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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, not including the date of notification. 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**.



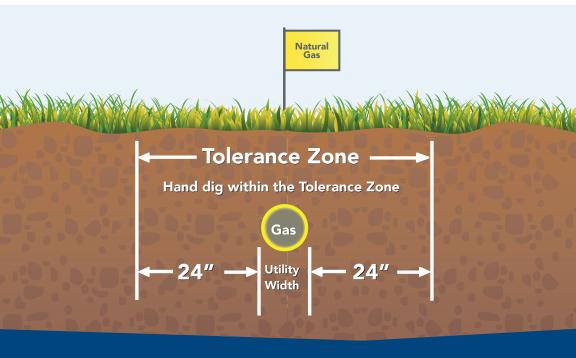
Confirm utilities have marked the proposed work area. Natural gas is indicated in yellow. If no natural gas pipelines are in your work area you may get a call, email, or see writing on the ground that indicates "no conflict" or "no natural gas."

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, plus half the size of the subsurface on each side of marked utility lines, to carefully expose the exact locations of all lines.

For more details, visit socalgas.com/811.



# **Utilities Color Codes & What They Mean**

Red: Electric Purple: Reclaimed Water
Yellow: Natural Gas, oil, steam Green: Sewer

Orange: Communications Pink: Temporary Markings

Blue: Water White: Proposed Excavation

**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.



# **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 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.





**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, like this, 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**.



# **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 you dig.



# Pipeline Maintenance And Your Safety

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/Safety

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



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