

How to recognize a pipeline leak

Be alert to signs you may see, hear or smell when there is a natural gas leak.

SEE

Watch for a damaged connection to a natural gas appliance, dirt/water blowing into the air, dry patch of grass, fire or explosion near a pipeline.

HEAR

Listen for unusual sounds like hissing or whistling.

SMELL

Notice the distinctive odor* of natural gas

*Some people may not be able to smell the odor of natural gas due to a weak sense of smell, becoming used to a smell after long exposure to it or another odor is masking it. Certain conditions in pipe and soil can cause odors to fade.



What to do if you suspect a natural gas leak

If you smell a natural gas odor, hear the sound of natural gas escaping or see other signs of a leak:

IMMEDIATELY EVACUATE the area and, from a safe location, call **9-1-1** and SDG&E® at **1-800-411-7343**.

DON'T smoke or light a match, candle or other flame.

DON'T turn electrical appliances or lights on or off, operate motorized equipment or vehicles or use any device that could cause a spark.

DON'T attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite natural gas.

Pipeline maintenance and your safety

SDG&E pipelines deliver natural gas to approximately 863,000 residential and business customers. We routinely perform pipeline safety tasks – including patrolling, testing, repairing and replacing pipelines – and have ongoing technical training and testing for employees. Our integrity management plans outline our ongoing safety and maintenance activities and are available for review.

Clear access to pipelines

We use advanced safety inspection tools to monitor pipe condition and to



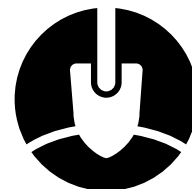
verify the pipelines are being maintained safely. To perform these important inspections, SDG&E must be able to access its pipeline right-of-way. The area around our pipelines must be clear of shrubs, trees, fences and other structures.

REPORT any pipeline damage by calling SDG&E immediately at **1-800-411-7343**. Even a slight gouge, scrape or dent to a pipeline may harm the integrity of the pipe or cause a dangerous leak in the future.



CALL 9-1-1 promptly after evacuating the area if the damage results in a natural gas leak that may endanger life, or cause bodily harm or property damage.

USE ONLY HAND TOOLS



Remember to use a hand tool within 24 inches of each marked utility line to carefully expose the exact locations of all lines before using a shovel or any power excavation equipment in the area.

California is fighting climate change and so can you!

Your bill includes a Climate Credit from the California Cap-and-Trade Program, which is designed to cut carbon pollution while helping utility customers during the transition to a low-carbon future.

Find out more at cpuc.ca.gov/ClimateCredit.

For safety, maintain your gas lines

SDG&E is responsible for maintaining the pipelines that carry natural gas **to** the gas meter. SDG&E is not responsible for maintaining customer-owned piping.

You can tell which lines require your care by finding all those carrying gas from:

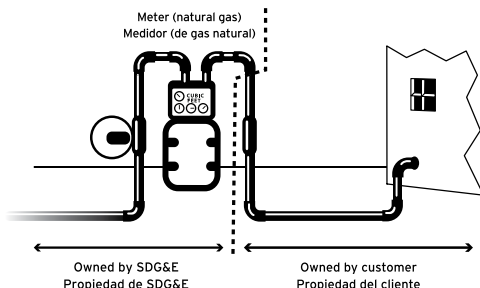
- The meter to the appliances on your property
- A curbside gas meter to your property (when the meter is not right beside your home or business)
- Your underground meter to a building, pool/spa heater, barbecue, stove or other gas equipment

To avoid potential hazards, contact a qualified plumbing contractor, heating contractor or pipe-locating professional to help you:

- Find, inspect and repair your buried gas lines periodically as needed for good maintenance
- Immediately repair any unsafe conditions, such as corrosion or leaks
- Locate and mark customer-owned gas lines before digging nearby for any reason

When excavating near buried gas piping, locate **all** gas lines in advance and dig carefully, using only hand tools. **Always contact DigAlert at 811 or [digalert.org](https://sdge.com/digalert.org) at least two working days before digging** to have utility-owned lines marked for free. Learn more at sdge.com/PipelineSafety.

NOTE: If you own a master-metered gas line system, the U.S. Department of Transportation requires you to notify your tenants of this information. You may do so by keeping this notice posted continuously in a common area frequented by your tenants.



Contact 811 before you dig - it's free

Gas pipelines may be located anywhere, including under streets and sidewalks.

You most likely have utility-owned pipelines underground on your property, possibly just inches below the surface. Excavation, demolition and other forms of digging are a major cause of pipeline damage. **It's important to know where they are before you begin any type of digging.** Whether you're planning on building a major development or landscaping your yard, take three steps to protect your safety and the safety of those around you:

- 1. Mark** the proposed excavation with white paint or flags.
- 2. Contact DigAlert at 811 or [digalert.org](https://sdge.com/digalert.org)** at least two working

days before you dig (not including the day of notification).

DigAlert will arrange for buried utility-owned lines to be located and marked. This service is free.



- 3. Make sure any contractor you hire contacts DigAlert** to have utility-owned lines marked before any digging takes place.

Please be aware that SDG&E does not mark customer-owned gas lines. These typically run from the meter to your gas equipment and/or appliances. You will need to call a qualified professional to mark and maintain your gas lines. Learn more at sdge.com/Your-Gas-Lines.

Llame al 811 antes de excavar - es gratis

Las tuberías de gas pueden estar ubicadas en cualquier parte, incluso debajo de calles y aceras. **Lo más probable es que haya tuberías subterráneas propiedad de las empresas de servicios públicos en su predio**, posiblemente a unas cuantas pulgadas debajo de la superficie. La excavación, demolición y otras formas de cavar son una de las principales causas de daños a las tuberías. **Es importante saber dónde están antes que empiece cualquier tipo de excavación.** Ya sea que esté planeando construir algo de gran envergadura o embellecer su jardín, siga estos tres pasos para proteger su seguridad y la de quienes le rodean:

- 1. Marque** la excavación propuesta con pintura blanca o banderas.
- 2. Póngase en contacto con DigAlert llamando al 811 o visitando [digalert.org](https://sdge.com/digalert.org)** al menos dos días laborables antes de cavar (sin incluir

el día de la notificación).

DigAlert se encargará de que las líneas enterradas de propiedad de las empresas de servicios públicos sean localizadas y marcadas. Este servicio es gratis.



- 3. Asegúrese de que el contratista cuyos servicios contrate se comunique con DigAlert** para que marquen la ubicación de las líneas propiedad de las empresas de servicios públicos antes de realizar cualquier excavación.

Tenga en cuenta que SDG&E no marca las líneas de gas que son propiedad del cliente. Por lo general, estas líneas van desde el medidor hasta su equipo y/o electrodomésticos de gas. Debería llamar a un profesional calificado para marcar y mantener sus líneas de gas. Obtenga más información en sdge.com/Your-Gas-LinesESP.