

## NOTICE TO ELECTRIC & GAS CUSTOMERS

As a customer of Corning Municipal Utilities, help is available to you in resolving possible complaints about your electric or gas service. You can contact a utility representative at Corning Municipal Utilities, 501 Benton Avenue, Corning IA 50841, 641.322.3920.

If your complaint is related to service disconnection, safety, or renewable energy and Corning Municipal Utilities does not resolve your complaint, you may request assistance from the Customer Services Section of the Iowa Utilities Board, 1375 East Court Avenue, Room 69, Des Moines, Iowa 50319, 515.725.7321 or 877.565.4450. [www.customer@iub.iowa.gov](http://www.customer@iub.iowa.gov).



## CALL BEFORE DIGGING (It's the LAW)

Whether you are a homeowner doing landscaping, or a contractor doing excavating work, remember to state your digging with a phone call. Iowa One Call – 811 or 800.292.8989.

With this phone call, all utilities (electric, gas, water, phone, cable, etc.) that are located in your area you plan to dig in will be notified. They will mark their lines and inform you of any problems you may have working around their lines. A 48-hour notice is required so there will be time for everyone to locate his or her lines.



**Know what's below.  
Call before you dig.**

## WHAT TO DO IF YOU SMELL GAS OR HAVE A GAS LEAK

Call Corning Municipal Utilities at 641.322.3920 between 8:00 A.M. and 4:30 P.M. on weekdays. After hours and weekends call Adams County Dispatch at 641.322.4444 and they will contact us.

If a strong gas odor is smelled or gas accumulation is suspected, follow these simple safety rules:

1. Leave the house immediately and call Corning Municipal Utilities from a neighbor's house.
2. Do not turn anything electrical on or off. This includes light switches.
3. Do not light a match.

## DANGER! CERTAIN OLDER GAS CONNECTORS MAY BE DANGEROUS

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Some older brass connectors have come apart, causing fires and explosions resulting in deaths and injuries. These older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing and cause a serious gas leak, explosion, or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years, but many of them are still in use. The older these connectors get, the greater the possibility of failure.

Although not all connectors have this flaw, it is very difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately with either a new plastic coated brass or a new stainless steel connector. Connectors can wear out from too much moving, bending or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location.

**Warning: Only a qualified professional should check your connector and replace if it is needed. Don't try to do this yourself!**



Moving the appliance, even slightly, whether to clean behind it or to inspect its gas connector, can cause the complete failure of one of these older weakened connectors, possibly resulting in deadly fire or explosion. **DO NOT REMOVE YOUR APPLIANCE TO CHECK THE CONNECTOR!**

## **UNDERGROUND GAS PIPE MAINTENANCE**

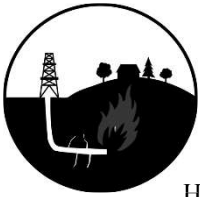
We are required to send all customers notice that it is their responsibility to maintain any buried gas pipe that is on their side of the gas meter. Very few customers have any buried gas pipeline on their side of the meter but you may have if, for example, you have an outside grill which runs on natural gas or have a gas heater in an outbuilding. As your natural gas distributor, Corning Municipal Utilities (in accordance with federal regulations) is to make you aware of certain safety recommendations regarding your underground natural gas piping.

Corning Municipal Utilities operates our gas system with an emphasis on safety. We are required to design, operate and maintain our underground natural gas pipeline system in accordance with prescribed federal safety standards. Corning Municipal Utilities does not maintain the gas piping downstream of the gas meter. This is the responsibility of the customer who owns that piping. If the buried pipe is not properly maintained it may be subject to corrosion (if the piping is metallic) and/or leakage.

To ensure the continued safe and reliable operating of these lines, the buried piping should be checked periodically. You (or the building owner) are advised to contact a licensed plumber or heating contractor to assist you in locating and inspecting your buried gas piping. If any unsafe condition is discovered, repairs should be made ASAP. When excavating near buried gas piping, the piping should be located in advance and the excavation should be done by hand. The Yellow Pages is an excellent source for listings of licensed plumbers and heating contractors.

