



A special message for emergency responders and public officials

At Crossroads Pipeline, we view emergency responders as part of our safety team. It is important for public safety officials to be familiar with our pipeline facilities in their area. That is why we participate in joint forums with other pipeline companies, regularly send out literature, and regularly work with emergency responders to be prepared for any contingency. If as a public safety official you are not familiar with our operations, we invite you to call our toll-free number to learn more.

Suggested emergency responder action procedures

As a public safety official, you must take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency. We offer the following suggestions as a guide:

- Notify Crossroads Pipeline or the appropriate pipeline company. Report the type (leak, rupture, fire, other) and location of the emergency.
- Establish a safety zone around the emergency site and control access. This may include the evacuation of people within the safety zone. Be sure to allow gas company employees access to the safety zone and work with them to control the emergency.
- If gas is not burning, avoid doing anything that may ignite it.
- Be aware of wind direction and potential ignition sources.
- Check for gas migration inside adjacent buildings, sewers and drains.
- If gas is burning, control secondary fires, but do not attempt to put out a pipeline fire unless asked to do so by gas company personnel.
- Do not attempt to operate pipeline valves.
- Preserve the area for accident investigation.

Crossroads Pipeline's actions in an emergency

In the event of a pipeline facility emergency, Crossroads Pipeline will immediately work to control the situation. Our personnel will:

- Locate the site of the emergency and stop or reduce gas flow to the affected area.
- Notify appropriate public safety officials and work with them during the emergency.
- Repair the facility and restore service to customers.
- Investigate the cause of the incident.

Pipelines play a key role in delivering our nation's energy

Many people don't realize the importance of our nation's natural gas transmission pipeline network carrying our country's daily energy supplies. These invisible highways span more than 300,000 miles across the United States, carrying natural gas safely from supply regions to customers throughout the country.

Interstate natural gas pipelines have a proven record of safety. You can learn more about the industry's safety record and safety procedures by visiting www.phmsa.dot.gov, the web site of the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration, Office of Pipeline Safety. PHMSA is the federal agency that regulates safety aspects of the interstate pipeline industry.

The National Pipeline Mapping System (NPMS) is a geographic information system (GIS) created by PHMSA to provide information about pipeline operators and the pipelines in your area. The NPMS Web site is searchable by ZIP code, county, or state where a printable display of a map for your area is available. The NPMS does not contain information about gathering or distribution systems. To access the NPMS go to www.npms.phmsa.dot.gov/.

Who is Crossroads Pipeline Company?

Crossroads Pipeline, a NiSource Company, operates 202 miles of underground natural gas pipeline in Indiana and Ohio, providing natural gas transportation services to local gas distribution companies and large volume customers to help meet the energy needs of the region.



For more information about Crossroads Pipeline Company, call or write to:

Crossroads Pipeline
A NiSource Company
P.O. Box 1273
Charleston WV 25325
www.ngts.com
1-800-835-7191

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1-800-835-7191



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Crossroads Pipeline
A NiSource Company

Please be our partner in safe, reliable energy delivery...

Why are you receiving this brochure?

Because you live or work in the general area of an underground natural gas pipeline, and you play a key role in helping keep our nation's energy delivery system safe, reliable and secure.

The Gas Transmission & Storage companies of NiSource Inc., including Columbia Gas Transmission, Columbia Gulf Transmission, Crossroads Pipeline, Granite State Gas Transmission and Millennium Pipeline, operate a network of interstate natural gas pipelines and related facilities. These high-pressure pipelines, ranging in size up to 36-inches in diameter, lie safely out of view, quietly carrying clean-burning natural gas across the eastern United States. The gas flowing through this network heats our nation's homes, cooks our families' meals, and fuels our nation's industries.



We ask your help in keeping these facilities safe and secure. Please read this information and share with others at your address, and keep for future reference. From this brochure, you can learn how to recognize our pipeline facilities, how to detect and report an unusual situation around them, and most importantly, how to prevent damage.

Our goal is an energy delivery system that operates safely and reliably, so people can count on the energy being there when they need it.

Keeping our pipelines safe is our top priority

Our gas control and monitoring center offices operate 24-hours a day, seven days a week. We regularly patrol our pipeline rights of way. We conduct regular inspections of our pipeline system, and our operations employees receive regular training and are qualified under U.S. Department of Transportation standards for natural gas pipeline operators. We spend millions of dollars per year in pipeline replacements and upgrades. Employees are on-call at all times ready to respond to any contingency.

In addition, we work with emergency responders to make them aware of our pipelines and how to respond in case of emergency.

And while natural gas pipelines have a proven record of safety, pipeline failures can and sometimes do occur. Hazards associated with a pipeline failure and gas release may include blowing gas, line rupture, fire, explosion or, if gas is present in a confined area, possible asphyxiation. Damages by outside forces, often by someone digging into a pipeline, is the largest single cause of failures. Incidents also may occur due to corrosion, material failure, equipment failure or other causes.

In accordance with federal regulations, some segments along the pipeline have been designated as High Consequence Areas. In these areas, we have developed supplemental assessments and prevention plans. A summary of the Integrity Management Program plans can be viewed at our office in Charleston, W.Va.

Prevent pipeline accidents by calling before you build or dig

Whether you are planning to build a major development, or simply landscape a property, do it safely by first calling your state's one-call notification service. To reach your local one-call center, regardless of where you are digging, you may dial "811." Or, you can dial your state's one-call center directly from the list of toll-free numbers below. Every digging job requires that you call your state one-call center, even for small projects like planting trees or shrubs.

