Vermont Gas
CLEAN ENERGY. CLEAN AIR.

Dear Hinesburg Town Official,

My name is Stephen Wark and I am the Communications Director for Vermont Gas. One of my responsibilities is to manage our public awareness program, to help community stakeholders maintain awareness of the systems and programs pertaining to our natural gas system.

Vermont Gas is Vermont's only natural gas distributor serving over 45,000 customers in Chittenden and Franklin counties. Today, Vermont Gas has over 45 years' experience building, operating and maintaining natural gas pipelines that deliver clean, economical and efficient energy to Vermont. Our natural gas is distributed to homes and businesses through our pipeline system in areas of Chittenden and Franklin counties.

As a regulated utility, Vermont Gas works hard with local, state and federal officials to ensure the safe use of natural gas in homes and businesses. As a public official, it is important that you have the most recent, up to date information regarding the presence of the natural gas system in your community.

To help you remain informed on natural gas information, we have assembled this suite of materials to address the following areas:

- The Purpose of the natural gas system
- Reliability of the system
- Dig Safe regulations
- Pipeline location
- System operator information
- Emergency Preparedness
- Integrity Management Program
- Additional information

Our website is a valuable source of information and we encourage you to visit it at www.vermontgas.com

If you have any questions or would like me to attend a meeting and talk more about these issues, please contact me at swark@vermontgas.com or call me at (802) 951-0373.

Sincerely yours,

Stephen Wark
Director of Communications

P.O. Box 467, Burlington, VT 05402-0467 • 85 Swift Street, South Burlington, VT 05403
802-863-4511 • 800-639-8081 • www.vermontgas.com

Hinesburg

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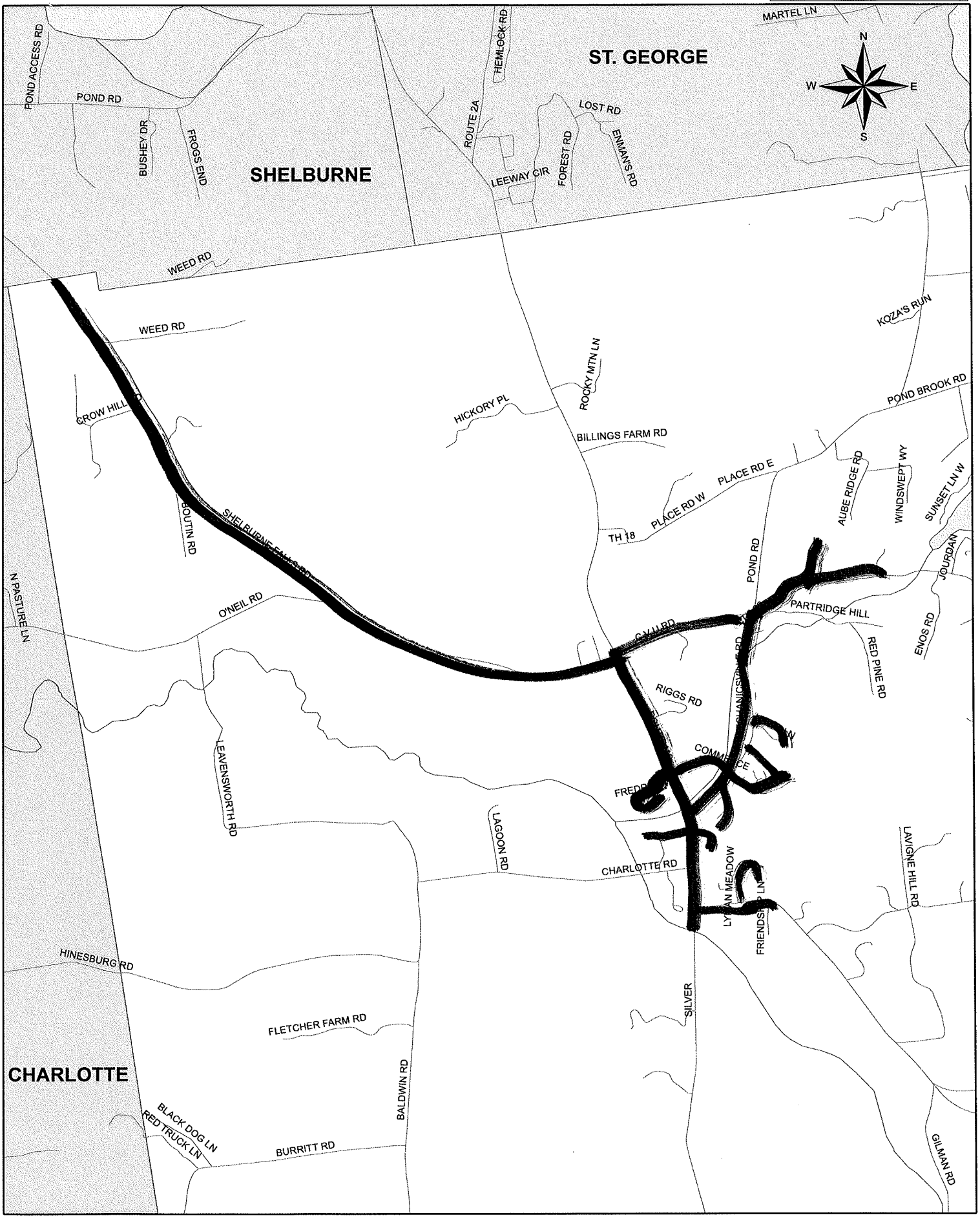
Legend
VGS Distribution Main



