

# Natural Gas Customers:

## Important gas safety information regarding your pipelines



Together, Building  
a Better California

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 customer-owned piping on their property.** Customer (or customer-owned gas lines) refer to any and all above ground and buried pipelines running from the customer's gas meter to their house or business. Customer-owned gas lines includes pipelines leading into a building or home to any gas-fired equipment or appliance.

Typically, PG&E does not maintain or inspect customer-owned gas lines, so we've included some safety and maintenance information for you on the reverse side of this flyer. **To speak with one of our gas safety specialists, please call PG&E at [1-888-743-7431](tel:1-888-743-7431).**



## Maintain and inspect

Maintenance is important to prevent pipeline leakage and corrosion. We recommend that you periodically have your gas lines inspected for leaks and corrosion. A licensed plumber

or contractor can help you locate, inspect and repair pipelines on your property. Pipelines should be repaired immediately if corrosion or any other unsafe condition is discovered.

For more information about natural gas pipeline safety visit us at [pge.com/safety](http://pge.com/safety).

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.  
©2016 Pacific Gas and Electric Company. All rights reserved.  
♻️ Printed on recycled paper. ♻️ Printed with soy ink. 8.16 CCC-0216-5365

## Prevent damage—dig safely!

Damage from digging is a common cause of pipeline accidents. Whether you are putting up a fence or planting a garden, **call 811 at least two business days before starting any digging project.** Contractors are required by state law to call **811**.

This **FREE** service notifies PG&E and other utilities of your planned work. Utility companies will locate and mark the approximate location of their underground lines.

Digging still poses a risk to customer-owned gas lines since these lines cannot be located by calling **811**. A licensed contractor or plumber can help you locate these lines. Remember to keep a record for future work.

