



EMERGENCIES

GAS
ODOR

TRANSMISSION
PIPELINE
RUPTURE

SEVERED
GAS LINE OR
BLOWING GAS

NATURAL GAS & ELECTRIC SAFETY FOR FIRST RESPONDERS Emergency Response Guide

Keep yourself and others safe.

CARBON
MONOXIDE

STRUCTURAL
FIRES



DOWNED LINES /
STORM SAFETY

EQUIPMENT
PLACEMENT

VEHICLE
ACCIDENTS



SUBSTATIONS /
UNDERGROUND
VAULT SAFETY



EMERGENCIES

Emergency Service Line | Confidential | 24-hours

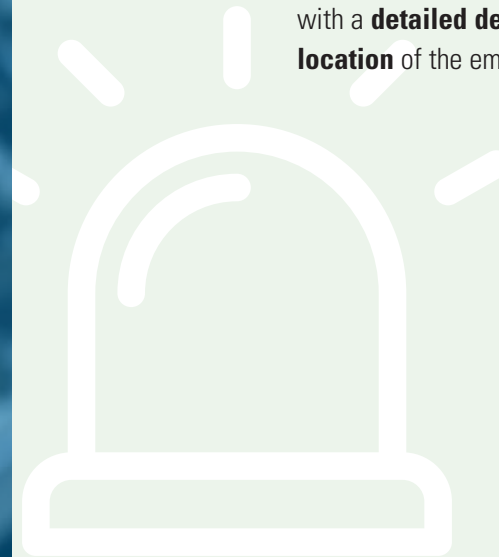
1.800.767.8048

For Police and Fire Department Only

Electricity and natural gas power our homes, communities and lives. But without the proper precautions, they can present a danger to us all. By sharing critical safety information with first responders who may need to work near our equipment, we can keep everyone safe around these powerful and potentially hazardous sources of energy.

Refer to this guide should you encounter an electric or natural gas emergency.

Remember — it's important to provide Ameren Illinois with a **detailed description** of the situation and the **location** of the emergency so we can respond quickly.





GAS ODOR (INDOOR OR OUTDOOR)



In addition to the classic rotten-egg odor, gas leaks can have a hissing sound, or appear as dirt blowing or water bubbling. First responders who suspect a natural gas leak should leave the building immediately and call Ameren Illinois at **1.800.767.8048**. Follow these tips to keep yourself and others safe:

- If the odor of natural gas is present, evacuate yourself and others nearby.
- Do not turn on/off lights, use the phone or operate anything that could cause a spark.
- Do not open windows or doors to ventilate the property until all sources of ignition and fuel are removed.
- Do not operate underground or regulator station valves.
- Contact Ameren Illinois (or the appropriate utility serving that location) to disconnect electric and phone service to eliminate ignition sources. Disconnections will be done remotely.



TRANSMISSION PIPELINE RUPTURE

- Evacuate the area immediately and then contact Ameren Illinois at **1.800.767.8048** from a safe location.
- Keep a safe distance from the rupture. The potential impact radius may be up to 550 feet depending on the size of the pipe and the gas pressure in the pipeline.
- A gas fire that is not endangering life or property should be allowed to burn until the flow of gas can be controlled by Ameren Illinois personnel. Control secondary fires caused by the gas ignition only if it is safe to do so.
- Register online at **www.NPMS.PHMSA.DOT.gov** to access information regarding the location of local transmission pipelines, the products being transported and emergency numbers of pipeline operators.

What is the difference between a transmission and distribution pipeline?



TRANSMISSION LINE



DISTRIBUTION LINE

Transmission pipelines move natural gas long distances around the country, often at high pressures. Also note, transmission pipelines are typically not odorized, so you may not see or smell a leak from a transmission pipeline. Distribution pipelines are a system of main and service lines that deliver natural gas to individual homes and businesses and operate at a lower pressure than transmission pipelines. Distribution becomes odorized when we pick it up from a transmission pipeline, which means you can smell the pungent “rotten egg” odor.



