

payments will not restore service.

ATTENTION: It may take up to 3 business days to process online payments.

. We encourage you to share this safety information with those in your households and businesses.

- Safety information may be found here on your bill, also on the front of your bill, at www.baycitygas.com, or by contacting our office at 979.245.2327
- BAY CITY GAS COMPANY <u>transports natural gas</u> to homes and businesses in Bay City through a modern and highly reliable system of <u>underground pipelines</u>, which is routinely checked for leaks.
- Natural gas is colorless, odorless, non-toxic and lighter than air. <u>Natural gas can be highly combustible or explosive in certain concentrations</u>, so it is odorized with a smell similar to <u>rotten eggs</u> in order to make it detectible.
- Leaks can be dangerous so detecting and reporting a leak is very important. A gas odor will be the best
 indicator, and other signs may include dead vegetation, blowing dirt, bubbles in wet ground, or a hissing
 sound.
- If you detect the smell of gas within your home or business, do NOT operate any electrical devices –
 including wall switches, phones or flashlights. Leave the premises and call Bay City Gas Company at
 979.245.2311 or 911. These calls receive priority 24/7, as we work to protect life, public safety, the
 environment, and property.
- ANY DIGGING activity landscaping, fencing, mailboxes, flag poles, and plumbing repairs could
 possibly damage the lines. Underground Damage Prevention Rules, Chapter 18 under Title 16 of the Texas
 Administrative Code, specify appropriate steps to be taken BEFORE digging, including calling the One
 Call Center (811) at least 48 hours PRIOR to digging.
- CALL BEFIRE YOU DIG! 811. WAIT for the lines to be marked, respect those marks, and then dig with
 care. Federal Law requires that all damages to underground pipelines must be reported IMMEDIATELY to
 the pipeline operator (Bay City Gas Co) and to the Texas Railroad Commission (online at
 www.rrc.state.tx.us).
- If you witness damage to pipelines, observe a threat to a pipeline, or see suspicious activity near a pipeline or gas facility, call 911 or Bay City Gas at 979.245.2311.
- Bay City Gas Company places pipeline markers at locations as required by law. These markers DO NOT
 mark all of our lines, they indicate the APPROXIMATE location only, and have our name and phone
 number on them. In addition to pipelines, we have above ground facilities such as substations and gas
 meters and regulators. Public access to maps is also available at www.npms.phmsa.dot.gov. These maps
 contain approximate positions of pipelines, what products they carry, and owner/operator details.
- Bay City Gas Company is audited annually by The Railroad Commission of Texas, which maintains
 records of safety compliance at https://www.rrc.state.tx.us/oil-gas/compliance-enforcement/