



**Mark Riggins**  
General Manager

**Troy Jones**  
Gas Manager

2215 Madison St.  
Clarksville, TN 37043-5237  
Phone: (931) 645-1654

2215 Madison St.  
Clarksville, TN 37043-5237  
Phone: (931) 645-7422

[cityofclarksville.com](http://cityofclarksville.com)

### CLARKSVILLE GAS DEPARTMENT

Natural gas has been in use since 500 B.C.; distributed today by more than 900 natural gas utilities in the US. Since the mid-1950s, Clarksville Gas has provided this service which is one of the Cleanest, Safest, AND Most Useful of all energy sources.

Natural Gas has an outstanding track record considering that it includes 2 Million miles of underground pipeline! It is greater than 50% of the energy consumed by residential and commercial customers & 41% is used by industry. 99% of natural gas consumed in the US is sourced in North America!

### PIPELINE PURPOSE AND RELIABILITY

Clarksville Gas owns, operates and maintains 870+ miles of natural gas pipeline. Distributing natural gas safely and efficiently to 29,000+ customers in five area counties: Montgomery, Cheatham and Robertson counties in Tennessee; Christian and Todd counties in Kentucky; as well as the Fort Campbell, Kentucky military installation.

These pipelines quietly, reliably, and efficiently deliver natural gas throughout the service area for residential, commercial, and industrial use. Natural gas energy is the most popular home heating fuel in America and its pipeline system is among the safest and most secure methods of transporting energy.

The natural gas industry works very closely with government and stays abreast of new security methods and technologies to ensure the highest levels of public safety. Individual gas utilities also evaluate their security procedures on a regular basis and continually enhance security programs as necessary to meet the safety needs of the community we serve.

### HAZARD AWARENESS AND PREVENTION MEASURES

The United States natural gas transmission and distribution system has the best safety record of any type of transportation system in the country. Natural gas is clean, affordable, convenient, and efficient, which makes it a popular energy choice.

Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. We work diligently to ensure pipeline safety through a variety of measures including:

- One-call program (Tennessee 811)
- Inspection program
- Design and construction practices
- Workforce operator qualifications
- Public awareness programs
- Pipeline markers and GIS/GPS mapping
- Leak survey
- Patrol of business districts
- Pressure monitoring
- Odorization
- Security measures
- 10 year meter change out
- Liaison with city and municipal agencies

### LEAK RECOGNITION AND RESPONSE

A gas leak is usually recognized by: **smell, sight, or sound.**

- **SMELL** – Natural gas is colorless and odorless. Before it reaches you, we add a distinctive, pungent odor so that you'll recognize it quickly. (i.e. rotten egg)
- **SIGHT** – You may see a white cloud, mist, fog, bubbles in standing water, or vegetation that appears to be dead or dying for no apparent reason.
- **SOUND** – You may hear an unusual noise like roaring, hissing or whistling.

**EMERGENCY CONTACT:**  
**1-931-645-7422** (8-4:30 M-F)  
**1-931-645-0116** (Holidays and weekends)

| <b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b> |      |     |
|---|------|-----|
| Natural Gas                                 | 1971 | 115 |

**TENNESSEE  
COUNTIES OF OPERATION:**

Cheatham                      Montgomery

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

### CALL BEFORE YOU DIG!

**TENNESSEE ONE CALL**  
**800-351-111 OR 811**



### WHAT SHOULD YOU DO IF YOU SUSPECT A LEAK?

- **MOVE** to a safe environment
- **CALL** the Clarksville Gas Emergency Number:
  - **931-645-7422** (8-4:30 M-F) or
  - **931-645-0116** (Holidays and weekends)
- **DO NOT** strike a match, use telephones, switch on/off appliances, lights, or even a flashlight in an area that you smell gas. These items can produce sparks that might ignite the gas and cause an explosion or death.

**FOR EMERGENCY PERSONNEL**

- Secure the site and take steps to eliminate potential ignition sources.
- Evacuate the general public from vicinity of leak.
- CALL the Clarksville Gas Emergency Number:
  - **931-645-7422** (8-4:30 M-F) or
  - **931-645-0116** (Holidays and weekends)

**FOR EXCAVATORS**

- Stop work and **evacuate** the site to a safe distance & Alert everyone on the premises
- Call **911** if there is blowing gas
- CALL the Clarksville Gas Emergency Number:
  - **931-645-7422** (8-4:30 M-F) or
  - **931-645-0116** (Holidays and weekends)
- **Do not** do anything to cause a spark
- Keep the public and traffic away
- Do not try to fix the pipe or slow the rate of leaking gas
- Do not try to extinguish a gas burning fire unless there is a threat to life
- If you suspect or become aware of a dent, scratch, or coating damage to the pipeline, CALL the Clarksville Gas Emergency Number!

