

Ameren Illinois
1.800.755.5000
Ameren.com/Safety

TTY Illinois Relay
711
Itactty.org

JULIE
 Underground Locating
811
Illinois1Call.com



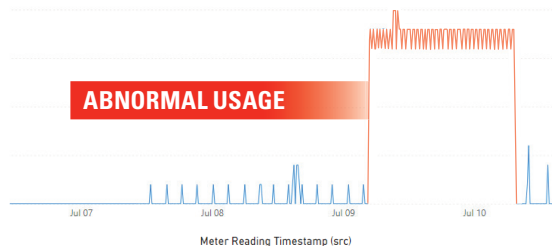
NATURAL GAS SAFETY

Know the hazards and share these tips to stay safe.

HOW SMART METERS ARE KEEPING CUSTOMERS & COMMUNITIES SAFE

At times, it may appear as though Ameren crews possess a supernatural ability to predict danger. However, it is the Advanced Metering Infrastructure (AMI) of Ameren Illinois that enables crews to transform energy usage data into life-saving measures.

In Danville, an Ameren Illinois crew discovered that copper gas lines had been stolen from a vacant house, creating a natural gas leak that put the neighborhood at risk. And in Decatur, a gas journeyman proactively arrived at a residence to investigate a suspected leak and found a broken customer-owned line leaking gas in the garage. While in Browning, a gas crew found natural gas was escaping from a broken brass fitting on a stove in the basement, unbeknownst to the customer.



As an added safety measure, our AMI system scans energy usage data from across our service territory every day. The goal is to identify sites with unusually high natural gas consumption — a strong indicator of a leak. In the first year of scanning natural gas usage data and flagging patterns indicative of a leak, 93 natural gas leaks and 55 water leaks were found before the customers noticed or reported an issue. Safety is always our top priority, and we will continue to leverage the latest technology to protect the customers and communities we serve.

REPORT NATURAL GAS LEAKS ASAP Our advanced metering system provides a valuable **backup** method to catch potential natural gas leaks that customers are not aware of or have not reported. However, as a first line of defense, it remains vital for customers to report suspected leaks to Ameren Illinois immediately. If you notice a rotten egg smell, a hissing or roaring sound, or an unusual area of dead vegetation, blowing dirt or bubbling water, leave the area immediately, heading upwind, and call Ameren Illinois at **1.800.755.5000** to report the leak.

DON'T TAKE CHANCES WITH CARBON MONOXIDE

Carbon monoxide (CO) is tasteless, odorless and dangerous to humans. Symptoms of CO poisoning can include burning eyes, fatigue, nausea, dizziness, confusion, shortness of breath and unconsciousness.

To protect your family, install a CO detector in your home and always follow manufacturer guidelines for regular testing or replacement of CO detectors. If you suspect carbon monoxide poisoning, vacate the area immediately to get fresh air and call 911.



DIG SAFELY Whether you're planting a tree or setting a post, call **811** or visit **Illinois1Call.com** at least 48 hours before any digging project. The Illinois One Call System will make sure that all buried utility-owned lines are marked so you can dig safely. The service is free and it's the law.



USE SPACE HEATERS WITH CARE

Space heaters can be an affordable way to warm up a small area, but they should be used with caution. Follow the manufacturer's instructions and these safety tips:

- Check space heaters before use. Cords should not be frayed, brittle or cracked.
- Keep space heaters away from children, pets, water and flammables.
- Only use space heaters with an automatic shut-off feature and heating element guards.
- Never leave space heaters unattended.
- Never use an extension cord with a space heater.
- Only use space heaters that have been tested and certified by a nationally recognized testing laboratory. (UL, CSA, ETL, etc.)

Remember, space heaters have one purpose: to provide supplemental heating. Never use them to thaw pipes, cook food or dry fabric.

VENTLESS NATURAL GAS HEATERS NEED FRESH AIR Ventless natural gas space heaters need fresh air to operate safely and effectively. To avoid the risk of carbon monoxide poisoning, be sure the heater has enough fresh air and is equipped with an oxygen depletion sensor.

