

Pipeline Safety

Important Safety Information About Natural Gas Pipelines Near You

We have gathered 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 offer guidance of safe building practices 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.

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, not including the date of notification. Request a ticket at **california811.org** or dial **811**. SoCalGas will be contacted, as well as other local utility owners, to mark the location of all utility-owned lines for **FREE**. Check utility responses to your **811** ticket by visiting **DigAlert.org** or **USANorth.org**.

Wait To Dig until we either mark our natural gas pipelines or you are advised that the area is clear.

Note: SoCalGas is responsible for marking natural gas pipelines up to the gas meter. To locate and mark customer-owned lines, which typically run from the meter to natural gas equipment, contact a qualified pipe-locating professional.

Use Only Hand Tools within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

A USA ticket is valid for **28 days**. If work is to continue, the ticket **must** be updated prior to the end of 28 days.

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 or another physical condition, 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. 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 **socalgas.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

Utilities Color Codes

- **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, 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 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**.

SoCalGas™

©2024 Southern California Gas Company. Trademarks are property of their respective owners. All rights reserved. J029-32926C-2024 0524