



*At Your
Service*

PROVIDING
ELECTRIC, GAS, WATER AND
SANITARY SEWER SERVICES

February 2019

Natural Gas Safety Survey Your Help is Needed

Included on page two of this month's *At Your Service* is a survey about natural gas safety. Please take a few moments to review and fill out the survey. Responses will help the Utility Department evaluate its delivery of service and ways in which it can better reach its customer base on natural gas safety issues.

The community of Hastings has owned and operated the local natural gas distribution system since 1942. Natural gas supplies are purchased in the energy marketplace and those supplies are brought to Hastings via several different natural gas pipelines. Once delivered to Hastings, the Utilities Department then operates and maintains the system locally.

Hastings is somewhat unique in that it owns the natural gas system. Many Nebraska communities are served by privately held, for-profit companies. The Utilities Department operates all of its services (electricity, natural gas, water, sanitary sewer, and street lighting) on a non-for-profit basis. Natural gas rates in Hastings are among the lowest in the entire state.

Through the years, the Utilities Department has had an aggressive practice of upgrading and maintaining the local delivery system. There is absolutely no cast iron pipe left within the delivery system, a common component for years in systems throughout the country.

As another measure of providing reliable, safe natural gas service, Hastings Utilities conducts leak detection surveys throughout the community. Those efforts are an attempt to discover any potential problems before they occur.

Additionally, in conjunction with statewide efforts to provide safe service, the Utilities Department participates in the "One Call" notification system. Sometimes referred to as "Call Before you Dig" Nebraskan's are required to call "811" in order to have underground utility lines located prior to any digging occurring. There is no charge for the customer to call "811".

The Utilities Department also provides free-of-charge checks for any carbon monoxide that may be present within a home. Also offered at no charge are inspections of suspected natural gas leaks. The Utilities Department can be reached 24 hours a day, seven days a week at 402-463-1371.

Please take a few moments to complete and return the survey on page two. Your help is greatly appreciated.

Utilities Department Natural Gas Public Awareness Survey

1. Classification or Responder (Check all that apply) Date _____

- Customer Non-customer School Official Excavator
- Public Official Living Along a Right-of-way Emergency Responder

2. Do you have a natural gas distribution pipe that supplies your home or business? Yes No
 Don't Know

3. Who provides you with natural gas service? Utilities Department Other

4. Have you ever heard of "811" (Digger's Hotline) the free number which people should call before digging to have underground facilities such as pipelines marked? Yes No

5. Have you ever seen a location flag or warning sign for underground pipelines? Yes No

6. Natural gas is odorless with an odorant called "mercaptan" added for safety purposes.
Do you know what a gas leak smells like? Yes No

7. Who would you call if you smelled natural gas or suspected damage to distribution piping or a meter set? Hastings Utilities? Yes No

8. Are you aware of carbon monoxide and its hazards? Yes No

9. Who would you call if you suspected carbon monoxide in your home or business?
 Hastings Utilities 402-463-1371 911 811

10. If you have heard anything about natural gas or pipeline safety in the last 12 months, mark any that apply to where you got the information.

- | | |
|---|---|
| <input type="checkbox"/> Bill Stuffer | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Radio or radiogram | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> TV | <input type="checkbox"/> Utility Bill Message |
| <input type="checkbox"/> Newspaper or magazine | <input type="checkbox"/> National Night Out |
| <input type="checkbox"/> Posted information (signs near a pipeline, etc.) | <input type="checkbox"/> Online information (HU website or other) |
| <input type="checkbox"/> Other | |

Additional comments or questions _____

Name, address, phone number (optional) _____

(For more information about natural gas pipelines visit www.pipeline101.com)

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