

Public Awareness Safety Message

Natural gas is an extremely safe form of energy and is transported to industrial, commercial and residential customers by buried pipelines. Natural gas pipelines are built and operated in accordance with State and Federal Safety Codes. Pipelines are a reliable and safe method to transport natural gas.

Homeowners and Excavators are required by law to “call before you dig”. Always call **811** before you dig. It is a free call and there is no cost to the homeowner to have underground utilities located. You are required to call at least 48 hrs in advance of digging in Ohio and Indiana, 72 hrs in advance in Pennsylvania. The **811** number is good everywhere. The utility companies will mark the underground facilities with paint and flags. You are required to hand dig test holes carefully to determine the exact location and depth of the buried utility. Damage to natural gas lines may cause leakage resulting in a fire or an explosion. The homeowner owns the gas service line from the property line to the house. Any damage to this line will be the responsibility of the homeowner.



**Know what's below.
Call before you dig.**

Federal Regulation #192.16 requires that we notify you to exercise diligence regarding underground or buried gas piping. Buried pipe may be subject to leakage and/or corrosion (corrosion may occur on metallic pipe) and could potentially be subject to hazards if not maintained. Remember the gas line from the main at your property line (the service line) and all gas pipe downstream of the gas meter belongs to you the homeowner. The homeowner is responsible for the maintenance and operation of this portion of the gas line. The gas company does not own the service line but will locate the service line as a result of a one call request. The gas company does not own piping downstream of the meter and will not maintain or locate fuel lines. Commercial plumbers and/or heating contractors may be contacted if and when gas fuel lines need attention.

Contact your gas provider, the fire department or 911 if you suspect or discover a gas leak. If the leak is inside your home, you should leave the residence and make the telephone call from outside the home or from a neighbor's telephone.

- **Do not try to repair the leak yourself.**
- **Do not use anything that might create a spark including...**
 - **light switches**
 - **electric doorbells**
 - **telephones**
- **Do not smoke.**
- **Never try to extinguish a gas fire.**



Natural gas has a chemical additive that gives it a familiar “rotten egg” odor; however smelling natural gas is not the only method of detecting a gas leak. A gas leak may be indicated by observing dirt blowing on the ground, bubbling in a water puddle or an unusual area of dead vegetation. You may also hear a hissing sound.

The gas company works with emergency responders and state and local agencies to prevent and prepare for emergencies. We maintain up-to-date operations and maintenance procedures that are made available to local and state authorities. Gas companies are required to perform pressure tests on pipelines before they are put in service. Federal codes require periodic leak surveys to locate leaks so they may be repaired before they become hazardous.

If you suspect the presence of carbon monoxide (CO) in your home, call 911, open windows, and, if necessary, leave your residence. The presence of CO is an indication of a malfunctioning gas, propane, or wood-burning appliance. It is not caused by a gas leak. Make sure your equipment is in good working order and properly vented. Check flues and chimneys to be sure they are clean and clear of debris. Common symptoms include: dizziness, shortness of breath, headaches, confusion, nausea, and fainting.



Each natural gas service is equipped with a meter which serves the customer. The meter is owned by the gas company. In an emergency the gas to any house can be shut off at the meter.

Gas meters must be kept free from obstructions, such as trees and shrubs, to provide access to the meter for meter reading, maintenance, or in the event of an emergency. If the gas company cannot access your meter, it may result in high estimates or a disruption in your gas service.



Do not hang garden hoses or tie dogs to the gas meter piping. The stress may cause the pipe fittings to leak and become hazardous.

The Emergency Number listed below is for emergencies only. Our emergency dispatchers cannot access account information or deal with billing issues.

For additional natural gas safety information visit www.safegasohio.org

www.utilitypipelineltd.com

For a list of pipeline operators in your area go to www.npms.rspa.dot.gov

Natural Gas Emergency 1-888-784-6160

Customer Gas Service 1-888-863-0032

