

Important Safety Information

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 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).

Pipeline Maintenance And Your Safety

SoCalGas uses pipelines to deliver natural gas to residential and business customers for heating, cooking, manufacturing and other purposes. We routinely perform pipeline safety tasks — including patrolling, testing, repairing and replacing pipelines — and have ongoing technical training and testing for employees.

In order to perform important inspections, SoCalGas must be able to access its pipeline right-of-way. The area around our pipelines must be clear of shrubs, trees, fences and other structures.

For more information on our integrity management plan outline, visit [socalgas.com/PipelineSafety](https://www.socalgas.com/PipelineSafety).

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.



Contact 811 Underground Service Alert (USA) at california811.org or dial **811**, to submit a location request at least two business days before digging. 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.

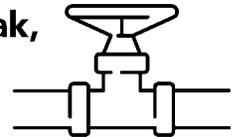


Use Only Hand Tools within 24 inches on each side of marked utility line to carefully expose the exact locations of all lines.

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 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.

If You Smell 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.

Don't smoke, or light a match, candle or create any other flame.

Don't turn electrical appliances or lights on or off, operate motorized equipment or vehicles, or use any device that could cause a spark.

Don't attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas.



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.

For more safety and prevention information, visit [socalgas.com/Safety](https://www.socalgas.com/Safety)