PIPELINE WITHIN 700 FEET OF YOUR HOME OR BUSINESS

NATURAL GAS SAFETY INFORMATION ENCLOSED

Black Hills Energy
Emergency Number:
800-694-8989

Si necesita esta información en español, por favor comuníquese con nuestro centro de llamadas al:
888-890-5554
Damage prevention and one-call requirements

You serve an important role in helping to prevent pipeline emergencies. Pipeline damage most often occurs during excavation. Everyone, including you, is responsible for keeping the natural gas system safe. A big part of that responsibility is to consider where utility lines are buried before you dig. That’s always true, whether you’re a homeowner using a shovel to plant a tree or set a fencepost, or a major contractor using a backhoe to open a trench or excavate to make room for a basement.

Neighbors like you can help us maintain a safe, secure, and reliable pipeline system. If you observe any unusual or suspicious activity near our pipeline facilities, please call Black Hills Energy’s emergency number immediately at 800-694-8989.

One-call requirements: CALL BEFORE YOU DIG

Avoid a costly repair bill and, more importantly, keep yourself and others safe.

1. Call your state’s One-Call center before you plan to dig. This free service will notify all utilities in your area of your plans to dig. The toll-free, nationwide Call Before You Dig number is 811.

2. Please review your state’s One-Call laws for specific call, locate and dig requirements.

   • Arkansas: arkonecall.com
   • Colorado: colorado811.org
   • Iowa: iowaonecall.com
   • Kansas: kansas811.com
   • Montana: montana811.org
   • Nebraska: ne1call.com
   • South Dakota: sdonecall.com
   • Wyoming: onecallofwyoming.com

3. Pre-mark the excavation area using white paint or flags. Within two business days, someone from each utility will arrive at your site to mark the approximate location of buried lines with paint or flags at no cost to you.

4. Dig with care. Lines cannot be exactly pinpointed, and the depth can’t be precisely determined. Please use extreme care when digging anywhere near the markings.

5. Call to have the locations remarked for free if the original ones are disturbed or your project will be delayed by more than seven days. (Don’t forget, you need to call at least two full business days before work does begin.)

Just one nick is enough

Digging-related damage is the leading cause of pipeline incidents. Even a slight nick can cause steel lines to corrode or plastic lines to weaken, causing a pipeline emergency days, weeks or even years after what seems to be the slightest of damage.

If you disturb, nick, chip, scratch or dent a pipeline or coating, immediately leave the area and warn others to stay away. From a safe location, call 911 and report it immediately to 800-694-8989. In Arkansas, Colorado, Nebraska, South Dakota and Wyoming you must also call 811.

Pipeline location information

Most natural gas pipelines are buried out of sight, but they should never be out of mind.

Pipeline signs, as shown, are placed where pipelines intersect public roads, river crossings and railways. They explain what the pipeline carries and provide the pipeline operator’s name and phone number in case of an emergency.

Pipeline signs do not indicate the exact location or depth of the pipeline and may not be present in certain areas. Always call 811, even when you’re digging by a marked pipeline.
Keeping pipelines safe

Our integrity management plan focuses on areas that our industry defines as high-consequence areas. These are places people congregate, including playgrounds, hospitals, churches, schools, daycare facilities, retirement homes and correctional facilities. For a one-page overview of our integrity management plan, please go to www.blackhillsenergy.com/pipeline-integrity.

The right of way

Utility lines are placed in rights of way granted by municipal, state and federal governments. These rights of way provide utilities with access to work on their lines so they can respond effectively to emergencies. Encroachments on the right of way inhibit the company’s ability to reduce third party damages, provide right-of-way surveillance, and perform routine maintenance and required federal/state inspections. Maintaining a pipeline right of way free of encroachments is an essential element of maintaining pipeline integrity and safety. Landowners must keep the right of way clear of obstructions such as trees, shrubs, overgrowth, buildings, fences, structures or any other encroachments that might interfere with access to the pipeline. Contact us with any questions about the right of way or if you plan to dig or build where the right of way could be involved.

Leak recognition

The following symptoms are representative of a leak, but this shouldn’t be considered a complete list.

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

What you may smell:
- In all urban and most rural settings, natural gas utilities add an odorant to the gas. Most people compare the odor to the smell of rotten eggs or another peculiar odor. Regardless, most people agree that it’s not a pleasant smell. Some may not be able to smell the odor, or in certain rare circumstances, odor fade can occur.