When notified through the one-call service in advance of your work, we will mark the location of our pipeline and rights of way and explain our construction guidelines. This free service allows you to begin your project with the assurance that your safety will not be compromised, and that our pipelines will not be damaged.

Not just digging: Call before blasting or crossing with heavy equipment

Not only does the law require that people performing excavation to call first, but anyone planning to cross pipeline rights of way with heavy equipment or perform blasting in the vicinity of any pipelines must contact the state one-call notification service.

What if you dig and disturb a pipeline?

Whether or not you've notified us in advance, if you dig and expose, hit or touch a pipeline or associated facility, contact us immediately. If gas is leaking also contact 911 or your local fire department. Even if it looks minor at the time, a gouge, scrape, scratch, dent or crease to the pipe or coating may cause a future safety problem. It is important that the pipeline company inspect any potential damage, whether apparent or not.

STATE ONE-CALL NOTIFICATION SERVICES
CALL 3 BUSINESS DAYS BEFORE DIGGING

Delaware, Maryland	1-800-257-7777
Indiana	1-800-382-5544
Kentucky	1-800-752-6007
Louisiana	1-800-272-3020
Maine, MA, NH	1-888-344-7233
Mississippi	1-800-227-6477
New Jersey	1-800-272-1000
New York	1-800-962-7962
North Carolina	1-800-632-4949
Ohio	1-800-362-2764
Pennsylvania	1-800-242-1776
Tennessee	1-800-351-1111
Virginia	1-800-552-7001
West Virginia	1-800-245-4848
National	811 or 1-888-258-0808

811
Dig Safely.

How to recognize a natural gas pipeline leak

While leaks on interstate natural gas pipelines are rare, it is important to know how to recognize the signs of a leak if one were to occur in your area. Watch for one or more of the following signs:

Look

- For dirt being blown or appearing to be thrown into the air.
- For water bubbling or being blown into the air at a pond, creek, river or other wet areas.
- For fire coming from the ground or appearing to burn above the ground.
- For dead or dying vegetation on or near a pipeline right of way in an otherwise green area.
- For a dry or frozen spot on the right of way.

Listen

- For a roaring, blowing or hissing sound.

Smell

- For a gas or petroleum odor (*in some pipelines, gas may not be odorized*).

Here's what to do if you suspect a gas pipeline leak

- Turn off and abandon any motorized equipment you may be operating.
- Leave the area quickly.
- Warn others to stay away.
- From a safe place, call 911 to reach your local fire or police department. And call the pipeline operator's 24-hour toll-free telephone number:

Columbia Gas Transmission	1-800-835-7191
Millennium Pipeline	1-800-835-7191
Crossroads Pipeline	1-800-835-7191
Columbia Gulf Transmission	1-866-485-3427
Granite State Gas Transmission	1-800-323-4410

Here's what not to do if you suspect a gas pipeline leak

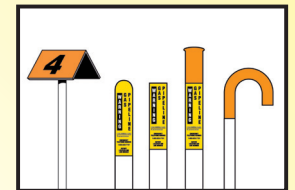
- Do not use open flames or bring anything into the area that may spark ignition (cell phones, flashlights, motor vehicles, electric or cordless tools, etc.).
- Do not attempt to operate pipeline valves.

Markers show general location of pipeline facilities

Our pipelines are identified by markers placed at intervals along pipeline rights of way. Markers display our 24-hour emergency telephone number and may contain other identifying information. They are generally placed wherever needed to indicate the presence of a pipeline, such as where a pipeline easement intersects a street, railroad, river, and in heavily congested areas.

Pipeline markers are important to public safety. It is a federal crime for any person to willfully deface, damage, remove, or destroy any pipeline sign or

right-of-way marker required by federal law. While the markers are very helpful to indicate the presence of pipelines in the area, they don't show the exact location, the depth, or necessarily how many pipelines are in the right of way. Don't rely solely on the presence or absence of a pipeline marker. Always call your state's one-call notification service to have underground facilities marked.



Pipeline rights of way help maintain safety

A right of way is the strip of land over and around a pipeline. Rights of way are kept clear of obstructions so we can safely operate, patrol, inspect, maintain and conduct repairs. We regularly inspect our pipeline rights of way using air, foot or vehicle patrols.

A right-of-way agreement between the pipeline company and the property owner is called an easement. Easements provide the pipeline company with permanent, limited interest in the land to enable us to access, operate, test, inspect, maintain and protect our pipelines. Although agreements may vary, rights of way generally extend 25 feet each way from the center of the pipeline. Columbia Gulf Transmission rights of way generally extend 50 feet from the center of the outermost pipeline and include all areas between multiple pipelines.

If we have an easement on your property, you should be aware of our Minimum Guidelines for Construction near natural gas pipeline facilities. They can be found on our web site, www.ngts.com/pipeline/default.asp, or by calling our toll-free number shown on this brochure.

It's important that property owners not install any structures, store anything that could be an obstruction, or plant trees or shrubs along the right of way. Normal gardening and agricultural activities are generally fine. But you should never dig or construct anything in the area without first having pipeline company personnel mark the pipeline, stake the right of way and explain the company's construction guidelines.

Help us keep our facilities secure

In these days of greater security consciousness, the NiSource Gas Transmission & Storage companies are operating with a heightened sense of awareness.

We ask for your help in keeping our facilities safe. Besides watching for signs of a gas leak or unauthorized digging along pipeline rights of way, please be alert for any unusual or suspicious activity near pipeline facilities. Report any such activity to your local law enforcement agency and to the pipeline company. Company employees always carry and will gladly show photo identification.