

Important Natural Gas Safety Information



Contact 811 Before You Dig. It's free!

Utility lines could be anywhere. Follow these important steps to prevent serious injuries, property damages, loss of service, and fines.



Mark Out your proposed project area in white.



Contact 811 Underground Service Alert (USA) at california811.org or dial **811** to submit a location request at least two business days before digging, not including the date of notification. Check utility responses to your 811 ticket by visiting DigAlert.org or USANorth.org.



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 line to carefully expose the exact locations of all lines.

A USA ticket is valid for 28 days. If work is to continue, the ticket must be updated prior to the end of 28 days.

Note: SoCalGas is responsible for marking natural gas pipelines up to the natural gas meter. To locate and mark customer-owned lines, which typically run from the meter to natural gas equipment, contact a qualified pipe-locating professional.

How to Recognize 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 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 due to a respiratory illness or another physical condition, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), or because the odor is being hidden by other odors present. In addition, certain 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 Or Suspect A Leak

Immediately Evacuate The Area.

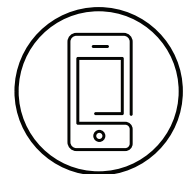
CALL SoCalGas at 1-800-427-2200 from a safe location.

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

DO NOT smoke or light a match, candle or create any other flame. Static electricity can ignite leaking natural gas.

DO NOT use machinery, turn electric appliances or lights on or off, or use any device that could cause a spark.

DO NOT attempt to control the leak or repair a damaged pipe or meter.



For more safety and prevention information, visit socalgas.com/Safety

Important Natural Gas Safety Information

Provide Clear Access To Pipelines

SoCalGas operates natural gas pipelines underground in residential and commercial areas, where you or your company may be receiving natural gas services and/or need to dig or excavate. To safely perform inspections and respond to pipeline emergencies, we must be able to access the pipeline right-of-way. Please keep the area above pipelines accessible and clear of obstructions, such as shrubs, trees, fences, and other structures. You can also support SoCalGas's safety efforts by contacting 811 before digging.

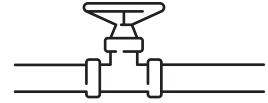
Pipeline Maintenance and Your Safety

SoCalGas uses pipelines to deliver natural gas to residential and business customers for heating, cooking, manufacturing and other purposes. As part of our commitment to safety, we perform a range of pipeline maintenance tasks, including patrolling, testing, repairing, and replacing pipelines. To support these efforts, our employees participate in ongoing technical training and testing.

We monitor the quality of natural gas and add a distinctive odor to assist with leak detection, and we maintain ongoing relationships with emergency response officials to prepare for and respond to any pipeline emergency.

For more information on our integrity management plan outline, visit socalgas.com/PipelineSafety.

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 socalgas.com/Map or on the National Pipeline Mapping System (NPMS) website at npms.phmsa.dot.gov. These maps only indicate the general location of pipelines and should never be used as a substitute for contacting 811.



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.

Para información de seguridad en español, visite socalgas.com/Seguridad o llame al 1-800-342-4545.

For more safety and prevention information, visit socalgas.com/Safety