

Important Safety Information about GAS lines in your area

The Mulga Natural Gas System would like to keep our customers informed of the potential hazards associated with natural gas. Whether you have natural gas service or you just live near our gas mains, awareness is essential. Natural gas is one of the safest, most reliable and environmentally friendly fuels in use today, but leaks can occur.

There are three key ways to recognize a possible gas leak:

- **LOOK** – Blowing dirt, bubbling water, dry spots in moist areas or dead plants surrounded by live plants may indicate a leak.
- **LISTEN** – An unusual hissing sound near gas lines or appliances may indicate a natural gas leak.
- **SMELL** – In its raw state, natural gas is colorless and odorless so gas utilities add a substance called mercaptan which creates the familiar, rotten-egg like odor associated with natural gas. Take action even if you detect only a faint odor of natural gas in the air.

Here are some keywords to help you remember what to do if a natural gas leak is suspected and to avoid creating a spark:

- **LEAVE** – Leave the area *immediately*. Do not try to stop the leak.
- **DON'T TOUCH** – Do not smoke or use any phone, flashlight, light switch, appliance or operate any kind of vehicle or equipment.
- **AFTER LEAVING** – Notify Mulga Natural Gas Department at **(205)787-4521**. If after hours call (205)787-4521 and follow the prompts. Our department has a technician available twenty-four hours a day and seven days a week.

CALL BEFORE YOU DIG

Gas pipelines may be located anywhere. This is why it is important to know where they are before digging for any reason. When digging, excavating, drilling or moving earth in any way that could damage underground utility pipelines, you must contact **Alabama 811** by dialing 811 no less than two days before starting the excavation. This will help avoid costly damage or injury. Every dig job requires a call, even small projects. If you hit an underground line while digging, you can harm yourself and those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs. One call to 811 gets your underground utility lines marked for **free**. Don't assume you know what is below. Protect yourself and those around you by calling 811 every time.

Please take a moment to complete this short survey and return this form with your payment

MULGA NATURAL GAS SYSTEM October 2025 Public Awareness Survey

NAME _____

ADDRESS _____

(Please circle one)

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| 1. Do you have natural gas service at your residence? | Yes | No |
| 2. Have you ever heard the phrase "CALL BEFORE YOU DIG" meaning you should call 811 to locate underground utility lines before you do any digging? | Yes | No |
| 3. Do you know that natural gas smells like rotten eggs? | Yes | No |
| 4. Do you know to leave the area and call your Gas Utility From a safe distance if you suspect a leak? | Yes | No |

THANK YOU FOR YOUR TIME!