# Important Natural Gas Safety Information

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







# Contact 811 Before You Dig – It's Free!

If you plan to install a fence, plant a tree or dig for any reason, follow these important steps to prevent serious injuries, property damages, loss of service, and fines.



Mark Out your proposed project area in white paint.



## **Contact 811 Underground Service Alert (USA)**

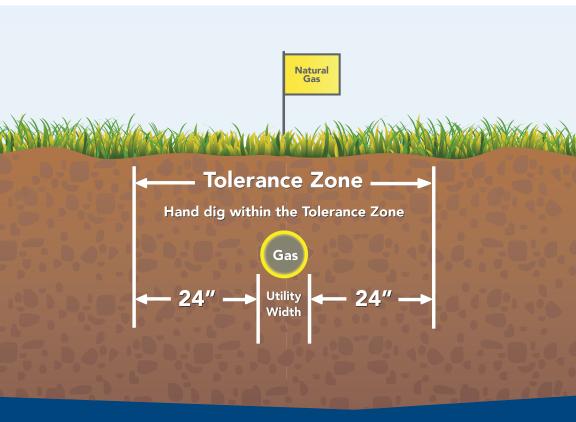
at **california811.org** or dial 811, to submit a location request at least two business days before digging. SoCalGas will be contacted, as well as other local utility owners, to mark the location of all utility-owned lines for free. Check utility responses to your 811 ticket by visiting **DigAlert.org** or **USANorth.org**.

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.



**Use Only Hand Tools** within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

For more details, visit socalgas.com/811.



**NOTE**: SoCalGas is responsible for marking natural gas pipelines up to the 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.



# **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, 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 COVID-19, 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, like 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).

# 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.

# 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, 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.





**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 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** at least two working days before digging.

# **Pipeline Markings & What They Mean**

High-visibility markers, like the one below, 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.

# Important Contact Information

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

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

Asistencía en español 1-800-342-4545

Contact 811:
Visit **california811.org**or call 811

For safety information: socalgas.com/BeSafe

Para información de seguridad en español: socalgas.com/Seguridad



# SocalGas.

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