

Pipeline Safety

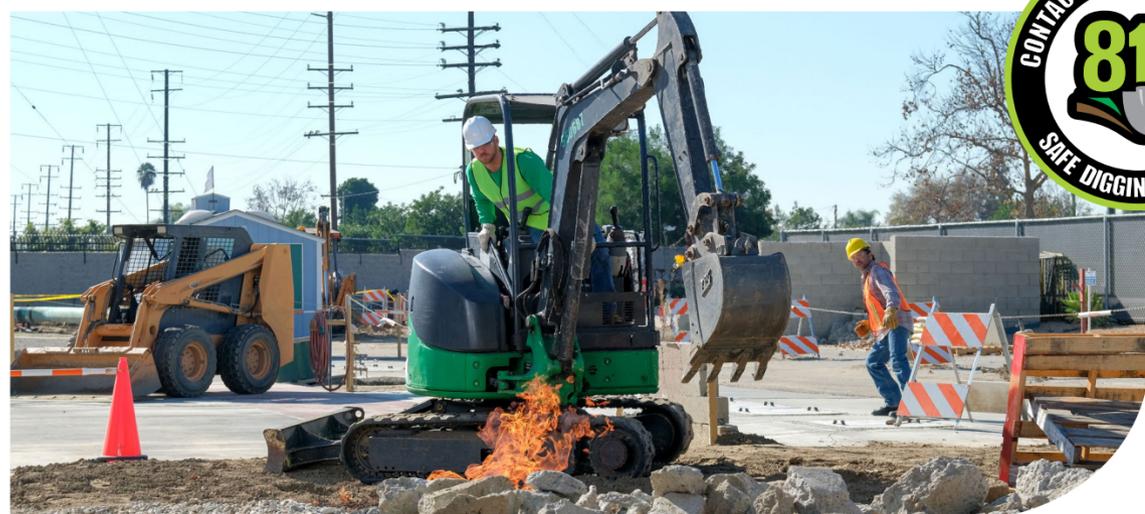
Important Safety Information About Natural Gas Pipelines Near You

We have compiled important information about natural gas pipeline safety. Please share it with your department's staff members and the general public in your area.

City Planning and Development Projects

Contact SoCalGas with your planning and development projects and we will guide you through safe building around our major natural gas pipelines. We encourage you to review the information provided by [Pipelines and Informed Planning Alliance](#) (PIPA) because the decisions you make can impact the safety of the community surrounding the pipeline.

Contact 811 Before You Dig. It's the Law!



Keep Your City Safe - Contact 811 Before You Dig

Public officials are encouraged to work with contractors to have buried utility-owned lines marked before excavation. Everyone, including contractors, homeowners, and residents, should [contact 811](#) at least two business days before digging. This is a free service and it could help prevent injury or death, costly property damage and loss of utility service.

-  **Mark Out** your proposed project area in white paint or provide other suitable markings.
-  **Contact** 811 Underground Service Alert (USA) for a ticket at least two business days before digging. Request a ticket at [california811.org](#) or dial **811**.
-  **Wait To Dig** until we either mark our natural gas pipelines or you are advised that the area is clear.
-  **Use Only Hand Tools** within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

Note: SoCalGas does not mark customer-owned natural gas lines, which typically run from the meter to the customer's natural gas equipment. To have customer-owned lines located and marked before a project, contact a qualified pipe-locating professional.

Check utility responses to your **811** ticket by visiting [DigAlert.org](#) or [USANorth.org](#)

Recognize a Natural Gas Leak

Be alert to any of the signs you may see, hear, or smell when there is a leak.

-  **LOOK**
If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, a dry patch of grass, fire or an explosion near a pipeline.
-  **LISTEN**
If you hear unusual sounds like hissing or whistling.
-  **SMELL**
If you smell the distinctive odor* of natural gas.

* Some persons may not be able to smell the odor because they have a diminished sense of smell due to COVID-19, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), or because the odor is being hidden by other odors present, like cooking, damp, musty or chemical odors. In addition, certain pipeline and soil conditions can cause odor fade (the loss of odorant so that it is not detectable by smell).

If You Smell Natural Gas, Suspect a Leak, or Damage has Occurred:

-  **IMMEDIATELY EVACUATE THE AREA.**
CALL SoCalGas at 1-800-427-2200 from a safe location.
CALL 911 promptly, from a safe location, if there is damage resulting in a natural gas leak that may endanger life, cause bodily harm or property damage.
- DO NOT** smoke or light a match, candle or create any other flame. Static electricity can ignite leaking natural gas.
- DO NOT** use machinery, turn electric appliances or lights on or off, or use any device that could cause a spark.
- DO NOT** attempt to control the leak or repair a damaged pipe or meter.

Work with the **911** dispatchers in your city to understand and follow the [Pipeline Emergency Operations Standard](#) (PDF). You can also review our emergency preparedness program. Detailed information has been provided to emergency response agencies in your jurisdiction.

For more information, visit [SoCalGas.com/FirstResponders](#)

PIPELINE MARKINGS & WHAT THEY MEAN



- Red:** Electric
- Yellow:** Gas, oil, steam
- Orange:** Communications
- Blue:** Water
- Purple:** Reclaimed Water
- Green:** Sewer
- Pink:** Temporary Markings
- White:** Proposed Excavation

High-visibility markers, like this one, identify the general location of major pipeline routes. Contact **811** if you need accurate pipeline location markings.

High Consequence Areas in Your City or County

Pipeline safety regulations use the concept of High Consequence Areas (HCA) to identify specific locations where a natural gas leak could have the most significant adverse consequences. Your city's designation is based on population and pipeline locations.

Please check with your SoCalGas Public Affairs Manager for your city's HCA status.

You can help improve our pipeline safety by providing feedback on our categorization and/or notifying us about sites that may not be incorporated into our records. Pipeline Watch is an information and communication exchange platform to view our building categorization and provide feedback. To access the database, please register and login to [pipelinewatch.com](#).

For more information on High Consequence Areas, please visit [ecfr.gov](#).

[Download the HCA Fact Sheet](#)



Your Safety is Important

SoCalGas pipelines deliver natural gas to approximately 22 million residential and business customers. To protect the integrity of its energy system, SoCalGas routinely performs various pipeline safety and maintenance tasks, including testing, repairing, replacing, and upgrading its pipelines — and has ongoing technical training and testing for employees. To perform these tasks, we must be able to access the pipeline right-of-way. Please keep the area above pipelines accessible.

For more information on our integrity management plan outline, visit [socalgas.com/PipelineSafety](#).

