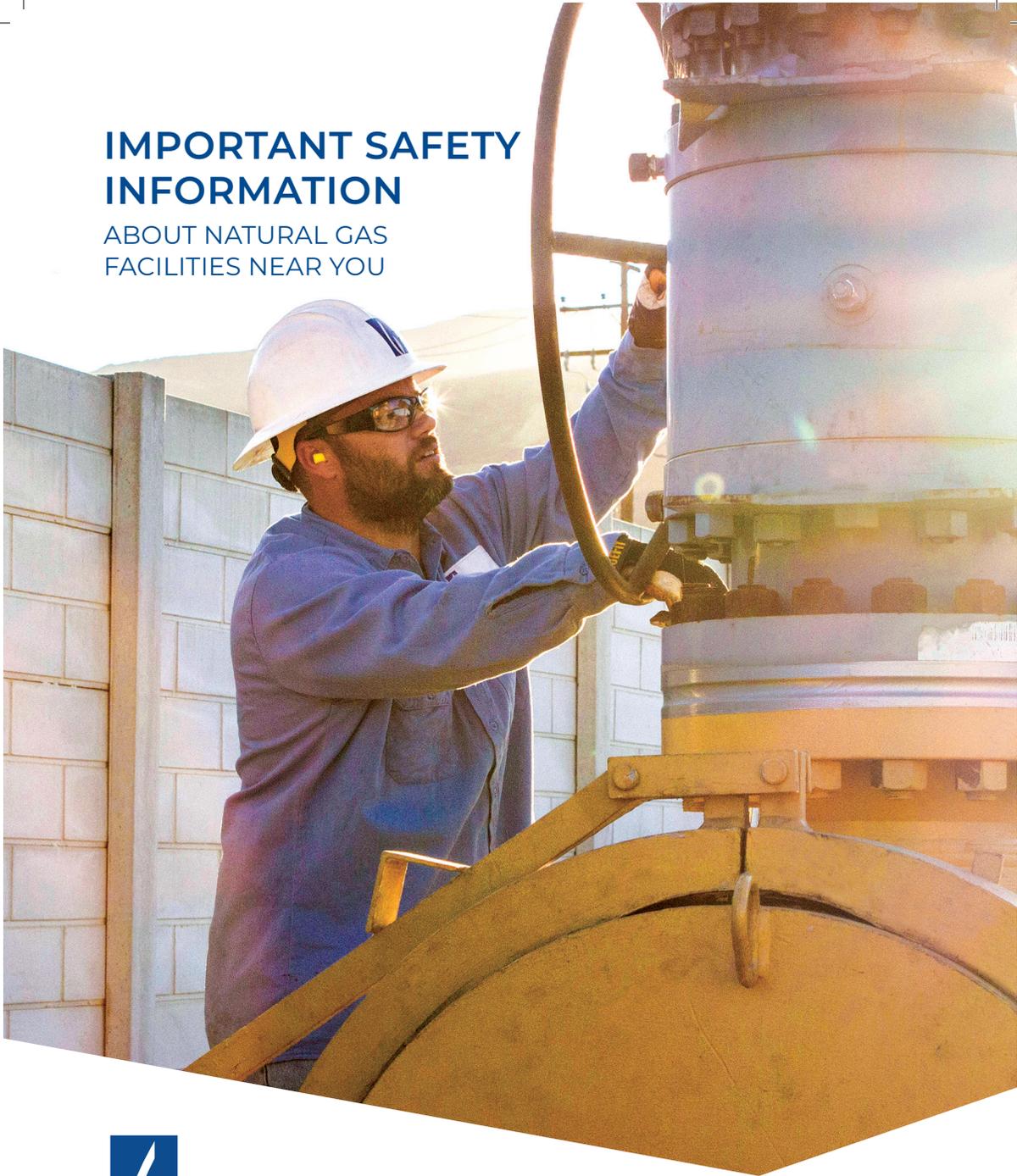


# IMPORTANT SAFETY INFORMATION

ABOUT NATURAL GAS  
FACILITIES NEAR YOU



## NATURAL GAS FACILITIES IN YOUR AREA

There is a SoCalGas natural gas storage facility or compressor near your home or business. Here's how the facilities are used:



**Natural gas storage:** SoCalGas maintains and operates natural gas storage fields deep underground to inject natural gas for storage in the summer and to withdraw natural gas for heating demands in the winter.

**Compressor stations:** SoCalGas maintains and operates compressor stations to increase the pressure in pipelines, thereby providing energy to move the natural gas through the pipelines. These stations are located along the pipeline route.

## PIPELINE MAINTENANCE AND YOUR SAFETY

SoCalGas pipelines deliver natural gas to nearly 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, visit [socalgas.com/PipelineSafety](https://socalgas.com/PipelineSafety).

## 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 emergencies. Our pipeline right-of-way must be clear of obstructions such as shrubs, trees, fences and other structures.

## 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](https://socalgas.com/Map) or on the National Pipeline Mapping System (NPMS) at [npms.phmsa.dot.gov](https://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

	<b>Red: Electric</b>
	<b>Yellow: Natural Gas, oil, steam</b>
	<b>Orange: Communications</b>
	<b>Blue: Water</b>
	<b>Purple: Reclaimed water</b>
	<b>Green: Sewer</b>
	<b>Pink: Temporary markings</b>
	<b>White: Proposed excavation</b>



High-visibility markers, like this one, mark the general location of major pipeline routes. Contact **811** if you need accurate pipeline location marked.



## WHAT YOU CAN DO TO HELP KEEP THE COMMUNITY SAFE

### CONTACT 811 BEFORE YOU DIG – IT'S FREE!

If you plan to install a fence, plant a tree or dig for any reason, protect your family, neighbors and the pipelines near you by following these safety steps:



**MARK OUT** your proposed project area in white paint or provide other suitable markings.



**CONTACT 811** at [california811.org](http://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**.



**USE ONLY HAND TOOLS** within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

Check utility responses to your 811 ticket by visiting [DigAlert.org](http://DigAlert.org) or [USANorth.org](http://USANorth.org).

For more details, visit [socalgas.com/811](http://socalgas.com/811).



## YOU COULD BE CHARGED FOR THE COST TO REPAIR DAMAGES

and may incur additional penalties if you don't request  
a ticket at least two business days before digging.

**Be sure to check with your contractor or landscaper to make sure  
811 is contacted before digging begins.**

**NOTE:** SoCalGas does not mark customer-owned natural gas lines, which typically run from the meter to natural gas equipment. To have customer-owned lines located and marked before a project, 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, dead or dying vegetation, 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, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), a temporary loss of smell due to COVID-19, or because the odor is being masked or hidden by other odors that are present, such as 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).

## 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 gas leak that may endanger life or 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.



## IMPORTANT CONTACT INFORMATION

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

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

Asistencia en español  
1-800-342-4545

CONTACT 811:  
Visit [california811.org](https://california811.org)  
or call 811

FOR SAFETY  
INFORMATION:  
[socialgas.com/BeSafe](https://socialgas.com/BeSafe)

PARA INFORMACIÓN  
DE SEGURIDAD EN  
ESPAÑOL:  
[socialgas.com/Seguridad](https://socialgas.com/Seguridad)

**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.

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555 West 5th St., M.L. GT11A2  
Los Angeles, CA 90013



Important safety information  
about pipeline facilities near you.

PRESORTED  
STANDARD  
U.S. POSTAGE  
PAID  
PERMIT #992  
ANAHEIM, CA

>>NAME<<  
>>TITLE<<  
>>SLUG<<  
>>ADDRESS<<  
>>CITY<<, >>STATE<< >>ZIP<<