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## Safety & Prevention Information

### How to recognize a pipeline leak

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



**SEE**  
If you see 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**  
If you hear unusual sounds like hissing or whistling.



**SMELL**  
If you smell 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 **911** and SDG&E® at **1-800-611-7343**.

**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 **1-800-611-7343**. 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 911** 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.

### Cut your natural gas bill while staying warm

**Dry winter air** pulls moisture from your skin which makes you feel colder. Use a humidifier to make the air warmer.

**Save up to 10%** per year when you turn your thermostat down 7 - 10 degrees for 8 hours a day.

**Space heaters** are efficient because you're only heating the room you're in. Make sure your space heater has a tip-over safety switch, always use on a hard-level surface, plug it directly into the wall and turn off when you leave the room. For more tips, visit [sdge.com/winter](https://sdge.com/winter).



### Are you on the best pricing plan?

Choosing the right pricing plan can help you control your energy bill costs. Find the plan that fits your needs, usage patterns and lifestyle. Learn more at [sdge.com/pricing](https://sdge.com/pricing).

For more safety and prevention information, visit [sdge.com/safety](https://sdge.com/safety).



Are your preferences and contact information up to date? Log in to [sdge.com/MyAccount](https://sdge.com/MyAccount) to review and update your settings.

## 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:

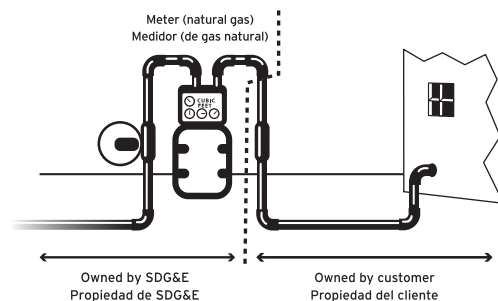
- The meter to the appliances on your property
- A curbside gas meter to your property (when the meter is not right beside your home or business)
- Your underground meter to a building, pool/spa heater, barbecue, stove or other gas equipment

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 [digalet.org](https://digalet.org) at least two working days before digging** to have utility-owned lines marked for free. Learn more at [sdge.com/pipelinesafety](https://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 out** the proposed excavation with white paint or flags.
2. **Contact DigAlert at 811 or [digalet.org](https://digalet.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](https://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 [digalet.org](https://digalet.org)** cuando menos dos días laborables antes de cavar (sin incluir el día de la notificación). DigAlert se

encargará de que las líneas enterradas 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 comuniquen 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. Deberá llamar a un profesional calificado para marcar y mantener sus líneas de gas. Obtenga más información en [sdge.com/your-gas-lines](https://sdge.com/your-gas-lines).