

# 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 all above ground and buried pipelines running from the customer's gas meter to their house or business, including 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 or visit us at [pge.com/safety](https://www.pge.com/safety).**



## Maintain and inspect

Maintenance is important to prevent pipeline leakage. 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.

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**

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

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## Prevent damage—dig and plant safely!

Damage from digging is a common cause of pipeline accidents. Whether you are putting up a fence or planting a garden, **call 811 or visit [california811.org](http://california811.org) at least two working days before starting any digging project.** Contractors are required by law to contact **811**.

This **FREE** service notifies PG&E and other utilities to 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 contacting **811**. A licensed contractor or plumber can help you locate these lines. Remember to keep a record for future work.