If we can answer any questions regarding this notice, please give us a call at 322.3920 or stop in at 6<sup>th</sup> and Benton Avenue. You may disregard this notice if you no longer have buried piping beyond the gas meter.

## **A MESSAGE TO THE PUBLIC ABOUT THE CMU GAS DEPARTMENT**



Corning Municipal Utilities Gas Department supplies natural gas to over 900 customers within the city of Corning and rural area along 35.5 miles of pipeline in Adams County. Corning's 6-inch transportation system starts at the Mt. Etna gas station north of Corning on Highway 148 and continues south along either side of Highway 148 to regulator station at mile marker 34. The gas line continues south for 2.5 miles through farmland approximately .5 mile west of Joshua Tree and continues south on city airport property. It then follows a south by southwest route to

Highway 34 and stays on the north side of the highway for .5 mile, turns south under Highway 34 and continues in a south by southwest path through rural areas to Brooks cemetery road. The gas line stays on the east side of Brooks cemetery road and crosses the Brooks road to the Poet Plant. These 13.5 miles of natural gas line operate at 600 pounds of pressure.

Corning's 4-inch distribution line starts at mile marker 34 north of Corning and follows along Highway 148 on the north and east side of the highway to north of Corning at 220<sup>th</sup> Street. Corning's 3-inch distribution gas line continues from this point to a west by southwest route to the Industrial Park. These 6 miles of gas line operate at 140 pounds of pressure.

The above routes have yellow markers by fence lines [see page 7] to inform people of a pipeline placement location. Under the new gas line integrity management program, they are now located on a GPS map. These lines are walked every year in an inspection program.

The balance of 16 miles of gas line is called the distribution system. This system operates in a pressure range from 20 to 50 pounds and runs by streets and alleys in the city and at the Industrial Park.

Pipelines are a safe and reliable means of transporting energy to our customers. CMU operators attend hours of safety and maintenance meetings each year. Our natural gas system is extensively regulated by Federal and State guidelines in regards to design, construction, operation, and maintenance for the protection of the public.

The National Transportation Safety Board has found that pipelines provide the highest level of public safety as compared to other transportation modes.

Corning Municipal Utilities wants to provide a reliable and safe energy source to our customers and people living in our supply area. If you smell gas or see suspicious activity call our office at 641.322.3920. Our business hours are from 8:00 A.M. to 4:30 P.M. - Monday through Friday. After hours call 641.322.4444. For more information stop at our office at 501 Benton Avenue, Corning Iowa.

# CORNING MUNICIPAL UTILITIES

## Information and Safety Tips on Natural Gas

### What is Natural Gas?

Natural gas is made up of hydrocarbon gases, primarily methane, naturally occurring in rock formations deep below the earth's surface. The natural gas is withdrawn and transported to homes and businesses through an underground system of pipes.

### Why use Natural Gas?

Natural gas is a fuel of choice because it is:

- Efficient
- Clean-burning (emits few pollutants)
- Plentiful
- Safe

### Who uses Natural Gas?

The main groups of natural gas users are:

- Residential users use natural gas for furnaces, pool/spa heaters, gas lights, vehicles, stoves, water heaters, clothes dryers, grills, standby generators, and space heaters.
- Commercial users use natural gas in businesses such as restaurants, hotels, and hospitals.
- Industrial users use natural gas for heating processes and as fuel for the generation of steam.
- Electric utilities use natural gas to generate electricity.
- Natural gas pipeline companies use natural gas as a fuel to run compressor units.

### Natural Gas safety precautions:

Natural gas is colorless, odorless, lighter than air, and non-toxic. Breathing natural gas is not harmful as long as there is an adequate supply of fresh air to breathe along with it. Natural gas by itself will not burn, but with the proper mixture of gas and air combined with an ignition source, combustion can occur.

An odorant that smells like rotten eggs is added to natural gas so that it can be detected. The odor is a warning that natural gas may be present and, if ignited, could result in personal injury or property damage.

