



TEXAS GAS SERVICE MEDIA GUIDE

ABOUT TEXAS GAS SERVICE

Texas Gas Service is the largest natural gas distribution utility in the state, providing **safe, affordable and reliable natural gas** to more than **670,000 customers** in 100 communities.

Texas Gas Service is a division of ONE Gas, Inc., which provides natural gas distribution services to more than **2.2 million customers** in Oklahoma, Kansas and Texas.

We have a 100-year tradition of valuing our communities and the work we do. And now we're focused on the next 100 years; driven by our same values and our mission to deliver natural gas for **a better tomorrow.**

FACTS AT A GLANCE

Number of Customers	670,000
Number of Employees	890
Miles of Distribution & Transmission Pipelines	10,700

IMPORTANT NUMBERS

Emergency Phone Number	800-959-5325
Customer Service	800-794-4780
Call Before You Dig	811

FOLLOW US

- Facebook** TexasGasService
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- Twitter** @TexasGas
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MEDIA CONTACT

CHRISTY PENDERS Public Relations Manager
Cell: 512-791-3450
 Christy.Penders@onegas.com

WEBSITES TO VISIT

- Home Page** TexasGasService.com
- Newsroom** TexasGasService.com/newsroom

ALWAYS REMEMBER: IF YOU SMELL NATURAL GAS, LEAVE THE AREA IMMEDIATELY, AND THEN CALL 911 AND 800-959-5325. WE STAFF OUR EMERGENCY LINE 24/7.



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MEDIA COVERAGE TERMINOLOGY

Hit Line vs Leak

The words “leak” and “rupture” often cause the public to assume that there was an issue with the integrity of the pipe that caused it to spontaneously leak or rupture, which is usually not the case.

Hit Line

Damage caused by excavators or workers, including third parties, that causes a release of natural gas.

Leak

The release of natural gas due to damage, erosion or corrosion over time, typically discovered by routine leak surveys conducted by Texas Gas Service.

Hit lines are the most common cause of a release of natural gas. The majority of damage to pipelines is caused by strikes from third-party excavators, rather than system integrity issues. We encourage you to use the term “hit line” when reporting on such incidents.



NATURAL GAS TERMS

Mercaptan

An odorant that is added to natural gas to give it a distinct “rotten egg” odor. It can be confused with other odors, such as sewer gas, propane, refinery odor, etc.

Evacuations

Performed as a preventive safety measure, and most often determined and carried out by the fire department or local law enforcement, who have authority over the scene.

Unknown Source of Gas

Gas that is not from our pipeline system.

YOUR SAFETY IS IMPORTANT

Stay at a safe distance

We encourage you to stay a safe distance away from the incident site and the crews working. Getting the perfect angle for your live shot, photos or video may make you want to get close, but your safety and the safety of our employees and the public is our top priority.

Potential ignition sources include:

Mobile phones, cameras, radios, automobiles, static electricity, open flame devices (cigarette lighters, etc.), e-cigarettes, flash lights, drones and other remote control aircraft.