



To the Excavation Community,

April 3, 2020

The U.S. Department of Homeland Security, Cybersecurity and Infrastructure Security Agency (CISA) has identified natural gas distribution as critical infrastructure to ensure community and national resilience during the COVID-19 response.

We need you to help to protect our underground pipelines. Excavators who come into contact with a gas line risk injuries and possible fatalities. With the COVID-19 virus, if a line is damaged, under many circumstances we may not be able to go into a home or business to restore gas service. We also want to avoid unnecessary contact for both our employees and our customers during this period of social distancing – a goal that becomes more difficult if we are required to re-light customers after an avoidable excavation damage.

We ask you to follow these safe digging tips to help protect our critical infrastructure, your employees, our employees and ONE Gas customers:

- **Call 811 before your excavation.**
- **Verify the Marks Are Fresh and Complete.** Do not use markings from someone else's work or a previous project. They must be new to your project. Take time to verify that all utilities have been marked and wait for confirmation that marks are complete.
- **Tolerance Zone.** Respect the marks and be aware of the tolerance zone, which is the area located on either side of the pipe.
- **If You Smell Gas, Act Fast!** Leave the area immediately and call 911.
- Additional safety information and resources are available on our websites below as well as your state's 811 website.

KansasGasService.com
KansasOneCall.com

OklahomaNaturalGas.com
Okie811.org

TexasGasService.com
Texas811.org

We appreciate your cooperation in keeping our communities safe from avoidable outages due to excavation.

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