Many manufacturers will recommend that you open a window an inch or two in the room where the heater is operating. Do not operate ventless natural gas space heaters in mobile homes.



BUILD WITH CONFIDENCE & SAFETY IN MIND

Easements are right-of-way agreements that allow Ameren Illinois to legally access private property to inspect, repair and replace natural gas pipelines and electric lines that may be buried there. Easements and rights of way must be considered before building a permanent structure on your property, such as a deck or garage. Before construction begins, ask your contractor to check for any utility easements affecting your property.

PIPELINE SAFETY IS A DAILY FOCUS

Part of a vast national network, our pipeline system includes more than 18,000 miles of pipeline and 12 underground natural gas storage fields. To keep our system safe, we monitor equipment around the clock and perform regular maintenance. If an incident or natural gas leak is detected or reported, we respond within the hour — any time of the day or night. Visit the National Pipeline Mapping System at npms.phmsa.dot.gov for more information about pipelines operating in your area.

CUSTOMER-OWNED NATURAL GAS LINES

Ameren Illinois owns and maintains the natural gas pipelines that run to your gas meter. However, some customers also have buried piping to outdoor gas-burning appliances, such as a heater for a pool or detached garage, a permanently installed gas grill or a natural gas light.

This piping belongs to the property owner. Ameren Illinois does not maintain it and JULIE does not locate it. If you have buried natural gas piping, have a qualified plumbing or heating professional inspect it periodically for leaks and make any necessary repairs.



FLOODING CAN CREATE ENERGY HAZARDS

Floodwaters could shift your home or create other conditions that could cause a natural gas leak. If you detect the odor of natural gas, immediately leave your home or business and call Ameren Illinois.

At the customer's request, Ameren Illinois will turn off electric and natural gas service when floodwaters are rising. We will return to restore your service when it is safe to do so.



INSPECT & REPAIR PIPING, FITTINGS & CONNECTIONS

To keep your home and family safe, it's important to routinely inspect natural gas piping, fittings and connections. Be aware of these potential hazards:

Corrugated Stainless Steel Tubing (CSST)

Often coated with yellow or black plastic, CSST is a flexible stainless-steel pipe that must be properly bonded to reduce the risk of natural gas leaks or fire should lightning strike nearby.

Flared Gas Fittings

These fittings should be periodically inspected for breaks and cracks and replaced if there are visible signs of damage.

Flexible Gas Connectors

Some versions of these short, corrugated metal tubes have a serious flaw in the way the tubing is joined to the end pieces. Have a qualified professional replace older, uncoated brass connectors with stainless steel connectors.

Unplugged Gas Lines

Be sure to install a plug in natural gas lines that are no longer in use. Turning off the valve is not enough. Even if it's slightly open, it could release gas if it is accidentally bumped.

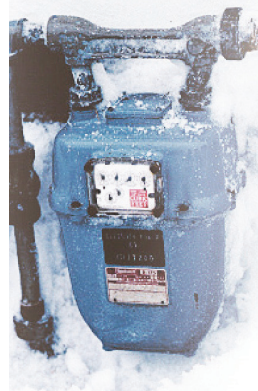
REDUCING FIRE RISKS

To keep your home and family safe, never use or store flammable materials near a natural gas fireplace, appliance or wall heater — or anywhere they could be exposed to an open flame. For added protection, make sure the combustion door on your water heater is in good condition.



EXCESS FLOW VALVES: AN ESSENTIAL SAFETY FEATURE

Did you know? You can request to have an excess flow valve installed in the natural gas line that serves your home or small business. Excess flow valves are an additional safety feature designed to shut off the flow of natural gas if a service line is damaged. For additional information, contact Ameren Illinois Construction Services at **1.888.659.4540** or **IllinoisConstruction@ameren.com**.



PROTECTING YOUR NATURAL GAS METER

Air needs to circulate freely around your natural gas meter for it to operate properly. If snow has accumulated on your meter this winter, use a broom to gently sweep it off. Don't hit or shake the meter or use tools with sharp edges.