



# Cleaning up after a storm?

See inside for safe digging tips



# Natural Gas Customers:

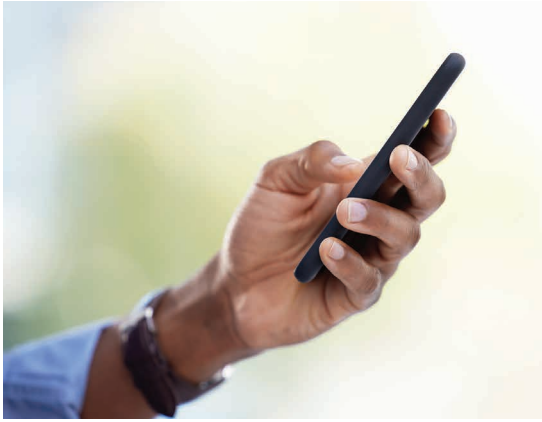
## Important gas safety information regarding your pipelines



PG&E is responsible for maintaining the system that delivers natural gas, up to and including the gas meter. Customers are responsible for the maintenance of customer-owned piping on their property.

Customer-owned gas lines are all above ground or buried pipelines running from PG&E's gas meter to the customer's house or business, including pipelines leading from a building or home to any additional gas-fired equipment or appliances.

To speak with one of our gas safety specialists, please call PG&E at [1-800-743-7500](tel:1-800-743-7500) or visit us at [pge.com/safety](https://www.pge.com/safety).



# Plan a safe project



**Mark your project area in white.**



**Call 811** or visit **california811.org** at least two working days before you dig and plant. California law requires contractors and construction professionals to use this **FREE** one-call service. The date of notification does not count as part of the two working-day notice. For example: If excavation will begin on Friday, an excavator must call no later than Tuesday.



Leave all colored flags, stakes or paint that mark underground lines in place until you finish digging. These markers, placed by utility companies, are **valid for 28 days**.



Use hand tools **at all times** when working within 24 inches of the outside edge of any underground lines.

## Know what's below

**811** is a **FREE**, one-call service that notifies local utility companies to locate and mark their underground facilities so you can dig safely. Calling **811** or visiting **california811.org** can prevent potential hazards like digging into underground electric lines and natural gas pipelines.



### Understand utility markings

Look for these markings to know what utilities are underground.

PROPOSED EXCAVATION	TEMPORARY SURVEY MARKING
ELECTRIC POWERLINES	GAS, OIL, STEAM, CHEMICAL
CABLE, COMMUNICATION	SEWER, STORM DRAIN
RECLAIMED WATER, IRRIGATION	POTABLE WATER

## Identify a natural gas leak

Natural gas pipeline leaks can occur due to careless or unsafe excavation and may lead to evacuations, natural gas service outages, fire, property damage or serious injury.



**Smell:** Smelling a "rotten egg" odor may be an indication of a gas leak due to the odorant we add for your safety\*.



**Sound:** Listen for hissing, whistling or roaring sounds coming from underground or gas appliances.



**Sight:** Look for dirt spraying into the air, bubbling in a pond or creek and dead/dying vegetation in an otherwise moist area.

### Respond to a gas leak

**If you damage an underground facility or suspect a gas leak:**

1. Leave the area immediately and move to an upwind location. Alert others of possible danger.
2. Call **911** to notify emergency personnel and call PG&E at **1-800-743-5000**.

\*Some people may not be able to smell the odor due to a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure), or because it is masked or hidden by other odors. Also, certain conditions in the pipe and soil can cause odor fade—the loss of odorant—so that it is not detectable by smell.

## Safety is our most important responsibility

We monitor our gas pipeline system 24 hours a day, 7 days a week. We also conduct regular ground inspections, aerial patrols and surveys to check for possible leaks and other damage. Visit [pge.com/gassafety](https://pge.com/gassafety) for more information about our gas pipelines.

For assistance in English, please call **1-800-743-5000**

Para ayuda en español, por favor llame al  
**1-800-660-6789**

要用粵語/國語請求協助，請致電 **1-800-893-9555**

Kung kailangang makipag-usap sa nakakasalita ng  
Tagalog, tumawag sa **1-800-743-5000**

Để được giúp đỡ bằng tiếng Việt, xin gọi **1-800-298-8438**

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## Learn more about our natural gas pipelines

Underground pipelines are the safest way to transport natural gas. Our larger **transmission pipelines** carry gas from one part of the state to another. Visit [pge.com/pipelinelocations](https://pge.com/pipelinelocations) to see where transmission pipelines run near your home, place of work or any other areas of interest. The National Pipeline Mapping System, <https://pvnpm.phmsa.dot.gov>, shows all transmission pipelines in the United States.

### TRANSMISSION



Carries gas  
across the state



Steel pipeline size:  
2 to 42 inches

**Higher pressure:** Greater than 60 pounds per square inch

Our **distribution lines** are smaller and deliver natural gas to homes and businesses for heating and cooking.

### DISTRIBUTION



Delivers gas  
to your home



Plastic or steel pipeline size:  
0.25 to 24 inches

**Lower pressure:** Less than 60 pounds per square inch