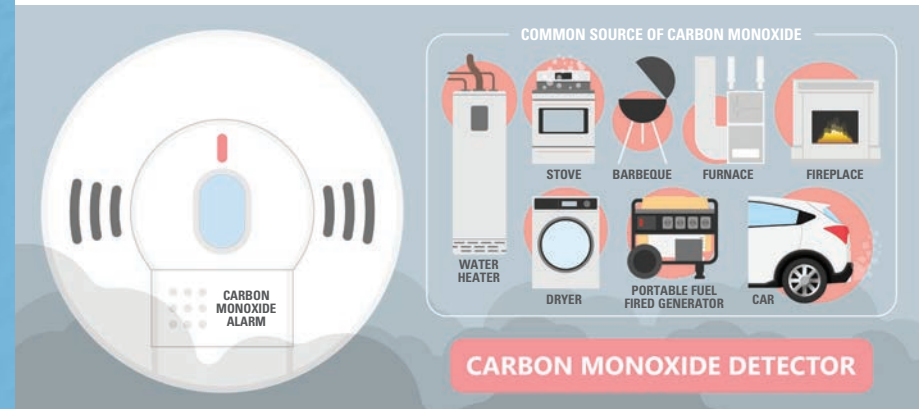
SEVERED NATURAL GAS LINE OR BLOWING GAS



- Evacuate the area immediately and then contact Ameren Illinois at **1.800.767.8048** from a safe location.
- While maintaining a safe distance, determine wind direction and position yourself so that the wind is not blowing toward you.
- Check nearby buildings, sewers and manholes. Remove manhole covers if natural gas is detected. Contact the railroad company and request that trains not approach the area. Evacuate and barricade the area. Eliminate ignition sources.
- Do not attempt to stop natural gas flow by bending or squeezing pipe, or other physical means. Ignition from static or another spark may occur.
- A natural gas fire that is not endangering life or property should be allowed to burn until the flow of gas can be controlled by Ameren Illinois personnel.



CARBON MONOXIDE



- Ameren Illinois is not the first responder for carbon monoxide (CO) dangers. However, if you need our assistance, please contact us at **1.800.767.8048**.
- If anyone is ill with flu-like symptoms and they suspect CO poisoning, Ameren Illinois advises customers to vacate the premises, get help ventilating the structure and then contact a qualified HVAC contractor to repair the malfunctioning appliance.

CO₂



STRUCTURAL FIRES



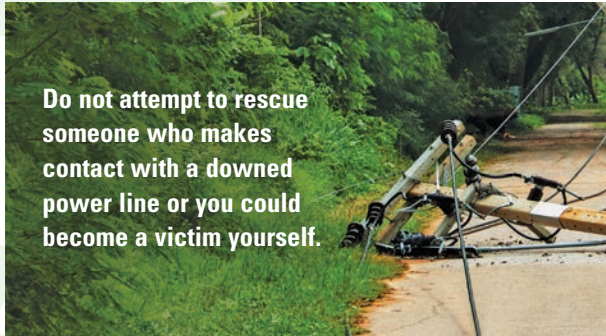
FIRE FIGHTERS PUTTING
OUT A STRUCTURAL FIRE

- Evacuate the area immediately and then contact Ameren Illinois at **1.800.767.8048** from a safe location.
- If an incident poses a threat to life safety, shut off the meter and do not turn it back on. If the incident is stable, please allow Ameren Illinois personnel to shut off and lock the natural gas meter.
- Be sure to inform Ameren Illinois personnel which meters have been shut off. Do not restore service to the residence after the fire is extinguished.
- Keep in mind that the natural gas meter location may have a riser containing plastic pipe that could melt from the heat of the fire and cause a leak.
- Avoid electrocution by looking up for overhead lines and keeping a safe distance, which is at least 10 feet from distribution lines and farther from higher voltages.
- Do not pull the electric meter. It's not designed to drop the load in many installations and serious injury may occur.
- Locate the main power disconnect and shut off power. If the main disconnect cannot be located, contact Ameren Illinois to shut off power at the utility pole.



DOWNED LINES & STORM SAFETY

- Call Ameren Illinois immediately at **1.800.767.8048** if you see downed power lines. All downed lines should be considered energized and dangerous.
- Barricade the area to keep traffic and pedestrians away.
- Use caution at night and in backyards where downed lines may not be visible. Downed lines in backyards could energize metal fences. Ameren Illinois workers use voltage detectors to alert them that they are getting close to an energized line.
- Generators that are not professionally installed can be very dangerous. Listen for them because they may back-feed electricity into downed lines.
- Look for structures or fallen trees that may have damaged or severed natural gas lines. Eliminate ignition sources if safe to do so and evacuate if necessary.

