

## **Telephone Survey in November 2019**

The Chambersburg Gas Department will conduct a telephone survey, beginning in November 2019. This is part of a federally-mandated program to evaluate our Public Awareness activities. These calls are not sales, scams, or for any other purpose other than to ask about natural gas safety awareness.

This survey program is called GOAL. GOAL stands for *Gas Overall Awareness Level*. A program used by many public gas systems nationwide, it measures the effectiveness of a participating utility's efforts to educate customers and non-customers living near gas lines about gas safety. Such effectiveness assessments are required by pipeline safety regulations.

The federal Office of Pipeline Safety requires us to judge the effectiveness of our Natural Gas Safety programs. We are calling both customers and non-customers in and around our service area because every person in our service area needs to be aware of pipeline and natural gas safety standards for their well-being. We need your help. From November 18 through December 7, you may receive an automated phone survey that will take just a few minutes of your time. Please answer all the questions. Once you complete the survey you will not be contacted again. Thank you for your time.