

# 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 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

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. Ask a PG&E representative or another qualified professional to perform a safety check to restore gas service and relight your appliance pilots.

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**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.

©2020 Pacific Gas and Electric Company. All rights reserved.

♻️ Printed on recycled paper. 🖨️ Printed with soy ink.

11.20 CCR-0220-1800

## 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](https://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.



## 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](https://pge.com/excessflowvalve) to learn more.