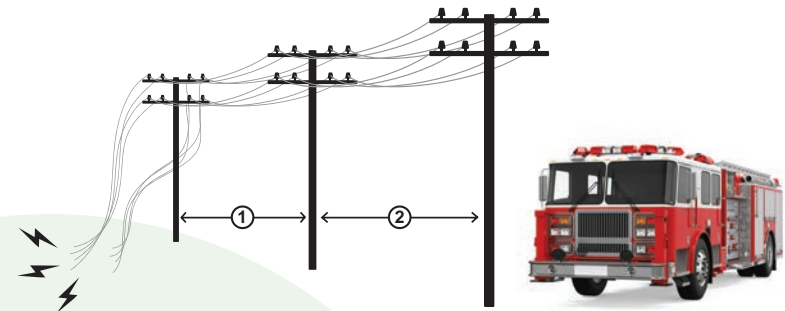


Do not attempt to rescue someone who makes contact with a downed power line or you could become a victim yourself.



EQUIPMENT PLACEMENT FOR BROKEN POLES & DOWNED LINES

- First responder equipment, such as a fire truck or other apparatus, should be positioned **at least two pole lengths** away from broken poles or downed lines.
- Barricade the area to keep traffic and pedestrians away.





VEHICLE ACCIDENTS



- If you suspect natural gas or electricity is involved, evacuate the area immediately and then contact Ameren Illinois at **1.800.767.8048** from a safe location.
- Stay upwind. Evacuate and barricade the area if you hear hissing or smell natural gas.
- Always assume downed lines are energized, even if they are not arcing. Stay a minimum of 50 feet away in case the ground is energized.
- Keep victim(s) in vehicles until Ameren Illinois personnel arrive to verify that lines are not energized.
- If victims must exit before Ameren Illinois personnel can verify it is safe, have them jump out without touching the vehicle and the ground at the same time. Victim(s) must bunny-hop with both feet together for a long distance. Never put one foot ahead of the other.

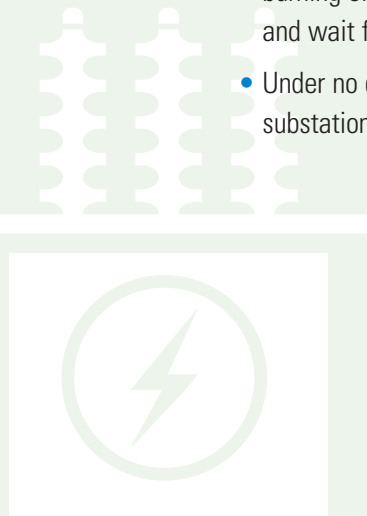


SUBSTATIONS & UNDERGROUND VAULT SAFETY



Substations and underground vaults are extremely hazardous areas for unqualified personnel to enter.

- Before beginning rescue activities or extinguishing burning electrical equipment, always call Ameren Illinois and wait for personnel to arrive.
- Under no circumstances should you enter a substation or underground vault.





CONTACTS & RESOURCES

AMEREN ILLINOIS

Emergency Service Line
for First Responders:

1.800.767.8048

Customer Support:

1.800.755.5000

Follow us on social media:

Facebook.com/AmerenIllinois

Twitter.com/AmerenIllinois

JULIE Inc. (Joint Utility Locating Information for Excavators)

Illinois1call.com

811 or **800.892.0123**

Paradigm Illinois Pipeline Association

Il.Pipeline-Awareness.com

Pipeline Information Management Mapping Application

www.NPMS.PHMSA.DOT.gov

Pipeline and Hazardous Safety Administration

www.NHMSA.DOT.gov

National Association of State Fire Marshals

FireMarshals.org/Pipeline-Emergencies

AEGIS (Associated Electric & Gas Insurance
Services Limited)

AEGISlink.com

To request a free safety awareness presentation for your team, visit
AmerenIllinois.com/Presentations and submit the request form.