If the smell of gas is present inside your home or business (no matter how faint or strong),

### ***Do Not-***

- Smoke or strike a match
- Operate any electrical switches or appliance controls
- Pull any plugs from outlets
- Use a flashlight or lighter
- Use a telephone or cell phone from the building

If you *smell a faint odor* of natural gas *inside your home or business*, check to see if any appliances have been left on accidentally or if a pilot light has been extinguished, which would cause the odor (rotten eggs).

If the odor persists, *take no chances - get out of the house immediately*, then call from a neighbor's house.

Corning Municipal Utilities 641.322.3920  
(Monday thru Friday, 8:00 AM to 4:30 PM)  
After hours, Dispatch 641.322.4444

If a *strong or persistent odor of gas* is present *in your home or business*, or if you hear a *hissing sound* of escaping natural gas, follow this procedure:

- Get everyone out of the building immediately
- Leave the door open
- Use a neighbor's phone or cellular phone outside the building to call Corning Municipal Utilities at 641.322.3920, or after hours call Dispatch at 641.322.4444
- If you *smell or detect natural gas outside*, call Corning Municipal Utilities at 641.322.3920, or after hours call Dispatch at 641.322.4444

Leaks from natural gas pipelines are extremely rare, however it is important that you know how to recognize the signs of a leak if one were to occur in your area. A strong odor, hissing sound or dirt blowing up from a hole are signs of a leak.

Move away from and upwind of the suspected pipeline leak before calling. Call Corning Municipal Utilities at 641.322.3920, or after hours call Dispatch at 641.322.4444. Do not light matches, smoke, use a cell phone or attempt to start any motor vehicle while in the area of a possible gas leak.

## CORNING MUNICIPAL UTILITIES

### ***Pipeline Marker Information***

Pipeline markers are a HIGH VISIBLE YELLOW post installed to provide warning to excavators and the general public that a gas line is in the area and to facilitate surveillance of a pipeline. Pipeline markers are found where a pipeline intersects a street, fences, highways, or railway.

### **DO NOT SHOW**

The depth of the pipelines  
The number of pipelines  
Exact Location of pipelines

### **DO SHOW**

The approximate location of pipelines  
The product transported  
The natural gas operator  
The operator's emergency/24 hr. phone number

### ***Pipeline Operators***

A list of Pipeline Operators in your area can be located through NPSM at this website:  
<https://www.npms.phmsa.dot.gov/publicsearch/>

Through this location, pipeline operator searches may be made through State, County, or Zip Code.

Flammable vapors and appliances are a dangerous mix. Vapors from flammable liquids like gasoline or kerosene can catch fire causing severe burns or property damage. *Vapors* cannot be seen. They are heavier than air and can move along the floor a good distance from the original source by air currents coming from other rooms. An active pilot light on an appliance can provide an ignition source for these vapors.

*Do not* use or store flammable products such as gasoline, solvents or adhesives in the same room or area where a water heater or any other gas appliance is installed. *Keep flammable products* stored in approved containers with lids tightly closed and away from your children and appliances. Keep paper, curtains, paints, solvents, etc away from gas appliances. They can be a fire hazard.



### ***Carbon Monoxide***

Carbon Monoxide (CO) is an odorless, tasteless, invisible gas that can be formed when fuels like charcoal, coal, gasoline, kerosene, natural gas, oil, propane or wood are burned without a sufficient supply of air.

An appliance could produce carbon monoxide if:

- Boxes, laundry or other materials are blocking the base, restricting air flow.
- The vent hood, pipes or flues are blocked or corroded.
- The unit is installed or adjusted improperly.
- It's used incorrectly (ie-heating a room with a gas stove or using a gas or charcoal grill indoors).
- The heat exchanger is cracked.

Natural gas furnaces and heating products such as fireplace logs and space heaters should be inspected every year. Other appliances, such as water heaters, clothes dryers, ranges and cooktops, should be checked for proper operation every two years.

