



Corporate Headquarters
 702 E Franklin Street
 Tampa, FL 33602
 Customer Service
 Phone: (877) TECO-PGS or
 (877) 832-6747 (Both Toll Free)
 Website: www.peoplesgas.com

OUR COMPANY

Since 1895, TECO Peoples Gas has provided Florida with reliable, environmentally-friendly, economical natural gas products and service. As Florida’s leading provider of regulated natural gas distribution services, TECO Peoples Gas has a presence in most of the state’s metropolitan areas and serves 361,000 residential, commercial and industrial customers. Safety First is our number one priority. We are also dedicated to continuing and enhancing our tradition of excellence in customer service. For more information, visit peoplesgas.com.

COMMITMENT

TECO Peoples Gas is committed to the protection of the public and the environment through the safe operation and maintenance of its pipeline systems. TECO Peoples Gas qualified personnel are trained in emergency response activities.

TECO Peoples Gas has committed the necessary resources to fully prepare and implement its emergency response plans and has obtained through contract the necessary private personnel and equipment to respond, to the maximum extent practicable, to a “worst case” discharge or substantial threat of such a discharge.

COMMUNICATIONS

TECO Peoples Gas has a 24-hour in-house Call Center (877-832-6747) for emergency reporting. On-site communications are conducted using cellular telephones, satellite phones and land-line telephone systems from Company facilities and offices.

INCIDENT COMMAND SYSTEM

TECO Peoples Gas utilizes an expandable Incident Command System. Depending upon the size and complexity of an incident, additional Company or contract personnel may be added as needed. Additional federal, state or local agencies may be integrated into the Incident Command System by utilizing a Unified Command Structure.

TYPES OF PIPELINE EMERGENCIES OF WHICH THE OPERATOR WILL NOTIFY OFFICIALS

Anytime the safety of the public, our team members or property is compromised. For more information regarding TECO Peoples Gas emergency response plans and procedures, call Lance Horton, Manager Standards & Technical Services, (813) 228-4561, or email lehorton@tecoenergy.com.

NATURAL GAS PIPELINE SAFETY AWARENESS

Pipeline purpose and reliability

The purpose of natural gas pipelines is to carry one of the world’s most efficient and environmentally-friendly fuels to businesses and homes like yours. These pipelines help meet the energy needs of the region. According to federal statistics, pipelines are the nation’s safest and most reliable energy transportation system.

Although gas incidents are rare, this mode of transportation does carry some hazards should a release occur. These risks may include ignition, fire, and explosion, which can have a significant impact to both property and/or life. For this reason, Peoples Gas considers a natural gas leak first priority. We train extensively on leak response and liaison with First Responders on how to effectively respond to pipeline emergencies. These ongoing relationships help prevent incidents and assure preparedness for emergencies, should they occur.

**EMERGENCY CONTACT:
1-877-832-6747**

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

**FLORIDA
COUNTIES OF OPERATION:**

| | |
|--------------|------------|
| Baker | Levy |
| Bay | Liberty |
| Bradford | Manatee |
| Broward | Marion |
| Charlotte | Martin |
| Clay | Nassau |
| Collier | Orange |
| Columbia | Osceola |
| Dade | Palm Beach |
| Duval | Pasco |
| Flagler | Pinellas |
| Hardee | Polk |
| Hendry | Putnam |
| Hernando | Sarasota |
| Highlands | Seminole |
| Hillsborough | St. Johns |
| Jackson | St. Lucie |
| Lafayette | Sumter |
| Lake | Volusia |
| Lee | Wakulla |
| Leon | Walton |

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

Be aware of the signs of a pipeline leak

Natural gas is lighter than air and may pose a hazard, especially if released in confined spaces. It’s important to be able to identify signs of a natural gas leak, especially the rotten egg-like odor that natural gas gives off. Near a gas line, watch for blowing dirt, bubbling water, dry spots in moist areas or dead plants surrounded by live, green plants. Listen for a hissing sound. All of these things could mean there is a natural gas leak nearby.

If you suspect a leak, leave immediately – don’t try to find or stop the leak. Don’t touch anything electrical before you leave or use a telephone, even

