollars each year to maintain the gas distribution system's excellent safety record. We work very closely with industry and government agencies on a variety of measures used to ensure pipeline safety including:

- Coordination with local One Call Centers - Dig Safe®
- Visual inspection programs
- Design and construction techniques
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs

Training and periodic drills are also conducted with emergency responders to prevent and prepare for emergencies. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated, and made available to state authorities.

Connect with us on



Smell Gas. Act Fast.

Rhode Island Energy is required by federal and state regulations to inspect and maintain our delivery, pressure control and gas metering equipment. In many cases, this equipment is located outside your home or business, and this work can be performed without notice or inconvenience to you. However, if your gas meter is located inside your home or business, we will need access to the meter and gas service entry to perform these mandated inspections.

We ask that you keep the area around the gas meter clear and free from debris. Storing boxes or other items in the path of the meter may deny access to the main shut off in the event of an emergency or may interfere with our ability to complete mandated inspections and maintenance.

In addition, we are required to replace gas meters periodically. This may require a temporary interruption of your gas service while the meter is being changed. Our employee will also need to gain access to your gas meter and appliances in order to restore your gas service.

There is never a charge for any mandated inspection or maintenance of Rhode Island Energy's equipment, and all our employees and contractors carry Identification Cards. We urge you to ask to see them.

If you have any questions or concerns about anyone contacting you claiming to be from Rhode Island Energy, call us at: **1-855-743-1101**.

NATURAL GAS PIPELINE SAFETY

*Your actions can be
just as important as ours.*

Smell Gas. Act Fast.

For gas emergency service in Rhode Island

24 hours a day 7 days a week.

Call 911 or 1-800-640-1595



Call Dig Safe® before you dig:

811 or 1-888-DIG-SAFE (344-7233) • www.digsafe.com

**Multi-family, apartment
or business complex owners, please post.**

This is an important message. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Đây là một thông báo quan trọng.
Xin vui lòng dịch thông báo này.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Questa è un'informazione importante.
Si prega di tradurla.

For additional safety information, please go to RIEnergy.com

Please keep this information for future reference and share with family, friends, tenants or others that may be in your housing or business complex.

Smell Gas. Act Fast.

Leave immediately and from a safe area call Rhode Island Energy or 911 immediately!

Download the gas emergency number into your phone today — **1-800-640-1595**.

Whether you are at home, at work, or in a public place, it's likely you are in an area served by natural gas pipelines. These pipelines quietly, reliably and efficiently deliver natural gas every day to our customers.

Like all forms of energy, natural gas must be handled properly. Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite.



Many pipelines are underground in public areas. Line markers are sometimes used to indicate the approximate location, but not depth. 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. It is important to be familiar with the characteristics of natural gas and be prepared to react quickly and properly to ensure your safety and the safety of your family and coworkers.

Using Your Senses

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. However, not all transmission lines are odorized.



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



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

**Odor Fade: Sometimes physical and/or chemical processes can cause a loss of odorant in natural gas, making it undetectable by smell. Odor fade can be caused by adsorption, absorption, oxidation or any combination thereof. Because of the possibility of odor fade, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.*

What You Should Do if You Suspect a Leak

MOVE to a safe environment.

CALL us immediately at **911** or **1-800-640-1595**.

DO NOT smoke or operate electrical switches or appliances, including e-cigarettes and vape pens. These items may produce a spark that might ignite the gas and cause an explosion.

DO NOT assume someone else will report the condition. Provide the exact location, including cross streets. Let us know if sewer construction or digging activities are going on in the area.

Know What You're Digging Into

The greatest risk to underground natural gas pipelines is accidental damage during digging and excavation. Excavation damage accounts for almost 60 percent of all reported pipeline incidents. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating may cause a leak or failure.



To protect pipelines and other underground facilities, the law requires that anyone digging or excavating contact the local One Call Center—Dig Safe® (**811** or **1-888-DIG-SAFE (344-7233)**), before excavation work begins on public or private property. The One Call Center will contact the owners of underground facilities in the immediate area so the location of pipelines can be marked prior to any digging or excavating. This service is performed at no cost to you.

Underground pipelines often run along a public street, but may also be under private property. The area along each side of the pipeline is known as a right-of-way, which gives the facility owner the “right” to restrict certain activities, even on private property. Right-of-way locations must be respected and are usually marked on maps filed with local municipalities. The One Call Center can provide anyone digging with specific details regarding precautions required, in addition to having the location of underground facilities marked. Failure to comply with the law can jeopardize public safety, and can result in costly damages, injuries, and substantial fines.

Always call 811 before any digging project. It's not only the right thing to do, it's the law!