### ***Symptoms mimic the flu***

The early effects of CO poisoning mimic the flu, so watch for these warning signs:

- Headache
- Nausea or vomiting
- Dizziness and disorientation
- Muscle weakness or fatigue

If the flu-like symptoms are *not* accompanied by fever, or if everyone in the family is ill, or if the symptoms disappear when you leave the house, you may have a CO problem. Prevention is the only way to deal with carbon monoxide, and the best prevention is regular inspection by a trained service technician.

### ***Call before you dig***

Whether you are building a home, installing a sprinkler system, or just planting a tree, we want you to be safe. No matter the size of the project, before you dig, grade or excavate, Iowa law requires you to call for all underground utilities and facilities to be located. Please contact Iowa One Call for more information on this free service. Iowa One Call may be reached toll free at 811 or 1.800.292.8989.

A form for information needed from you by Iowa One Call may be obtained in the Corning Municipal Utilities office at 601 6<sup>th</sup> Street.

If you are digging and expose a gas pipeline, call Corning Municipal Utilities at 641.322.3920. After hours Dispatch is 641.322.4444. Proper attention to pipe that has been exposed can prevent problems late.



## CORNING MUNICIPAL UTILITIES

501 Benton Avenue – Corning, Iowa 50841 – 641.322.3920

FRONT OFFICE AT 601 6<sup>TH</sup> ST

Monday – Friday 8:00am – 4:30PM (closed holidays)

Note: This notification is being delivered to fulfill a requirement as part of a rulemaking passed down from the Pipeline and Hazardous Materials Association that takes effect on April 14, 2017.

### Customer Notification of Excess Flow Valve (EFV) Installation

Dear Valued Customer,

You may request that Corning Municipal Utilities install an excess flow valve (EFV) on the gas line to your property. EFVs are mechanical shut-off devices that a utility can install in the gas pipe running from the gas main to the gas meter at your property (the “service line”). An EFV is designed to stop the gas flow if the service line is broken, for example, by an excavation accident. Stopping the gas flow from a broken service line significantly reduces the risk of natural gas fire, explosion, personal injury and/or property damage.

If you notify us that you want an EFV, we will contact you to set up a mutually agreeable date when we will install an EFV on your service line.

You will be billed as follows for installation or replacement of an EFV:

For EFV installation/replacement in soil - \$250

For EFV installation/replacement in pavement - \$550

*(Corning Municipal Utilities will inform you if this charge is different for your location)*

#### Potential advantages & disadvantages of Excess Flow Valves (EFVs).

1. An EFV is designed to shut off the gas flow if the service line is severed between the gas main and the meter set.
2. What an EFV won't do?
  - a. An EFV is NOT designed to close if a leak occurs beyond the gas meter on house piping or appliances. An EFV also may not close if the leak on the service line is small.
3. Possibility of EFV activation (closure) if the customer adds load.
  - a. If you add, for example, more gas appliances, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close.

#### What might trigger a need to replace the EFV?

1. **Customer adds load:** EFV replacement may be necessary if you add additional gas appliances, such as a pool heater or emergency generator that exceeds the capacity of the EFV.
2. **EFV fails closed/open:** EFV replacement may be necessary if the EFV malfunctions (sticks open or closed).
3. **Probability of failure based on industry experience:** Industry experience is that EFVs rarely malfunction.

If a service-line customer requests EFV installation and the load does not exceed 1,000 SCFH and the conditions listed below are not present, the operator must install an EFV at a mutually agreeable date.

1. The service line does not operate at a pressure of 10 psi or greater throughout the year;
2. The operator has prior experience with contaminants in the gas stream that could interfere with the EFV's operation or cause loss of service to a customer;
3. An EFV could interfere with necessary operation or maintenance activities, such as blowing liquids from the line; or
4. An EFV meeting the performance standards in § 192.381 is not commercially available to the operator

**IMPORTANT NOTE:** EFVs cannot be installed on some service lines due to high gas flow, low pressure, or other factors. If you request an EFV but your service line cannot accommodate an EFV, the Corning Municipal Utilities will inform you.

Diagram to illustrate an EFV:

