

NATURAL GAS—Use your SENSES

Recognizing a Suspected Leak...

Using your sense of sight, sound and smell will help you recognize a suspected leak. Here's what you should look for:



Sight—Natural gas is colorless, but vapor and “ground frosting” may be visible at high pressures. A gas leak may also be indicated by bubbles in wet or flooded areas, distinct patches of dead vegetation, dust blowing from a hole in the ground or flames if the leak is ignited.



Sound—A hissing or roaring noise along the right-of-way of a pipeline could also indicate a natural gas leak.



Smell—Transmission natural gas has a stale petroleum/hydrocarbon smell. Before it is delivered to your home, natural gas has mercaptan added which gives the gas a sulphur or “rotten egg” smell to help detect leaks. If the gas is from an underground leak, the odorant may be filtered out by the ground.

What you should **NOT** do if a leak occurs:

DO NOT touch, breath or make contact with the leak.

DO NOT light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark.

DO NOT attempt to extinguish any fire.

DO NOT attempt to operate any valves.

What you should **DO** if a leak occurs:

DO leave the home, building and area of the suspected leak, and get to a safe area.

DO call 911 and the pipeline company from a safe distance.

DO warn others to stay out of the area.

Ensure Your Safety ...



The leading cause of damage to buried pipelines is the failure to call and obtain the pipelines' exact location. Damage to pipelines—such as a scratch, gouge, crease or dent—may cause a leak.

Before you start any excavation activity on your property, you are required by state law to call 811 or your State One-Call Notification Center. Natural gas operators will mark the location of their lines at no cost to you.

Excavation activities can be as simple as planting a tree, installing landscaping, building a fence or installing a swimming pool.

811 is the federally-mandated number designated by the FCC to consolidate all local “Call Before You Dig” numbers and help save lives by minimizing damages to underground utilities. One easy phone call to 811 starts the process to get your underground pipelines and utility lines marked for FREE. When you call 811 from anywhere in the country, your call will be routed to your State One-Call Center. Once your underground lines have been marked for your project, you will know the approximate location of your pipelines and utility lines, and can dig safely. More information regarding 811 can be found at www.call811.com.

Excavators must notify the pipeline company through the One-Call Center immediately but not later than two (2) hours following the damage incident.

	Proposed excavation
	Temporary survey markings
	Electric power lines, cables, conduit and lighting cables
	Gas, oil, steam, petroleum or gaseous materials
	Communication, alarm or signal lines, cables or conduit
	Potable water
	Reclaimed water, irrigation and slurry lines
	Sewers and drain lines