

**FOR IMMEDIATE RELEASE
AUGUST 18, 2005**

NATURAL GAS ODORS

MEDICINE HAT -

The Gas Utility has been responding to an increasing number of natural gas odor calls. Customers, particularly in the SW Industrial, Cottonwood, Kensington, and SW/SE Hill areas, are experiencing unusually strong natural gas odor in their homes and businesses.

Natural gas in its natural state is completely odorless. Odorant is added to natural gas to give it a distinct smell which allows its presence to be detected.

At this time we believe that a malfunctioning odorant injection pump is responsible for this high odorant level. The Gas Utility has isolated a portion of our pipeline network in an attempt to contain the odor problem.

The Gas Utility requests that customers follow the standard notification process if they are experiencing strong gas odor in their residence or place of business. That is:

1. Phone the Gas Utility at 529-8190 or 529-8191 and provide your name, address, and contact number, and we will arrange for a technician to make a service call, at no charge. (An adult must be present at the time of the service call.)
2. Open your windows to ventilate the dwelling and reduce the odor intensity.

The Gas Utility continues to work to correct this problem. The isolation of our equipment will not affect our ability to deliver gas to any of our customers.

We apologize to all of our customers for this inconvenience, and thank you for your patience and understanding.

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For further information, please contact:

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