

There's safety in knowledge

Natural gas is one of the most efficient, reliable, and affordable sources of energy for homes and businesses. And delivering it safely is PG&E's highest responsibility.



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Important things to know about natural gas safety



Know the location of gas pipelines

PG&E offers a comprehensive online map at www.pge.com/pipelinelocations. You can view any location in our service area—your home, place of work, or any other areas of interest—to see which transmission pipelines run nearby. Also, the National Pipeline Mapping System, www.npms.phmsa.dot.gov/PublicViewer/, shows the location of liquid fuel and natural gas pipelines across the country, county by county.

Know the signs of trouble

PG&E regularly inspects all of our pipelines to check for possible leaks or other signs of damage. However, as an additional safety precaution, PG&E adds a highly recognizable sulfur-like odor to natural gas. If you smell this distinctive “rotten egg” odor, move to a safe location and immediately call **911**, and PG&E at **1-800-743-5000**.

But don't rely on your nose alone. Other signs of a possible gas leak can include dirt spraying into the air, continual bubbling in a pond or creek, and dead or dying vegetation in an otherwise moist area. And always pay attention to hissing, whistling, or roaring sounds coming from underground.

Know what to do in case of an emergency

If you suspect a gas leak, always leave the area immediately and move to a safe location. Then call **911** to notify local police and fire departments and contact PG&E at **1-800-743-5000**. Please let others nearby know that they should stay away from the area as well.

Until you are a safe distance away, do not light a match or operate any device that might create a spark, including electric switches, doorbells, radios, televisions, and garage door openers.

Know what's below before you dig

Damage from excavation is the greatest cause of pipeline accidents. That's why you must always call **811** at least two working days before you dig. Underground Service Alert (USA) is a free service that will locate and mark our underground pipeline and electric facilities. And always be aware of pipeline markers that indicate the need for extra care around a high-volume transmission line. These markers specify the approximate location, but not all pipelines follow a straight path between markers.

If you or your contractor accidentally digs into a gas pipeline, do not attempt to stop the flowing gas or extinguish any fire.



Know that safety is PG&E's highest responsibility

That's why we monitor our gas pipeline operations 24 hours a day, 7 days a week, and conduct regular inspections and leak surveys. To find out more about our comprehensive safety and monitoring program, visit www.pge.com/pipelinesafety.

And most importantly, know where to find more information

For questions or additional materials:

For assistance in English please call **1-888-743-7431**.

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 **1-888-743-7431**.

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

