

Our thoughts and prayers go out to those impacted by the tragic incident in San Bruno, California involving a natural gas transmission pipeline. In light of this incident, Piedmont Natural Gas understands that customers may have questions about the safety of natural gas and the underground pipeline system that delivers it to their homes or businesses. Here are some facts that you should know about Piedmont Natural Gas and the natural gas pipeline delivery system that brings natural gas to you:

- The safety of our customers, our employees and the integrity of our natural gas pipeline delivery system are Piedmont Natural Gas' highest priorities.
- Piedmont's pipeline delivery system is subject to stringent federal Department of Transportation regulations that are enforced by the regulatory staff in North Carolina, South Carolina, and Tennessee. These regulations govern pipeline design, installation, inspection, testing, operation and maintenance. Piedmont follows industry best practices and is committed to meeting or exceeding applicable federal and state regulations.
- In addition to strict federal and state regulatory oversight, Piedmont Natural Gas performs many activities on a regular basis to protect the integrity and safety of its pipeline delivery system in delivering natural gas to its customers:
 - 1) Emergency Customer Response 365 days a year, 24/7 (1-800-752-7504)
 - 2) Periodic Pipeline Inspections and Leak Detection Surveys
 - 3) Safety and pipeline awareness communications to all customers
 - 4) Website posting (www.piedmontng.com) and other dissemination of natural gas safety information and customer safety tips
- A distinctive odorant called Mercaptan (smells like rotten eggs) is injected into the natural gas that is delivered through our pipelines. This helps customers and the general public to recognize the presence of a natural gas leak.
- In the vast majority of cases involving damage to Piedmont's pipeline delivery system, third-parties not associated with Piedmont Natural Gas) have caused the damage. Because of this, Piedmont stresses the importance to everyone to "Call before you dig." This is easily done by calling "811" to have all underground utilities located prior to digging or excavating.
- Piedmont Natural Gas is proud to provide natural gas service safely and efficiently to its customers in North Carolina, South Carolina, and Tennessee. Their continued safety and the continued safe operation of our pipeline delivery system are of the utmost importance to us and a responsibility we take very seriously.