

Markers show general location of pipeline facilities

Our pipelines are identified by markers placed at intervals along pipeline rights of way. Markers display our 24-hour emergency telephone number and may contain other identifying information. They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad, river, and in heavily congested areas.

Pipeline markers are important to public safety. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or right-of-way marker required by federal law. While the markers are very helpful to indicate the presence of pipelines in the area, they don't show the exact location, the depth, or necessarily how many pipelines are in the right of way. Don't rely solely on the presence or absence of a pipeline marker. Always call **Dig Safe®**, **811**, to have underground facilities marked.

Pipeline rights-of-way help maintain safety

A right-of-way is the strip of land over and around a pipeline. Rights-of-way are kept clear of obstructions so we can safely operate, patrol, inspect, maintain and conduct repairs. We regularly inspect our pipeline rights-of-way using foot or vehicle patrols. A right-of-way agreement between Unitil and the property owner is called an easement. Easements provide Unitil with permanent, limited interest in the land to enable us to access, operate, test, inspect, maintain and protect our pipelines.

It's important that property owners not install any structures, store anything that could be an obstruction, or plant trees or shrubs along the right-of-way. Normal gardening and agricultural activities are generally fine. But you should never dig or construct anything in the area without first having Unitil personnel mark the pipeline, stake the right of way and explain the company's construction guidelines.

Pipelines play a key role in delivering our nation's energy

Many people don't realize the importance of our nation's natural gas pipeline network carrying our country's daily energy supplies. These invisible highways span more than 300,000 miles across the United States, carrying natural gas safely from supply regions to customers throughout the country.

Interstate natural gas pipelines have a proven record of safety. You can learn more about the industry's safety record and safety procedures by visiting <https://www.phmsa.dot.gov>, the website of the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration, Office of Pipeline Safety. PHMSA is the federal agency that regulates safety aspects of the interstate pipeline industry.

The National Pipeline Mapping System (NPMS) is a geographic information system (GIS) created by PHMSA to provide information about pipeline operators and the pipelines in your area. The NPMS website is searchable by ZIP code, county, or state where a printable display of a map for your area is available. The NPMS does not contain information about gathering or distribution systems. To access the NPMS go to: <https://www.npms.phmsa.dot.gov>

Unitil's actions in an emergency

In the event of a natural gas emergency, Unitil's priority will be to protect people first, then property.

We will immediately work to control the situation. Our personnel will:

- Locate the site of the emergency and stop or reduce gas flow to the affected area.
- Notify appropriate public safety officials and work with them during the emergency.
- Repair the facility and restore service to customers.
- Investigate the cause of the incident.

For more information on our emergency response plan in your area, please contact us.

Keeping our system safe is our top priority

Our gas control and monitoring center offices operate 24-hours a day, seven days a week. We regularly patrol our system. We conduct regular inspections of our pipeline system, and our operations employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators.

Regarding cyber security, we employ layers of technology to secure our environment including email filtering, firewalls equipped with intrusion protection systems, virus detection, web-filtering and monitoring systems on network traffic to identify anomalies and threats. We also train our employees on how to spot and report potential cyber risks.

We spend millions of dollars per year in pipeline replacements and upgrades. Employees are on-call at all times, ready to respond to any contingency. Certain sections of our transmission pipeline have been designated as high consequence areas – areas where a large number of people gather, such as hospitals, churches or schools. Unitil has developed a supplemental assessment and prevention program, called Integrity Management Program to address these areas. To learn more about our Integrity Management program, please go to: www.unitil.com/IMP

In addition, we work with emergency responders to make them aware of our pipelines and how to respond in case of emergency. And while natural gas pipelines have a proven record of safety, pipeline failures can and sometimes do occur. Hazards associated with a pipeline failure and gas release may include blowing gas, line rupture, fire, explosion or, if gas is present in a confined area, possible asphyxiation. Damages by outside forces, often by someone digging into a pipeline, are the largest single cause of failures. Incidents also may occur due to corrosion, material failure, equipment failure or other causes.