Natural Gas Safety

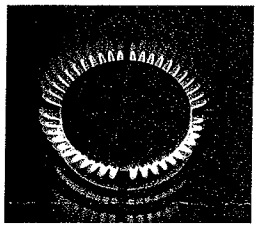
An important safety message from Vermont Gas

Vermont Gas
CLEAN ENERGY. CLEAN AIR.

Your safety is our first priority

Natural gas has an outstanding safety record. However, as is the case with any fuel, it's essential to follow proper safety precautions when using natural gas in your home or business. Hazardous conditions can arise from improper installation, use or maintenance of gas-burning appliances, piping and venting. This flyer will help you recognize potential hazards and give guidance on how to use natural gas products safely.

Preventing and detecting gas leaks



Gas leaks can result in a fire or explosion. So be sure you and your family know how to recognize a gas leak and what to do if you smell gas. There are three ways to detect a gas leak:

Smell: A gas leak will give off a smell like rotten eggs. This is because natural gas is injected with a harmless but odorous substance called mercaptan.

Sight: If you see dirt blowing around, bubbling water or discolored vegetation near a buried natural gas line, you may have a leak.

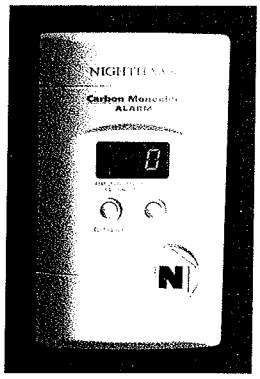
Sound: Beware of a hissing or blowing sound near the gas meter, gas appliance or piping.

If you suspect a gas leak, follow these steps:

- Put out any cigarettes, candles, incense or matches. Leave your doors open as you exit. Don't open any closed windows.
- Don't switch on or off any lights or appliances.
- Leave the building and call Vermont Gas at 1-800-639-8081 from your cell phone or a neighbor's house. One of our technicians will arrive promptly to check it out.

Vermont Gas works closely with local and state officials to promote safety awareness. Visit www.vermontgas.com for more information.

Carbon monoxide: be vigilant



Carbon monoxide (CO) is colorless, odorless and tasteless. CO is produced from the incomplete combustion of any carbon-based fuel such as oil, propane, kerosene, wood or natural gas. Exposure to small quantities of CO can cause flu-like symptoms. Higher levels can be dangerous – even fatal. The hazard arises when appliances function inadequately or are used improperly.

