



Protect your property

Maintain gas lines beyond the meter



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 all piping and equipment on their side of the meter, including all above ground and buried pipelines running from the gas meter to any gas-fired equipment or appliances in a home or business.

We recommend you have your gas lines inspected periodically for leaks and corrosion. A licensed plumber or contractor can help you locate, inspect and repair customer-owned pipelines. To speak with one of our gas safety specialists, please call PG&E at **1-888-743-7431** or visit us at pge.com/safety.

Maintain and inspect

Pipelines should be repaired immediately if corrosion or any other unsafe condition is discovered. Ask a PG&E representative or another qualified professional to perform a safety check to restore gas service and relight your pilot lights.

Learn about installing an Excess Flow Valve (EFV)

An EFV is a safety device that automatically closes and significantly restricts unplanned or excessive natural gas flows in the event the pipeline is severed by digging. Please visit pge.com/excessflowvalve to learn more.

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.

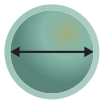


Scan for additional details.

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 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.

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

TRANSMISSION	
	Carries gas across the state
	Steel pipeline size: 2 to 42 inches
Higher pressure: Greater than 60 pounds per square inch	
DISTRIBUTION	
	Delivers gas to your homes, schools and businesses
	Plastic or steel pipeline size: 0.25 to 24 inches
Lower pressure: Less than 60 pounds per square inch	

We are committed to maintaining gas line safety

We monitor our electric system and gas pipelines 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 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**

Message paid for by customers.

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