



Utility safety tips

Imagine your utilities as an underground roadway. Cable, water, gas and electric lines all run under the ground. Continue reading for safety information.

Clear sewer backups safely

If there's ever a sewer backup at your home, ask your plumber to take these simple safety precautions.

Use a camera to identify the cause of the blockage. Safety best practices recommend camera inspections to ensure that no utility line intersects your sewer line.

If your plumber suspects a potential safety issue, **stop all work immediately and call PG&E at 1-800-743-5000.** We will send a crew to inspect our gas and electric lines and make any necessary repairs.

[pge.com/sewercleaningsafety](https://www.pge.com/sewercleaningsafety)



Plumbers and homeowners: Never use a cutting tool without first determining the cause of a sewer blockage.

Dig or plant safely



Call **811** two working days before you dig or plant. California law requires contractors to use this **FREE** one-call service.



Mark your project area in white.



PG&E and other utilities will use colored utility flags, stakes or paint to mark underground lines. Leave markers in place until you finish digging. These markers are valid for 28 days.



Use hand-held digging tools when working within 24 inches of the outside edge of any underground lines.

[pge.com/811](https://www.pge.com/811)

Spot a gas leak

You play a critical role in safety and should report any signs of a gas leak. Together, we can make gas safety a priority every day.



Smell for a rotten egg odor.



Listen for hissing, whistling or roaring sounds coming from underground or from a gas appliance.



Look for dirt spraying in the air, continual bubbling in a pond, creek or drainage ditch, and dying or dead vegetation in an otherwise moist area.

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Respond to a gas leak

If you suspect a gas leak, or if you strike, dent or scrape an underground gas line:

- **Alert others** to leave the area and go to a safe, upwind location.
- **Call 911** to notify local first responders.
- **Contact PG&E** at **1-800-743-5000**.



Remember to always call **811** at least **two working days** before digging.