Know the symptoms:

- Dizziness, nausea, headache and coughing.
- Irregular heartbeat.

Important safety precautions:

- Install CO detectors in your home, with battery backup.
- Have an annual heating system checkup – no matter what energy source you use.
- Properly maintain and ventilate your appliances.
- Keep all sidewall vents clear of brush and snow.
- Never run a vehicle in the garage, even with the door open. CO can seep into your home.
- Inspect your chimney for any blockages.
- Never heat your home or building with your gas range or oven.
- Do not use your gas (or charcoal) grill in enclosed areas.

If you suspect CO poisoning:

- Seek fresh air and remain outside.
- Call 911 or your local fire department.

Your best defense: a CO detector!
Buy it from a home center. Or ask us to ship it. We'll just add the cost of the detector to your next natural gas bill. The model we'll send will include battery back-up, so that you'll be protected even in a power outage. Wherever you buy your detector, specify battery back-up.

IMPORTANT: State and local codes require hard-wired CO detectors in certain situations. For guidance visit the Vermont Department of Public Safety website: www.dps.state.vt.us/fire/co.htm

Keep sidewall vents clear

Beware of exhaust getting trapped by snow around a sidewall vent.

Sidewall vents are common in new heating and water heating systems, especially high efficiency units. These vents act as breathing devices for these systems, taking in fresh air, mixing it with fuel to produce heat and discharging exhaust fumes that can include carbon monoxide (CO).

If a vent becomes buried in snow or obstructed by a shrub, this may shut down your equipment – or draw exhaust fumes into your home, which can produce high levels of CO inside your house.

To prevent these problems, it's important to remove snow around the vent approximately 48 inches in all directions, and trim any shrubs around the vent, so that your equipment can discharge exhaust.

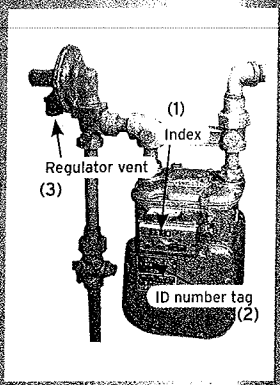
Make sure vents are installed at the highest possible level, but no less than 12 inches above the ground. We recommend placing signage over sidewall vents for easy identification.

IMPORTANT: State code requires signage to be placed over sidewall vents in certain situations. For guidance visit the Vermont Department of Public Safety website: www.dps.state.vt.us/fire

CALL BEFORE YOU DIG. IT'S THE LAW.

Don't forget that if you plan to do any type of digging on your property, you or your contractor must contact Dig Safe™ at 1-888-DIGSAFE, or call 811, at least 48 hours prior to digging. This will ensure that the locations of buried utilities, including pipelines, are clearly marked before the work begins. Insist that any work within 18 inches of the marked lines be done by hand.

Gas meters and above-ground piping



It's critical that Vermont Gas have unrestricted access to your meter for reading and repair purposes. It should also always be clear of obstructions that could prevent first responders from reaching the meter during an emergency. Don't build enclosures, decks, porches or similar structures over or around your meter.

Do not attempt to move gas meter assemblies
Moving or tampering with meter assemblies can result in a hazardous gas leak. A Vermont Gas technician is the only person authorized to move meters and assemblies.

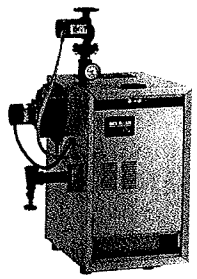
Painting pipes is recommended for protection
We strongly recommend that you paint your meter and the associated above-ground piping along your house or building. Any color is fine. Make sure we can still read your meter, please do not paint over the clear plastic **(1) meter index cover**, **(2) ID number tag** or the **(3) regulator vent screen**.

