

NATURAL GAS PIPELINE SAFETY AND YOU



434-970-3800
www.charlottesville.gov/gas

At Charlottesville Gas, safety is our top priority. It is our responsibility to inform the public of natural gas safety procedures, and your responsibility as citizens to be aware of the procedures and follow them. Learn these tips, and your community will be a safer place to call home.



Homes. Businesses. Industries.



Natural gas is a widely used energy source in homes, schools, businesses, factories, and electric power generation plants.

City of Charlottesville- Department of Utilities provides natural gas to over 21,000 customers through a network of underground pipelines.

Pipes are typically made of black plastic with yellow stripes or coated steel to help prevent corrosion.

Main lines are located roughly two to three feet below the surface.

Service lines are located 18 to 24 inches below the surface.

Call Before you Dig - It's the Law

Whether you are installing an underground dog fence, running water to an outbuilding or digging for a new mailbox post, underground piping can be damaged.

DIG WITH C.A.R.E. KEEP VIRGINIA SAFE!

Call VA 811 before you dig

Allow required time for marking

Respect the marks

Excavate carefully



THE SERVICE IS FREE OF CHARGE

Natural Gas Safety Inside and Outside of Your Property

Natural gas pipelines exist everywhere. City of Charlottesville Department of Utilities is responsible for gas lines that serve your home or business up to and including your meter. You are responsible for gas lines beyond your gas meter.

If your buried gas piping is metallic, it is subject to corrosion and eventually gas leaks.

To ensure your safety, a plumbing or heating contractor can locate, inspect and make necessary repairs to your underground piping.



It is important to familiarize yourself with any pipeline markers that exist on your property. They may be found near gas pipeline's Right of Way (ROW) or easements.

The ROW provides sufficient space for pipeline operators to inspect and perform maintenance on the pipeline.

If you ever damage or knock over one of the pipeline markers, contact City of Charlottesville-Utilities at (434) 293-9164.

DETECTING A NATURAL GAS LEAK

LOOK



Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by green, live plants may indicate a natural gas leak.

LISTEN



An unusual hissing sound near gas lines or appliances may indicate a natural gas leak.

SMELL



Natural gas utility companies add a substance called mercaptan to create the familiar, rotten-egg-like odor you associate with natural gas.

TAKE ACTION FOR NATURAL GAS SAFETY

DON'T TOUCH



Do not smoke, use a cell phone, flashlight, turn on or off any lights or appliances or operate any kind of vehicle or equipment that could create a spark.

LEAVE



Leave the area immediately. Do not try to find or stop the leak.

DIAL



Notify the City of Charlottesville- Department of Utilities at (434) 293-9164 or call 911.