Help us keep our facilities secure

In these days of greater security consciousness, Unitil is operating with a heightened sense of awareness.

We ask for your help in keeping our facilities safe. Besides watching for signs of a gas leak or unauthorized digging along pipeline rights of way, please be alert for any unusual or suspicious activity near pipeline facilities. Report any such activity to your local law enforcement agency and to Unitil. Company employees always carry and will gladly show photo identification.



ENERGY FOR SAFETY

NATURAL GAS SAFETY

For Gas Emergencies:

Maine: 1-866-900-4460
Massachusetts: 1-866-542-3547
New Hampshire: 1-866-900-4115
Granite State Transmission: 1-800-323-4410

For Customer Service:

Maine: 1-866-933-3821
Massachusetts: 1-888-301-7700
New Hampshire: 1-866-933-3820



Why are you receiving this brochure?

Because you live or work near Unitol's natural gas system, we want to ensure you know about the safe use of natural gas. You play a key role in helping keep our natural gas system safe, reliable and secure.

Unitil operates an 86 mile interstate natural gas pipeline and 1,220 mile distribution system in Massachusetts, New Hampshire and Maine. The high pressure pipeline lies safely out of view, quietly carrying clean-burning natural gas in New England. The gas flowing through this network heats our nation's homes, cooks our families' meals, and fuels our nation's industries.

We ask for your help in keeping these facilities safe and secure. Please read this information and share with others, and keep for future reference. Our goal is an energy delivery system that operates safely and reliably, so people can count on the energy being there when they need it.

Call Dig Safe® – 811 before you dig

Whether you are planning to build a major development, or simply landscape a property, do it safely by first calling Dig Safe®. To reach Dig Safe®, regardless of where you are digging, dial "811." Every digging job requires that you call Dig Safe®, even for small projects like planting trees and shrubs.

When notified through Dig Safe® in advance of your work, we will mark the location of our pipes and explain our construction guidelines. This free service allows you to begin your project with the assurance that your safety will not be compromised, and that our pipelines will not be damaged.

Not just digging: call before blasting or crossing with heavy equipment

Not only does the law require that people performing excavation to call first, but anyone planning to cross pipeline rights of way with heavy equipment or perform blasting in the vicinity of any pipelines must contact Dig Safe®.

What if you dig and disturb a pipeline?

Whether or not you've notified us in advance, if you dig and expose, hit or touch a pipeline or associated facility, contact us immediately and also contact 911. Even if it looks minor at the time, a gouge, scrape, scratch, dent or crease to the pipe or coating may cause a future safety problem. It is important that Unitil inspects any potential damage, whether apparent or not.

How to recognize a natural gas leak

Natural gas is odorless, colorless, and tasteless. We odorize our natural gas with mercaptan, to give it a rotten egg smell. Natural gas is also lighter than air, so if it escapes, it rises into the air and dissipates quickly. While leaks on natural gas pipelines are rare, it is important to know how to recognize the signs of a leak if one were to occur in your area. Watch for one or more of the following signs:

LOOK

- For dirt being blown or appearing to be thrown into the air.
- For water bubbling or being blown into the air at a pond, creek, river or other wet areas.
- For fire coming from the ground or appearing to burn above the ground.
- For dead or dying vegetation on or near a pipeline right-of-way in an otherwise green area.
- For a dry or frozen spot on the right-of-way.

LISTEN For a roaring, blowing or hissing sound.

SMELL For a gas odor of rotten eggs or sulfur.

Here's WHAT TO DO if you suspect a gas leak

-  Turn off and abandon any motorized equipment you may be operating.
-  Leave the area quickly.
-  Warn others to stay away.
-  From a safe place, call 911 to reach your local fire or police department.

And call Unitil's 24-hour toll-free telephone number:

Maine: 1-866-900-4460

Massachusetts: 1-866-542-3547

New Hampshire: 1-866-900-4115

Granite State Transmission: 1-800-323-4410

Here's WHAT NOT TO DO if you suspect a gas leak

-  Do not use open flames or bring anything into the area that may spark ignition (cell phones, light switches, garage door openers, flashlights, motor vehicles, electric or cordless tools, etc.).

