

WHAT CAN YOU DO TO MANAGE HIGH ENERGY BILLS?

- Contact us about setting up a budget billing plans to even out your monthly payments.
- Install a programmable thermostat to manage your heating and cooling systems efficiently
- Lower your thermostat on your water heater to 120°F
- Look for the ENERGY STAR label on light bulbs, home appliances, electronics and other products. ENERGY STAR products meet strict efficiency guidelines set by the US Environmental Protection Agency and the US Department of Energy.

For more energy-saving ideas visit www.ExcessIsOut.com

WHAT ARE SOME OF THE FACTORS AFFECTING NATURAL GAS PRICES?

- Demand has increased while supply has generally remained flat due to a decline in production from existing wells and lower production from newly-drills wells.
- Oil and propane prices are nearing all-time highs. Industrial customers that are able to substitute natural gas for oil or propane may drive up the demand for natural gas.
- Weather significantly impacts natural gas prices. A cold winter tends to increase demand and drives prices up. Hurricanes and tropical storms in the Gulf of Mexico impact production.
- A significant percentage of natural gas is stored underground for use in winter. If storage levels are inadequate utilities may have to purchase gas at a higher price to meet customer demand.
- In regions across the country, the trend toward using natural gas to generate electricity is increasing the demand for natural gas.

WILL THERE BE ENOUGH NATURAL GAS TO SATISFY DEMAND?

98.5% of the natural gas we use in the United States comes from North America, and supplies are abundant. Gas utilities serve more than 68 million residential customers and more than 5 million commercial enterprises through more than 1.2 million miles of safe, efficient underground pipes -- an energy delivery system that is the envy of the world.

PURPOSE & RELIABILITY

Colorado Natural Gas operates over 1,200 miles of natural gas pipeline in its territory. The purpose of this pipeline is to reliably and efficiently deliver natural gas throughout the Company's operating area for such uses as home heating, cooking, and water heating. Colorado Natural Gas works diligently to ensure pipeline safety through a variety of measures including inspection programs, public education, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization and liaison with public officials.

IMPORTANT FACTS ABOUT NATURAL GAS:

- Natural gas is almost 40 percent lighter than air, so it rises and quickly spreads out in open areas. In an enclosed room or building, natural gas first displaces air at ceiling level then moves down toward the floor.
- Natural gas is not toxic, however large concentrations of natural gas will displace the air in enclosed spaces and suffocation can occur.
- Natural gas is colorless, tasteless and odorless, so a 'rotten egg' odor is added for safety before it reaches your home.
- Natural gas cannot burn by itself, for it to burn; natural gas must be mixed with air. It must have an ignition source such as a pilot light, a lighted match or an electric arc from a light switch, motor, doorbell or telephone.
- Burning natural gas will not explode. If natural gas does ignite, *let it burn* and do not attempt to put out the flame.
- For your safety, our employees are trained to monitor and inspect our pipeline system and respond quickly to any Natural Gas emergency.

OUR PROMISE TO YOU

If you are ever dissatisfied with your services at Colorado Natural Gas a representative will be happy to work with you on any issues that you may have with the company. [Please call us at 800-720-8193.](tel:800-720-8193)

You may also contact the [Colorado Public Utilities Commission](http://www.ColoradoPublicUtilitiesCommission.com) at [800-888-0170](tel:800-888-0170).

HOW TO GET ADDITIONAL INFORMATION:

For an overview of Summit Natural Gas, go to our website at www.ColoradoNaturalGas.com



COLORADO NATURAL GAS SAFETY



SAFETY

Most pipeline accidents occur when individuals are not aware of a pipeline's location before they begin their work. You can help prevent pipeline incidents by contacting us if you observe or are planning any drilling, excavating, blasting, deep plowing or ditching activity. Colorado Natural Gas will send a representative to show the exact location of pipeline.

24 HOUR EMERGENCY LINE
800-720-8193



**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.



PIPELINE MARKERS

Pipeline markers are located at road and river crossings, fence lines and property boundaries. These pipeline markers contain information about contacting Colorado Natural Gas in the event of an emergency or when construction takes place in the vicinity. There may be several types of pipeline markers along our system, but they do follow a consistent pattern. **Removal of pipeline markers is not permitted.**

UNIFORM COLOR CODE

For marking underground utility lines

WHITE	Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric Power Lines, Cables, Conduit & Lighting Cables
YELLOW	Gas, Oil, Steam, Petroleum or Gaseous Materials
ORANGE	Communication, Alarm or Signal Lines, Cables or Conduit
BLUE	Potable Water
PURPLE	Reclaimed Water, Irrigation & Slurry Lines
GREEN	Sewers & Drain Lines

THE MOST COMMON CAUSES OF DAMAGE TO UTILITY LINES

1. Working without a locate request
2. Failing to confirm the response of all utilities before excavation begins
3. Working outside the area described on the locate request
4. Beginning excavation before the start date and time
5. Beginning work before all utilities at the site have marked or responded
6. Neglecting to place a "No Response" ticket
7. Assuming the depth of a facility
8. Failure to exercise due care while digging, blind boring or directional drilling in the "approximate location" of underground facilities
9. Assuming that the "Approximate Location" marks are exactly accurate and mechanically digging right up to the marks.

IF DAMAGE OCCURS

If a pipeline is damaged, no matter how minor the damage appears, please notify us immediately at **800-720-8193**. We must evaluate the damage and make any necessary repairs to ensure your safety.

HOW TO RECOGNIZE A LEAK

Because natural gas cannot be detected on its own, we add a harmless odorant so our customers can smell gas should a leak occur. Because the odorant is added at various places along the pipeline, you may not always be able to detect a leak just by the smell.

DETECTING A LEAK:

- You may hear a hissing sound
- You may see dirt being blown or throw into the air
- Water may be blown into the air at a pond, creek or river.
- Dead grass or a dry spot in a moist field
- Fire coming from the ground or burning above the grounds.

IN CASE OF EMERGENCY

- Natural Gas will rise and diffuse rapidly if released. If you should happen to be working in the area of a broken, leaking or damaged pipeline; abandon equipment immediately and notify us as soon as possible.
- Escaping gas can be ignited by open flames or sparks from electrical switches, motors, mechanical equipment or flying rocks.
- Colorado Natural Gas has an emergency number posted on signs and all pipeline markers. The number is **800-720-8193**.

WE WILL ARRIVE SOON!

Pipeline emergency action will begin the moment we become aware of the situation. Colorado Natural Gas personnel and equipment will be dispatched to identify the emergency, control the flow of gas and make necessary repairs as quickly as possible.

We will coordinate our efforts with police, fire and other public officials as needed.

EMERGENCY RESPONSE FOR PUBLIC SAFETY PERSONNEL

Fire, Police and other public officials participating in a pipeline emergency should do whatever they deem necessary to safeguard the public. It's important for emergency officials and public officials to be prepared for natural gas emergencies.

Such actions should include:

- Moving people out of danger
- Barricading the area
- Standing by at a safe distance

If gas ignition has not occurred, precautions should be taken to prevent ignition. Such actions include prohibiting smoking and rerouting traffic.

Where gas is burning, personnel should prevent the spread of fire, but should not attempt to extinguish the burning gas.

Fire, Police and other Personnel should not attempt to operate the valves on Summit Natural Gas pipelines.