**EMERGENCY PREPAREDNESS**

Clarksville Gas periodically revises its Operations and Maintenance (O&M) Procedures, and makes them available to all Emergency agencies. Our Gas Department keeps these documents current and provides necessary training to state and/or local emergency management personnel.

Clarksville Gas works closely and maintains a continuing relationship with emergency responders to prevent and prepare for emergencies.

**DAMAGE PREVENTION AWARENESS AND ONE-CALL REQUIREMENTS**

The greatest risk to underground pipelines is accidental damage during excavation. To protect our natural gas pipelines and other underground facilities it is critical that people use the one call system prior to any excavation related activities on public **AND** private property.

The law requires **anyone** digging to notify the local one call system, Tennessee 811. Dial 811 or 1-800-351-1111, at least 72 hours before their project. The one-call center will contact the owners of the underground facilities in the immediate area so that they can mark the location of their facilities prior to excavation.

There is **no charge** to the public for this service. Excavators are required to take certain precautions when working in the immediate area of underground facilities. The one call center can provide the specific details of what is required. Failure to comply with this law can jeopardize public safety, result in costly damages, and substantial fines.

Even if you cause what seems to be minor damage to the pipeline, notify the pipeline company immediately. A gouge, scrape, dent, or crease to the pipe or its coating may cause a future leak or failure. It is imperative that the pipeline owners inspect and repair any damage.

Report unauthorized excavations or suspicious activity in or around any pipeline facility or right of way.

**PIPELINE LOCATION**

Natural gas is drawn from deep inside the earth and fed into lines that eventually feed into large transmission pipelines that crisscross the nation. The transmission pipelines operate at hundreds of pounds of pressure. Since these transmission pipelines are underground, line markers are sometimes used to indicate their approximate location along their route. The markers display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency. Markers only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position.

Local distribution companies, like Clarksville Gas, receive natural gas from the interstate pipelines at metering and regulation (M&R) stations. From the M&R stations, natural gas is distributed through underground pipelines safely and reliably to its customers. These pipelines underneath the ground are vital to the local utility infrastructure. Many of the distribution lines are not marked, and pipeline markers may not always be directly over pipelines, it is critical that people use the one call system prior to

any excavation. When excavation work is planned, the pipelines are identified with yellow paint markings or flags.

**TENNESSEE ONE CALL SYSTEM**

Clarksville participates in the very important and necessary **Tennessee One Call System, 800-351-1111 or 811**. This system is the “official” one-call service in Tennessee providing advance notification to operators of underground facilities such as gas, water, sewer, phone and cable. With prior notice from the one-call system, underground utility companies can locate and mark their respective lines before any digging, excavating or blasting projects begin. The service is available 24 hours per day, 7 days a week – it is free and it is the law (TCA 65-31-106).

**ADDITIONAL INFORMATION**

Additional information can be obtained through the following:

American Public Gas Association  
[www.apga.org](http://www.apga.org)

TN811  
[www.tenn811.com/](http://www.tenn811.com/)

Clarksville Gas and Water  
[www.cityofclarksville.com](http://www.cityofclarksville.com)

PHMSA  
[www.phmsa.dot.gov/](http://www.phmsa.dot.gov/)

Tennessee Gas Association  
[www.tngas.org/](http://www.tngas.org/)

Transportation Safety Institute  
[www.tsi.dot.gov](http://www.tsi.dot.gov)

Tennessee Public Utility Commission  
[www.tn.gov/tpuc.html](http://www.tn.gov/tpuc.html)

Common Ground Alliance  
[commongroundalliance.com/](http://commongroundalliance.com/)

As always, Clarksville Gas is committed to working with the community that we service. In the event any questions arise, please feel free to contact us at 931-645-7422.

**Remember, always call 811 – it’s free, it’s easy, and it’s the law!**  
(TCA 65-31 et al).