



The Charlottesville Department of Utilities takes its responsibilities to inform and educate the community on natural gas safety procedures seriously. As a common energy source in our area, we want everyone to be aware of how to detect a gas leak, understand the actions to take if a leak is suspected, and to always follow proper safe digging practices with Virginia 811.

Our comprehensive Public Gas Safety Awareness Plan complies with, and exceeds, federally mandated regulations, and Charlottesville Gas has received national recognition as a leader in gas safety education and community engagement. Since 2007, Flicker the Flame has been Charlottesville's gas safety ambassador, providing an upbeat and engaging approach to gas safety education with instruction on how to best detect a gas leak and what to do if a leak is suspected.

Using the most up-to-date leak detection technology available, we continuously monitor our gas distribution infrastructure using hand-held and vehicle-mounted detection equipment. Our leak survey technicians perform system-wide leak surveys more frequently than federal regulations mandate, and our team of professional gas dispatchers and gas leak technicians are **available 24/7/365 to respond to a gas leak emergency.**



Leak Survey Technician using hand-held methane detector

It is important that you are familiar with the following information. By ensuring you are aware of gas safety procedures, and understand how to properly follow them, we can make Charlottesville a safer place to call home.

Always Call Virginia 811 Before You Dig – It's The Law



Whether you are installing an underground dog fence, planting a tree, digging for a new mailbox post, or performing landscaping improvements, underground piping and other utilities can be damaged. To help prevent damaging buried utilities and creating a potentially hazardous situation, you must contact Virginia 811 before you dig to have the location of underground utilities professionally marked. Virginia 811 will ensure all buried utility lines on your property are marked so you can dig safely. **The service is free and the law.** For more information [visit Virginia 811](http://www.virginia811.com).

[Watch Our Safe Digging Commercial with Flicker the Flame](#)

NATURAL GAS PIPELINE SAFETY AND YOU
TU SEGURIDAD CON LA CANERÍA DE GAS NATURAL

Utilities
City of Charlottesville
434-970-3800
www.charlottesville.gov/gas

Although you are not a Charlottesville Gas customer, there are natural gas lines near your property. Your home may not be close enough to receive natural gas service, but because gas lines are within your vicinity, we are required by a federal mandate to keep you aware of natural gas safety information.

Detecting a Natural Gas Leak

The Best Way to Detect a Gas Leak is to Use Your SENSES:



LOOK

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

Take Action for Natural Gas Safety

Smell Gas? Act Fast!:



DON'T TOUCH

Do not smoke, use a cell phone, flashlight, turn on/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

From a safe distance, immediately call the Charlottesville Department of Utilities at 434-293-9164 or call 911. **Gas leak professionals are ready to respond 24/7/365.**

[Email Utilities Outreach](#) to receive a Scratch-n-Sniff Natural Gas Safety Card.

[Watch Our Gas Safety Commercial with Flicker the Flame](#)