Ice and snow
Ice or snow accumulation can interfere w[illegible] the proper operation of your meter. The regulator on your gas me[illegible] to be able to release gas in case of a malfunction. Snow re[illegible]ties can also pose a hazard to your meter assembly or pipi[illegible] and result in a dangerous leak. Follow these guidelines during winter:

- Remove large icicles hanging over meter assemblies and appliance vents.
- If your gas meter is near a sidewalk or driveway, make sure whoever removes snow from your property is aware of its location.
- Use a broom – not a shovel – to clear snow from your meter assembly and vents.
- If your meter gets encased in ice, please call Vermont Gas immediately.

Other safety measures
Do not place materials such as mulch, topsoil and rocks in contact with your meter. Meters buried in such materials could corrode and leak. If your meter and assembly are located where large objects such as vehicles or dumpsters could collide with them, make sure to erect an appropriate barricade. Contact Vermont Gas about barricade options.

Gas appliances, heating systems and venting



We recommend an annual inspection of your gas piping, gas appliances and heating system by a qualified contractor. Many potential hazards can only be identified and repaired by a professional.

If you see any of the following danger signs in your appliances or venting, call a qualified contractor immediately:

- Pale yellow or wavy gas flames.
- Gas appliances not vented outdoors.
- Odor coming from appliance.
- Blocked, broken, rusted, disconnected, corroded or unsealed appliance vent piping.
- Rust, corrosion or excessive dust on appliances.
- Excessively dirty, clogged or missing furnace air filters.
- Missing or improperly installed appliance valves.
- Gas appliances missing a fire door.
- Soot near burners or appliance venting.
- Gas burners in a garage installed less than 18 inches above the floor.
- Venting not approved by the appliance manufacturer, or not venting to the proper place outdoors.
- Discoloration at the appliance burner, burner access door or vent area.
- Noisy appliances.
- Appliances damaged by flooding.

Remember never to store flammables such as paint thinners or gasoline near appliances. Their dangerous vapors are easily ignited. And never store things on top of gas appliances or hang things on gas piping, such as rags or clothes.

Beware of old appliance connectors
Appliance connectors are the corrugated metal tubes that connect your appliances to the gas line. If you think your connectors are over 20 years old and are uncoated, please have them replaced.

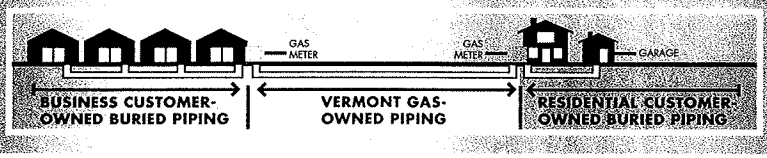
Maintenance of Customer-Owned Buried Gas Piping

Natural Gas is delivered to our customers through an underground pipeline system. Vermont Gas owns and maintains the pipeline system up to the gas meter at your home or business. The customer is responsible for maintaining their piping, including buried piping (see illustration), beyond the gas meter to appliances.

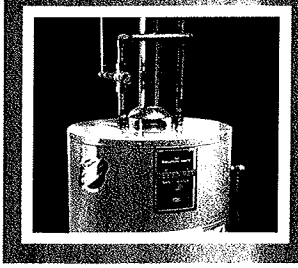
If customer-owned buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage. Buried gas piping should be periodically inspected for leaks, periodically inspected for corrosion if the pipe material is metal, and repaired if unsafe conditions are discovered.

If you think you may have a customer-owned buried service line on your property, contact Vermont Gas. We'll send a technician to check it out. If an unsafe condition is discovered, the technician will secure the line and provide you with repair options.

When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.



Water Heaters



To prevent burns, especially if you have young children, be sure your water heater is set at a temperature recommended by the manufacturer (or, as applicable, by Vermont Plumbing Board rules). Hot water tolerable to an adult can scald a child's tender skin. Have your water heater checked for proper installation and operation at least once a year by a qualified contractor or Vermont Gas.

Also, check that the temperature and pressure relief valve discharge tube ends within 6 inches from the floor. This tube should not have threads at the end farthest from the temperature pressure valve.

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