



Underground pipeline safety

Sewer, cable, water, gas and electric lines all run under the ground from the street to your home or business. Learn more about underground utilities, sewer backups and important safety precautions.

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/gassafety



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

Dig and plant safely



Call **811** or visit california811.org at least two working days before you dig and plant. California law requires contractors to use this **FREE** one-call service.



Mark your project area in white.



Leave all colored flags, stakes or paint marking underground lines in place until you finish digging. These markers, placed by utility companies, are valid for 28 days.



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

pge.com/811

Spot a 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.

Be aware of the warning signs of a possible gas leak.



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.

*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.

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.

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