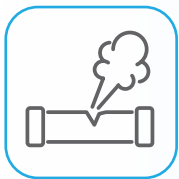


How we restore gas service after an outage



First, we make sure everyone is safe

Before we make any physical repairs, we make sure conditions are safe. Our technicians coordinate with first responders to secure the area and identify potential safety risks. Ensuring people's safety is always our first priority.



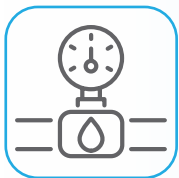
Next, we identify the problem

Every service outage or interruption is different. Our goal is to restore service as quickly and safely as possible. To do that, we have to understand what caused the outage and what materials or equipment we may need to restore service.



If necessary, we shut off service

Gas distribution systems are designed with various valves that allow us to isolate specific sections. Our technicians may need to close valves or physically disconnect individual gas meters until we can make repairs. **Do not shut your own gas off or try to turn your own gas on.**



We make repairs

Once it's safe to do so, technicians repair or replace damaged equipment. If flooding has occurred, we pump or purge water from the system. We test to ensure all equipment is safe and operational before we gradually reintroduce gas to the system.



Finally, we begin the relighting process

A technician will come to your property to turn your gas back on at no charge to you. Depending on the situation, this process can take time as our technicians go door to door relighting all gas appliances in affected homes and businesses. An adult (18 years or older) must be present for our technicians to enter your home. If you are not home, we will leave a message on your front door or garage door to call us at **1-800-ALLIANT** (800-255-4268) for an appointment. Please note, all Alliant Energy employees carry badges with photo identification.

Smell gas? Move fast

Raw natural gas is colorless and odorless. As a safety precaution, we add a harmless odorant to natural gas to give it its distinctive rotten egg smell. Natural gas is lighter than air, so it will rise and disperse if allowed to vent freely.

Although rare, natural gas leaks can be dangerous and result in fire, explosion, injury or death. If you suspect a leak, call 1-800-ALLIANT (800-255-4268) immediately.

Stay safe during a gas leak

Anytime you suspect a natural gas leak, react like it's an emergency.

- **DO** leave the area immediately and evacuate everyone from the home or building.
- **DO** move to a remote location and call us at 1-800-ALLIANT (800-255-4268). We'll investigate the leak for free.
- **DO** call 911 if gas lines or equipment are severed, resulting in blowing gas.
- **DON'T** stop to look for the leak or open windows.
- **DON'T** use a telephone or cellphone until you're out of the area as these can ignite gases or vapors.
- **DON'T** turn any light or electrical switches on or off or use garage door openers. These can also ignite gases or vapors.

Know what's below, even in your own backyard.

Damage from digging is the most common cause of underground natural gas leaks. Submit a request online through call811.com at least three days before digging so you know where lines are buried on your property. Public utility lines will be marked so you can safely proceed with your project.



Additional information

For more safety tips and information on natural gas service, visit alliantenergy.com/gas. If you have questions, feel free to call us at 1-800-ALLIANT (800-255-4268).

