



DTE

Staying Safe Around Natural Gas

BE SAFE & REPORT: If you smell gas or a gas emergency occurs, leave the area immediately, call **911** and then DTE's Gas Leak Line at **800.947.5000**. It's a free service, 24/7 for our customers.

Natural gas is a safe and reliable fuel. DTE Energy needs your help to ensure the continued safety of our pipeline system. Know how to spot the signs of pipeline damage and what to do to stay safe around natural gas.

Spot the Signs of a Natural Gas Leak:

- An odor similar to the smell of rotten eggs
- A blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- Dead or discolored vegetation in an otherwise green area
- Abnormally dry or hardened soil
- Flames, if a leak has ignited
- In winter, an unusual area of melted snow or ice

What To Do If You Smell Natural Gas:

- DO leave the area immediately. From a safe location, call **911** and then **800.947.5000**
- DO keep people a safe distance from the area
- DO avoid all open flames
- DO remember that upwind of any gas leak is the safest place to be
- DO NOT use any electronics or light switches. They could create a spark and ignite the gas
- DO NOT smoke
- DO NOT attempt to locate the source of the leak or stop the leak. If the gas is already burning—let it burn. DO NOT attempt to extinguish it. Already burning natural gas will not explode
- DO NOT attempt to start up or shut down any vehicles, machinery or other equipment
- DO NOT attempt to re-enter the area until authorized to do so

Causes of Pipeline Damage:

- Extreme natural events such as floods and tornadoes
- Fire or explosion near a pipeline
- Collapsed buildings that damage gas pipelines
- Water main breaks that weaken roadways and pavement, damaging gas pipelines
- Equipment failure
- Heavy ice on outside meters, vents, or gas pipelines. Please keep these areas clear of ice and snow
- Encroachments and build overs installed over or near our pipelines, interfering with detection of gas leaks



Natural Gas Pipeline Markers:

Sometimes pipelines are marked by above ground markers, but often they are not. DTE uses these markers to indicate the approximate locations of gas pipelines.

Damage to pipelines occurs most often when people dig near a pipeline location. Pipelines can be accidentally hit, dented, scraped or gouged.

*If you are digging by hand or with machinery and make contact with a pipeline, stop your excavation and call 911 immediately. Later, please call DTE at **800.947.5000**.*

From our control room, DTE employees continuously monitor more than 4,000 points along our natural gas pipeline system to ensure safe and reliable delivery of your energy. We quickly respond to natural gas emergencies. This service is free to our customers, 24/7.



Take the proper steps to stay safe when planning home projects or excavations:

Contact **MISS DIG 811**

1. Call 811 or visit misddig811.org

to request underground utilities be marked. This service is free and required by law.



2. Wait until marks are present.

Allow at least three business days for utility companies to mark the approximate location of the underground lines in your work area. These marks may be in the form of paint, flags or stakes.

3. Expose utility lines by hand-digging. Before using any power equipment, carefully hand-dig where the utility lines are marked to expose them. If you are unable to locate the utility lines, please contact **MISS DIG 811**.

4. Respect the marks. Stay aware of all underground utility line locations, even if you're not working near them. Never drive heavy vehicles or store materials on top of marked utility lines.

5. Call on contact. If you are digging and make contact with a pipeline, stop excavating and call 911 immediately. Later, please call DTE at **800.947.5000**.

For more information, visit our website at **dteenergy.com/gassafety**.

*If you are a DTE Energy customer, you can also call **800.477.4747** for help with a non-pipeline natural gas emergency.*

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