Gas safety inside your building

Natural gas keeps your building efficient and warm.

You can keep it safe. Gas heaters and equipment are clean, convenient and economical ways to keep your building comfortable year round. Gas safety is easy, too:

- Never hang objects from gas pipes or otherwise disturb the pipes that bring gas to your building.
- Disconnected gas lines should be plugged and sealed.
- Gas equipment should always be professionally installed by a licensed technician, vented and inspected. Never purchase or install a used gas heater.
- Set your water heater to a safe temperature to prevent scalding.
- Do not store or use gasoline and other flammable liquids in the same room as gas equipment.

Carbon monoxide is impossible to see, but not to prevent

Gas appliances that are not getting a sufficient supply of air can release carbon monoxide, a dangerous gas. Carbon monoxide is a silent, odorless gas that gives no warning of its presence. Be alert to symptoms: flu-like illness, headaches, nausea or vomiting, and cherry red lips. If you experience symptoms, open windows and doors to get fresh air. Seek medical attention. Later, call your fuel supplier or licensed heating contractor for an emergency inspection.

Old appliance? Check your gas connector!

Gas connectors are corrugated metal tubes used to connect appliances to fuel gas supplies. If your appliance is more than 20 years old, it may have a brass connector that could come apart, causing dangerous situations. Connectors should always be replaced whenever an appliance is moved or relocated. Any uncoated brass connector should be replaced immediately. If you can't see the connector, don't try to move the appliance yourself to check it. Never try to replace a connector yourself! Contact a qualified professional for help.

If you have stainless steel tubing in your building, you may need to protect yourself.

Corrugated Stainless Steel Tubing (CSST) is a thin-walled metallic tubing product, typically covered with yellow exterior plastic coating. It can be used as an alternative to gas piping or steel pipe, routed beneath, through or alongside floor joists, inside wall cavities. If your building uses CSST, we recommend regular inspections, and installing lightning protection. CSST may pose a risk of gas leaks and fire because of lightning strikes. Also, Unitil is finding code violations on CSST gas piping installations that are not properly bonded and gas lines running through masonry without protection from corrosion. An unsleeved gas line can corrode, creating greater risk for gas leaks. Contact your builder, contractor or a licensed qualified professional for an evaluation and more information.

Gas safety outside your building

Watch for buried gas lines

Gas pipelines from the meter to within your business belong to you, the customer, and you are responsible for the maintenance and operation of these pipelines. We recommend you periodically inspect your pipelines for leaks and corrosion and repair any unsafe conditions that are discovered during the inspections.

When digging near buried gas piping, the piping should be located in advance and the digging done by hand, not machine. You can find a list of private pipeline locating services on the DigSafe website on this page:

www.digsafe.com/private_locators.php

Plumbing or heating contractors can assist you in inspecting and repairing your buried piping.

Ice and snow can do unexpected damage to meters and vents

Ice and snow can build up outside your building and cause damage in unexpected places. Here's how to make sure your building stays safe this winter:

- Carefully remove ice and snow from meters or equipment vent pipes with a broom.
- Do not shovel snow against the meter or vent pipe.
- Remove icicles from overhead eaves and gutters so that dripping water doesn't freeze the meter or vent pipe.
- Install protection above your gas meter to prevent ice and snow build-up on the meter and metering equipment.
- Do not kick your gas meter to break or clear ice.

Call before you clear your sewer line – know what's inside

A blocked sewer line may be the result of another utility line (gas, electric, telecommunication) accidentally cross boring through a sewer line. Often, the first sign of a cross bore is a sewer backup of wastewater on the premises. If a plumber unknowingly strikes a gas line while clearing a sewer blockage a serious accident could occur. We want to prevent this from happening. Do not try to clear the blockage.

Call Unitil's Gas Emergency Phone number in this brochure for assistance. Unitil will dispatch a technician to meet with you or your plumber and locate the gas pipeline.