

# Pipeline Safety in Your Community

PG&E is building a safer,  
stronger natural gas system



Pacific Gas and Electric Company (PG&E) has a robust program to improve the safety of our natural gas system, which serves more than four million customers in Northern and Central California. These efforts focus on high-pressure, large-diameter transmission pipelines delivering gas across our service area. Here's what we're doing:

## Inspecting and modernizing pipelines

We're testing, studying and upgrading our gas system to ensure that pipelines near you are operating safely.

### Hydrostatic pressure testing

We fill the pipeline with water and increase the pressure to a level that is much higher than the pipeline's normal operating pressure with natural gas. These tests verify the pipeline's strength and safe operating pressure.

### Pipeline replacements

We install pipelines made with new materials and take the older pipelines out of service.

### Internal pipeline inspections

We use tools with advanced cameras and sensors inside our pipelines to inspect the welding and pipeline thickness, and identify signs of corrosion or other weaknesses.

### Pipeline retrofits

When internal inspection tools can't get through a pipeline for some reason, we retrofit the lines to accommodate these devices.



## Modernizing pipeline valves

We're upgrading and installing valves to allow faster response during gas emergencies.

### Valve automation

In selected locations, we are automating pipeline valves so they can be operated remotely from our 24-hour gas control center. Some of these valves will also close automatically if a significant change in pipeline pressure is detected.

## Improving record keeping

We're overhauling our pipeline records system, making sure that all records are traceable, verifiable and complete.

### Going electronic

We are collecting, scanning, and indexing documents from dozens of PG&E field offices, and transitioning away from paper-based record keeping toward a modern electronic data management system.

## Taking immediate safety steps

We've already taken action to improve the safety of our system while our long-term projects are being planned or under construction.

### Leak surveys

We routinely survey our entire network of gas pipelines for leaks. We will soon increase the frequency of those surveys, and we have added new technology to improve their effectiveness.

### Reducing pressure

In selected areas, we have temporarily reduced the pressure of gas flowing through our pipelines as an added safety measure.





## What to expect

### Smells and sounds

Occasionally during our work, customers may smell gas or hear a loud, steady noise as natural gas is safely released from the pipeline. This is a normal occurrence when we are working on our pipelines. However, we encourage you to call us at [1-800-743-5000](tel:1-800-743-5000) if you have concerns about a potential gas leak.

### Sights

You will see PG&E trucks and heavy equipment in your neighborhood, and many of these projects involve large-scale digging. Traffic will be routed around work areas. After the work is complete, we coordinate with local agencies to restore any paving or landscaping disturbed during construction.

### Continuous gas service to customers

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.



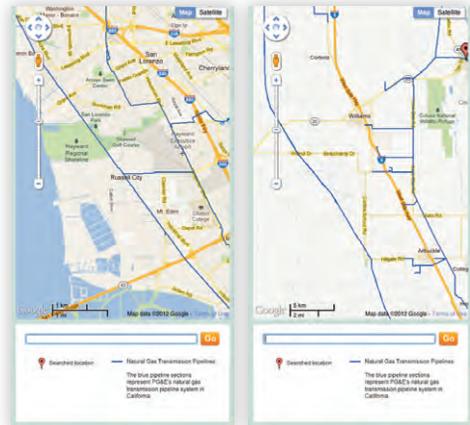
## Improving access to our pipelines

We're checking the areas above the **pipeline** to ensure first responders and our safety crews are able to access the pipe in case of an emergency or for routine maintenance work. If a tree or other structure is impacting pipeline safety, we will work together with the customer to find a shared solution that works for everyone, preserving the community's unique character while increasing safety.

## Pipelines in your community

### Pipeline maps

Visit us online at [www.pge.com/pipelinelocations](http://www.pge.com/pipelinelocations) to see an interactive map that shows you where pipelines are located in your community. Or, call our Gas System Help Line at **1-888-743-7431** to request a map.



## Gas safety

### Gas odors

While PG&E is working in your area, you may smell or hear gas being cleared from the pipeline. This is safe and normal; however, we encourage you to call us at **1-800-743-5000** if you have concerns about a gas odor.

### Separate from our construction projects, the following signs may indicate a gas leak:

**Smell:** Distinctive “rotten-egg” odor

**Sound:** Hissing, whistling or roaring from appliances or underground

**Sight:** Dirt spraying into the air, continual bubbling in a pond or creek, dead or dying vegetation in an otherwise moist area

## Plan ahead, stay safe

### Call 811 before you dig:

Even small digging projects can damage underground utility lines. Call **811** before digging to have a representative visit for free to mark underground utilities nearby. Every job requires a call—from planting a tree to installing a deck. For more information about **811** and safe digging practices, visit [www.call811.com](http://www.call811.com) or call **811**.

### Safety starts at home:

To schedule a free PG&E safety inspection of your gas furnace and appliances, call **1-800-743-5000**.



# Planning to dig?

Call **811** two working days before you dig.



## Contact us with questions or concerns

- To learn about PG&E's natural gas system, visit [www.pge.com/gas](http://www.pge.com/gas)
- For information on pipeline safety programs, call our Gas System Help Line at 1-888-743-7431
- For general questions, call our Customer Service Line at 1-800-743-5000



- Para ayuda en español por favor llame al 1-800-660-6789
- 要用粵語/國語請求協助，請致電 1-800-893-9555
- Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa 1-888-743-7431
- Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-298-8438