

At a safe distance away, call **911** and notify us immediately. Our emergency phone number is **888-890-5554**.

**If you suspect a pipeline or natural gas facility leak, leave the area immediately and DO NOT operate any device that might create a spark, including electronics, vehicles, electric switches, cell phones, doorbells, radios or garage door openers.**

**What you may hear**



• Listen for a hissing, roaring, whistling or bubbling sound from the ground.  
circumstances, odor fade can occur.  
odor, either because of a diminished sense of smell or loss of smell due or in certain rare most people agree that it's not a pleasant smell. Some may not be able to smell the people compare the odor to the smell of rotten eggs or another peculiar odor. Regardless, • In all urban and most rural settings, natural gas utilities add an odorant to the gas. Most

**What you may smell**



• Blowing dirt, bubbling or standing water near a pipeline.  
shut off.  
• A meter dial that continues to move after all natural gas appliances and equipment have been • Unexplained areas of dead vegetation where the surrounding area is green.

**What you may see**



• Unexplained areas of dead vegetation where the surrounding area is green.  
pipeline leak.  
We operate natural gas distribution and/or transmission pipelines near your home or work that may be above ground. Use care when working or driving near top-of-ground pipe and know the signs of a possible gas

## LEAK RECOGNITION AND RESPONSE

# IMPORTANT SAFETY INFORMATION

You live or work near a Black Hills Energy compressor station, liquefied natural gas (LNG) facility, or underground storage facility.



**SAFETY IS OUR PRIORITY.**

Visit [www.blackhillsenergy.com/safety](http://www.blackhillsenergy.com/safety) for more safety-related information.



# IMPORTANT SAFETY INFORMATION ABOUT OUR COMPRESSOR STATIONS AND STORAGE FACILITIES.

Safety is our priority. We operate thousands of miles of distribution, gathering and transmission pipelines in Arkansas, Colorado, Iowa, Kansas, Nebraska, South Dakota and Wyoming. Compressor stations and storage facilities are an important part of these systems.

You are receiving this safety information because our records indicate that you live or work near a Black Hills Energy compressor station or underground storage facility. For more information, call us at 888-890-5554 (866-264-8003 Cheyenne, WY).

## STORAGE FACILITIES

Underground gas storage facilities are connected to pipeline systems and safely store natural gas until it is needed. The ability to store gas helps ensure we have an adequate supply of natural gas available to our customers during times of high demand, such as cold winter days.

## COMPRESSOR STATIONS

Compressor station facilities are located along the pipeline route. They assist with regulating the flow and pressure of natural gas in the pipeline system so that gas can be transported from one area to another. This helps us ensure that gas is delivered to even the most distant point along the gas system. Gas enters the compressor station from connecting pipelines. The gas is then compressed and cooled. This provides the gas enough energy to move through the pipeline until it is delivered to our customers or reaches the next compressor station.

Liquefied natural gas (LNG) is processed natural gas that has been condensed into a liquid form by reducing its temperature to approximately minus 260°F (minus 162°C) at ambient pressure. This process is known as liquefaction. LNG takes up about 1/600th of the volume of natural gas in its vapor state, thus LNG can be more readily and economically stored and transported. Specially insulated and refrigerated tanks are used to store and transport LNG. To be used, LNG must be warmed so that it transitions back to natural gas in its gaseous form – this warming and vaporization process is called regasification. The vaporized natural gas is then injected back into a pipeline system or used to fuel natural gas operated equipment.

You play a critical role in natural gas safety. Your awareness and actions can increase the safety of your home and community. Together, we can make gas safety a priority every day.

## SAFETY IS A SHARED RESPONSIBILITY

We ensure safe pipeline operations through employee training, regular maintenance and testing, corrosion protection, and inspections to check for leaks or other damage. Learn about our commitment to safety at [www.blackhillsenergy.com/safety](http://www.blackhillsenergy.com/safety).

## EMERGENCY RESPONSE PROCEDURES

We have gas detection, fire detection and emergency shutdown systems in place at storage facilities and at compressor stations along our transmission pipeline system to protect neighbors, staff and our gas system. Our personnel are trained to respond to emergency situations and to work directly with local emergency response officials.

**In the event of an emergency, we will notify local emergency response officials, who will provide instructions for evacuation or shelter-in-place procedures as needed.** Contact us at 888-890-5554 if you have questions about our emergency response procedures.