



Rockwood Water, Sewer & Gas

110 N. Chamberlain Avenue-Rockwood, TN 37854
Ph: (865) 354-0163 – Fax: (865) 354-0348
www.rwsg.org

Chairman: Darryl Meadows
Commissioner: Loren Bone
Commissioner: Tim Couch
Commissioner: Dudley Evens
Commissioner: Joe Moore
General Manager: Kim Ramsey

Nov. 15, 2017

Dear Utility Customer:

Our records indicate that you **may**:

- have underground natural gas piping installed from the Utility's facilities to the natural gas meter located on the outside of your residence or business.
- have underground natural gas piping installed near or in the area of your property.

As your natural gas distributor, the Utility, in accordance with federal regulations, wishes to make you aware of certain safety recommendations regarding the underground natural gas piping.

The Utility is required to design, operate, and maintain our natural gas facilities in accordance with prescribed federal safety standards. The Utility does not maintain the natural gas piping downstream of the Utility's natural gas meter; this is the responsibility of the customer. To ensure the continued safe and reliable operation of the natural gas lines owned by you, they should be checked periodically by a licensed plumber or contractor. If any unsafe conditions are discovered, they should be repaired immediately.

The Utility recommends the following:

If you detect or suspect a gas odor:

1. DO NOT light any matches or turn on any light switches.
2. DO NOT use the telephone or cellular phone; go to a safe area to use a cellular phone.
3. CALL the Utility at 354-0163 or CALL 911 as soon as safely possible and report the gas odor.
4. DO NOT reenter the scene until the Utility or Fire Department has given you permission.

In addition, to help avoid any unnecessary escaping of gas from an underground natural gas piping, always call Tennessee One Call (TOC) system at 811 at least 72 hours before you dig. TOC will notify the Utility that you plan to dig, which will allow the Utility to locate and mark our underground natural gas piping and help you avoid hitting and interrupting your service. The TOC also works for all utilities.

The Utility operates its natural gas distribution system with emphasis on safety and we need your help to make sure we continue with our great safety tradition.

Sincerely,

John Skidmore
Gas Superintendent