

# Safety & Prevention Information

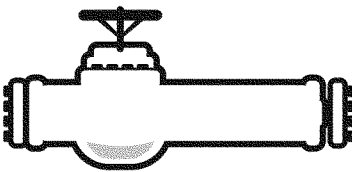


## CONTACT 811 BEFORE YOU DIG. IT'S FREE!

If you plan to install a fence, plant a tree or dig for any reason, protect your family, neighbors, and the pipelines near you by following these important safety steps:

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**MARK OUT**  
 your proposed project area in white.
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**CONTACT**  
 Dig Alert at [california811.org](http://california811.org) or call **811** at least two working days before digging.
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**WAIT TO DIG**  
 until we either mark our natural gas pipelines or you are advised that the area is clear.
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**USE ONLY HAND TOOLS**  
 within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

**NOTE:** SoCalGas® does not mark customer-owned natural gas lines, which typically run from the meter to natural gas equipment. To have customer-owned lines located and marked before a project, contact a qualified pipe-locating professional.



## LOCATE THE MAJOR PIPELINES NEAR YOU

Most pipelines are buried underground. Pipeline markers identify the approximate locations of major pipelines and include our emergency number. Markers do not indicate the depth or number of pipelines in the area. You can view the approximate locations of major natural gas pipelines at [socialgas.com/Map](http://socialgas.com/Map) or on the National Pipeline Mapping System (NPMS) website at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).

These maps only indicate the general location of pipelines and should never be used as a substitute for contacting 811 at least two working days before digging.

Learn more at [socialgas.com/PipelineSafety](http://socialgas.com/PipelineSafety)



## HOW TO RECOGNIZE A PIPELINE LEAK

Be alert to any of the signs you may see, hear or smell when there's a natural gas leak.

- LOOK**  
 If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, a dry patch of grass, fire or explosion near a pipeline.
- LISTEN**  
 If you hear unusual sounds like hissing or whistling.
- SMELL**  
 If you smell the distinctive odor\* of natural gas.

\*Some persons may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it) or because the odor is being masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. In addition, certain pipeline and soil conditions can cause odor fade—the loss of odorant so that it is not detectable by smell.



**REPORT** any pipeline damage by calling SoCalGas immediately at **1-800-427-2200**. Even a slight gouge, scrape or dent to a pipeline may harm the integrity of the pipe or cause a dangerous leak in the future.

**CALL 911** promptly after evacuating the area if the damage results in a natural gas leak that may endanger life, cause bodily harm, or property damage.

## PIPELINE MAINTENANCE AND YOUR SAFETY

SoCalGas uses pipelines to deliver natural gas to residential and business customers for heating, cooking, manufacturing and other purposes. We routinely perform pipeline safety tasks – including patrolling, testing, repairing and replacing pipelines – and have ongoing technical training and testing for employees.

Our integrity management plans outline our ongoing safety and maintenance activities and are available for review.

We use advanced safety inspection tools to monitor pipeline conditions and to verify that the pipelines are being maintained safely. SoCalGas must be able to access its pipeline right-of-way. In order to perform these important inspections, the area around our pipelines must be clear of shrubs, trees, fences and other structures.

For more safety and prevention information, visit [socialgas.com/811](http://socialgas.com/811)