



**SoCalGas** *A Sempra company*

555 West 5th St., M.L. CT11A2  
Los Angeles, CA 90013

Be sure to  
check with  
your contractor  
or landscaper  
to make sure  
811 is contacted  
before digging  
begins.



PRESORTED  
STANDARD  
U.S. POSTAGE  
PAID  
PERMIT #992  
ANAHEIM, CA

>>NAME<<  
>>TITLE<<  
>>SLUG<<  
>>ADDRESS<<  
>>CITY<<, >>STATE<< >>ZIP<<



# IMPORTANT SAFETY INFORMATION

You live, work or own property within 1,000 feet from a natural gas pipeline







## WHAT YOU CAN DO TO HELP KEEP THE COMMUNITY SAFE

### 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 safety steps:



**MARK OUT** your proposed project area in white paint or provide other suitable markings.



**CONTACT 811** Underground Service Alert (USA) for a ticket at least two business days before digging. Request a ticket at [california811.org](http://california811.org) or dial **811**.



**WAIT TO DIG** until we either mark our natural gas pipelines or you are advised that the area is clear.



**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.

**Be sure to check with your contractor or landscaper to make sure 811 is contacted before digging begins.**



**USE ONLY  
HAND TOOLS  
WITHIN 24 INCHES**

**ON EACH SIDE OF MARKED  
UTILITY LINES TO CAREFULLY  
EXPOSE THE EXACT  
LOCATION OF  
ALL LINES.**



**You could be charged for the cost to repair  
damages and may incur additional penalties.**





## PROVIDE CLEAR ACCESS TO PIPELINES

To keep our communities safe, we must be able to access our pipeline right-of-way to perform important safety inspections and respond to pipeline emergencies. Our pipeline right-of-way must be clear of obstructions such as shrubs, trees, fences and other structures.

## RECOGNIZE A NATURAL GAS LEAK

Be alert to any of the signs you may see, hear or smell when there is a leak.



### LOOK

If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, dead or dying vegetation, fire or an 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), a temporary loss of smell due to COVID-19, 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 conditions in pipeline and soil conditions can cause odor fade (the loss of odorant so that it is not detectable by smell).

## IF YOU SMELL NATURAL GAS, SUSPECT A LEAK, OR DAMAGE HAS OCCURRED:

**IMMEDIATELY EVACUATE THE AREA.**

**CALL SoCalGas at 1-800-427-2200** from a safe location.

**CALL 911** promptly, from a safe location, if there is damage resulting in a natural gas leak that may endanger life or cause bodily harm or property damage.

**DON'T** smoke, or light a match, candle or create any other flame.

**DON'T** turn electrical appliances or lights on or off, operate motorized equipment or vehicles, or use any device that could cause a spark.

**DON'T** attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas.



**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.



## LOCATE 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 [socalgas.com/Map](https://socalgas.com/Map) or on the National Pipeline Mapping System (NPMS) website at [npms.phmsa.dot.gov](https://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.

## PIPELINE MARKINGS & WHAT THEY MEAN



Red	Red: Electric
Yellow	Yellow: Natural Gas, oil, steam
Orange	Orange: Communications
Blue	Blue: Water
Purple	Purple: Reclaimed water
Green	Green: Sewer
Pink	Pink: Temporary markings
White	White: Proposed excavation

High-visibility markers, like this one, mark the general location of major pipeline routes. Contact **811** if you need accurate pipeline location marked.



## PIPELINE MAINTENANCE AND YOUR SAFETY

SoCalGas® pipelines deliver natural gas to approximately 22 million residential and business customers. We routinely patrol, test, repair and replace our natural gas pipelines. Our employees also undergo ongoing technical training and testing. We monitor natural gas for quality and add a distinctive odor to aid in the detection of leaks. We also maintain an ongoing relationship with emergency response officials in order to prepare for and respond to any pipeline emergency. For more information on our integrity management plan outline, visit [socalgas.com/PipelineSafety](https://socalgas.com/PipelineSafety).

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## IMPORTANT CONTACT INFORMATION

Report a pipeline  
emergency  
1-800-427-2200 or 911

Hearing Impaired,  
call TDD/TTY  
1-800-252-0259

Asistencia en español  
1-800-342-4545

CONTACT 811:  
Visit [california811.org](https://california811.org)  
or call 811

FOR SAFETY  
INFORMATION:  
[socalgas.com/BeSafe](https://socalgas.com/BeSafe)

PARA INFORMACIÓN  
DE SEGURIDAD EN  
ESPAÑOL:  
[socalgas.com/Seguridad](https://socalgas.com/Seguridad)



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