



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. **Contact 811** at least two business days before digging. Contractors must do so by law. Residents should call, too. This is a free service and it can 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 working 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.

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, whistling or roaring.



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, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), a temporary loss of smell due to COVID-19, or because the odor is being masked or hidden by other odors that are present, such as 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

Locate Major Pipelines Near You

The approximate locations of major natural gas pipelines can be found online at [National Pipeline Mapping System](#) or on socialgas.com/Map. We also place yellow pipeline markers next to major pipelines near intersections or railway crossings to identify approximate locations of our lines and provide an emergency phone number.

PIPELINE MARKINGS & WHAT THEY MEAN



Red	Electric
Yellow	Natural 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

We are reaching out to you and other public officials and emergency responders to request assistance in gathering building data, which is then used to help us improve pipeline safety and community awareness. We currently maintain a database of buildings near natural gas pipelines. We use a variety of publicly available data sources from the state and county, custom aerial photography and our own field reports to identify buildings and outside gathering areas. We categorize these buildings and gathering sites as single-family residences or Identified Sites. Identified Sites include businesses, multi-family apartment buildings, churches, hospitals, schools, outside gathering areas, locations containing people with impaired mobility and any other site where there is an opportunity for 20 or more individuals to congregate.

You can help us by providing feedback on our categorization or notifying us about sites that may not be incorporated into our records. Pipeline Watch is an information and communication exchange platform which will allow you to view our building categorization and provide feedback. The information you provide to us will be evaluated and may be incorporated into the High Consequence Areas determination process. To view the current database or add any buildings or gathering sites, you may register and login to pipelinewatch.com. For more information on High Consequence Areas, please visit ecfr.gov.

Your help in identifying the location of any Identified Sites or buildings not already denoted by our data collection efforts will ultimately benefit the community you serve and improve our integrity inspection efforts. Thank you in advance for your participation. The website will be available throughout the year and we hope that you will continue to help us locate Identified Sites on an ongoing basis.

[Download the HCA Fact Sheet](#)



Your Safety is Important

We use pipelines to deliver natural gas to help warm your home, heat your water, manufacture goods and more. Natural gas is monitored for quality and we add a distinctive odor to aid in the detection of leaks. We routinely patrol, test, repair and replace our natural gas pipelines, which require clear access to pipelines. Our pipeline right-of-way must be clear of obstructions, such as shrubs, trees, fences and other structures. Additionally, our employees have ongoing technical training and testing.

We also maintain a relationship with emergency response officials to prepare for and respond to any pipeline emergency.

For more information on our integrity management plan outline, visit socialgas.com/PipelineSafety.