

We need your help in keeping natural gas meters and appliance vents clear of snow and ice, and in noticing possible overhead ice hazards to ensure safe, continuous use.

We would like to remind you that we need your help in noticing possible overhead ice hazards and keeping natural gas meters and appliance vents clear of snow and ice to ensure safe, continuous service.

Although natural gas equipment is designed to withstand harsh weather conditions, damage can be caused by snow and ice accumulation, as proper ventilation is required to keep equipment running smoothly. Vents for natural gas appliances help prevent the accumulation of carbon monoxide within buildings, and are needed for combustion equipment to operate properly. Customers should check the vents on their home or business and remove any snow or ice from the area. Additionally, Colorado Natural Gas encourages all customers to check and test their carbon monoxide detectors to ensure the equipment is working properly.

The natural gas meters should be kept clear of ice and snow to avoid damage to the equipment and the meter should remain visible and accessible for maintenance personnel. Snow and ice should be removed from natural gas equipment as gently as possible. Use a broom to brush off snow. Avoid using a shovel or kicking the meter as doing so could damage the equipment.



Damage to the meter can also occur from overhead hazards, and customers are encouraged to remove icicles from overhead eaves and gutters to prevent dripping water from splashing and freezing on the meter or ventilation pipe.

Customers who have questions about proper snow removal and ventilation can contact Colorado Natural Gas at (800) 883-3181.



Be sure to *gently remove* all snow and ice buildup from the meter and ventilation pipes. The ventilation pipe is located underneath the saucer shaped portion of the meter equipment.



Call (800) 883-3181 or visit our website at ColoradoNaturalGas.com for more natural gas safety information.

NOTICE

CUSTOMER BURIED PIPING

This notice is required by the United States Department of Transportation's Rules governing pipeline safety (49 CFR192.16).

For your information, Colorado Natural Gas does not maintain the buried gas piping from the gas meter to the customer's residence, business, or facilities. If this piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.

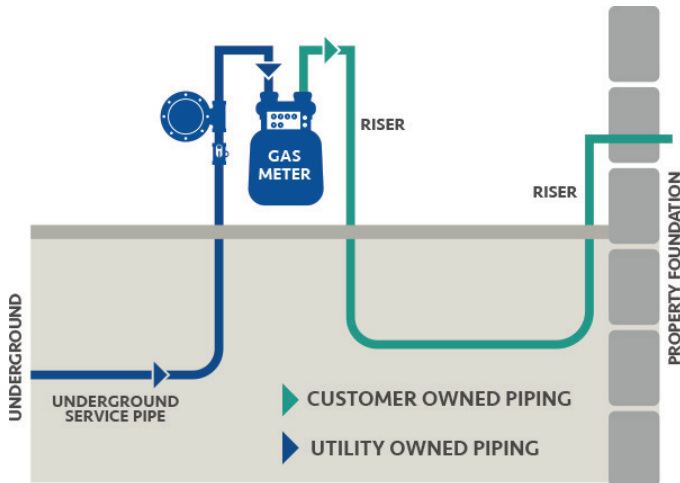
If you have such piping, it should be:

1. Periodically inspected for leaks;
2. Periodically inspected for corrosion if the piping is metallic;
3. Repaired, if any unsafe condition is discovered.

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

Plumbers and heating contractors can assist in locating, inspecting and repairing the customer's buried piping.

For additional details, call Colorado Natural Gas at (800) 883-3181.



Planning on planting a new garden, installing a fence or building a pool?

A majority of gas pipeline leaks occur as a result of individuals digging on their own property. Colorado Natural Gas reminds excavators and private citizens to contact an 811 Center prior to any excavation activities. Once 811 is called, Colorado Natural Gas will mark all gas pipelines free of charge. **Simply call 811** three days prior to digging to request marking the pipelines on your property.

Stay safe, call before you dig.



**Know what's below.
Call before you dig.**

Customer Responsibility

Although Colorado Natural Gas has inspected the exposed gas piping and connected gas equipment, it is the customer's responsibility to maintain their own gas piping and gas utilization equipment.

If you suspect a leak:

If you smell gas and suspect you have a gas leak, follow these steps:

- Leave the area uphill or upwind of the suspected leak
- If possible, turn off any equipment that could cause a spark
- From a safe place, call 911 or your local emergency responders
- Call us at (800) 883-3181 and be sure to tell us where you are so you can let us into your home when we arrive
- Warn other of a potential leak and stay there until emergency responders arrive

Under no circumstances should you attempt to repair, stop or fix a pipeline leak, or rupture. Trained technicians with specialized equipment and knowledge are the only individuals qualified to conduct repairs on natural gas pipelines.