What you may hear:
- Listen for a hissing, roaring, whistling or bubbling sound from the ground.

Response to a pipeline leak

- Immediately evacuate everyone from the building or area. Leave the door open as you leave. Warn others to stay away.
- After everyone is safely away, use your cell phone or a neighbor’s phone to call 911 and Black Hills Energy’s emergency number at 800-694-8989.
- Emergency personnel will let you know when it’s safe to return.
- Don’t do anything that could cause a spark.
- Never touch a phone.
- Never use a cell phone anywhere near the suspected leak.
- Never touch a light switch or other electronic device.
- Never open or close a window.
- Never start an engine or drive a vehicle.
- Don’t strike a match or lighter.
- Don’t attempt to fix or adjust any gas line or related equipment.

A suspected gas leak will be investigated, free of charge, 24/7.

Liaison with emergency officials

We maintain close relationships with local emergency response officials. These partnerships help prevent incidents and keep us constantly prepared to respond immediately and effectively in the unlikely event of an emergency.

Hazard awareness and prevention measures

Natural gas is a clean-burning, efficient fuel that is colorless, tasteless and lighter than air. It’s also odorless in its natural state. So, to help people detect leaks, utilities add a foul-smelling odorant to the fuel before sending it to all urban and most, but not all, rural consumers.

Natural gas is mostly methane, which has a high ignition temperature and a narrow range of flammability. That said, even the smallest of sparks can cause a fire or explosion if the right circumstances exist. To protect the pipelines and communities we serve, we perform employee training, regular maintenance and testing, corrosion protection, and inspections to check for leaks and damage.

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>LEAK TYPE</th>
<th>VAPORS</th>
<th>HEALTH HAZARDS</th>
<th>FIRE HAZARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Gas</td>
<td>Gas</td>
<td>Lighter than air</td>
<td>Extremely high concentrations may cause irritation or asphyxiation</td>
<td>Extremely flammable and easily ignited by heat, sparks or flames; explosive in enclosed areas</td>
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Pipeline purpose and reliability
Natural gas pipelines are the safest way to move natural gas from place to place in the United States, a vast network of pipelines delivers the many benefits of natural gas energy to millions of consumers.

Gathering lines transport gas from the production site to processing facilities and connect to transmission lines that carry gas from one part of the state to another. Our distribution lines run throughout neighborhoods and connect to homes and businesses. Pipeline operators follow stringent safety standards with regard to design, construction, operation, maintenance and security. We regularly patrol our pipelines and follow a carefully planned maintenance and replacement schedule.

Natural gas has been a proven, popular solution to our country’s energy needs for more than a century.

Natural gas is:
• An abundant source of energy, with U.S. supplies projected to last at least another 100 years.
• The cleanest fossil fuel, placing it at the forefront of green energy initiatives.
• A domestic source of energy found throughout North America, helping to reduce our dependence on foreign oil.
• A reliable source of energy, with outages seldom occurring, usually confined to a relatively small area, and generally lasting less than a few hours.

Black Hills Energy conducts a pipeline public awareness program on behalf of these companies and towns:

- Absolute Energy, LLC
- Ag Processing, Inc. – Mason City, IA
- Ag Processing, Inc. – Algona, IA
- Archer Daniels Midland Company/Fremont
- Arkalon Ethanol, LLC
- City of Abbyville, KS
- City of Waukee, IA
- Corn LP
- DuPont
- Flint Hills Resources
- Green Plains Ethanol
- Haven Steel
- Homeland Energy
- Mid-Kansas Electric Co
- POET Bio-refining
- Sioux City Brick & Tile
- SIRE, LLC
- Sunflower Electric Power Co
- Town of Aguilar, CO

Additional information
• For a list of natural gas service providers and pipeline operators in your area, visit www.npms.phmsa.dot.gov.
• Visit our website at www.blackhillsenergy.com.
• For more information about pipelines, compressor stations or storage facilities in your community, contact us at 888-890-5554.
• For excavation practices near underground facilities, visit www.commongroundalliance.com.
• For more information about working safely around pipelines, go to www.pipelinesafety.org.

Black Hills Energy Emergency Number:
800-694-8989
Important numbers to have handy:

Black Hills Energy emergency number: **800-694-8989**
Public service emergency number: **911**
Black Hills Energy customer service: **888-890-5554**
National One-Call (Call Before You Dig): **811**

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