



Learn important gas safety information

Know what's below before you dig

Always call 811 at least two working days before starting any project that involves digging to have gas pipelines and other underground utility lines located and marked for free.

Visit pge.com/digsafely for more information.

Spot the signs of a gas leak

You play a critical role and should report signs of a gas leak.

- **Smell:** We add a “rotten egg” odor to the natural gas, so you can detect even small amounts of natural gas.
- **Sound:** Pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.
- **Sight:** Be aware of dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist area.

Respond if there is a gas leak

- Alert others and leave the area immediately to a safe place upwind.
- Then call **911** to notify local police and fire and contact PG&E at **1-800-743-5000**.

Safety is at the heart of everything we do

PG&E is committed to becoming the safest, most reliable gas utility in the nation. We have implemented a number of programs and standards to modernize and enhance the safety of our gas system. We monitor our natural gas pipeline operations 24 hours a day, seven days a week. We conduct regular inspections and surveys on pipelines to provide safe, reliable and affordable natural gas service for our customers.

Learn more about our safety projects online at pgeseeourprogress.com.



Enhancing leak detection and repair

Quick Facts

- Routine safety inspections of our natural gas system
- We repair, replace or upgrade any pipeline not meeting safety standards
- There will be no interruption in gas service unless necessary
- This is part of PG&E's gas system maintenance program

"This gas detection technology is revolutionary. It's going to change the way all gas companies across the world try to find and detect leaks. It is so much more precise, so much more real-time, in terms of the information it provides to us."

Nick Stavropoulos

Executive Vice President, PG&E Gas Operations

Transforming gas leak detection

Pacific Gas and Electric Company (PG&E) is in your neighborhood using new leak detection technology to survey a portion of our natural gas distribution system. We operate, maintain and monitor a natural gas system across California. Our larger transmission pipelines carry gas from one part of the state to another and connect to our distribution system. These smaller distribution lines deliver natural gas for heating and cooking to your home and business.

Improving repair and replacement work

We test new, cutting-edge technology to enhance our natural gas system operations to provide safe, reliable natural gas for our customers. We are the first in the gas industry to pilot the use and integration of a state-of-the-art gas leak detection analyzer. This technology is 1,000 times more sensitive than traditional leak detection equipment. By installing them in PG&E vehicles, we are able to identify natural gas leaks with more precision and speed.



Above: PG&E fleet vehicle with top-mounted leak sensor

What to expect

Any repair, replacement or upgrade work will take place on our natural gas lines, most of which are located under the street and on private property. During construction, you may see PG&E trucks and other heavy equipment near your home and neighborhood but our work should not affect your gas service. We will contact you directly if that changes. All PG&E employees and contractors are required to carry PG&E photo identification. We will be happy to show you our PG&E ID upon request.

As part of our work, there will be a controlled and safe release of a small amount of natural gas. This allows us to empty the line for replacement. You may hear a loud steady noise and notice the smell of gas. While gas odors are likely from this work, we encourage anyone with concerns to call us at **1-800-743-5000**.

We work with local jurisdictions and property owners to restore roadways and landscaping impacted by construction at the end of this project.