



INSTALLING LANDSCAPING? EXPANDING BUILDINGS? CALL BEFORE YOU DIG

AVOID COSTLY ACCIDENTS AND DANGEROUS CONDITIONS.

Call Underground Service Alert (USA) at **811** or **(800) 642-2444** at least two working days before you start your project. To submit a single ticket for an individual address, visit

USANorth811.org. It is your responsibility to contact USA before digging begins. Failure to contact USA can result in liability for any damage or loss of property.

1

Properly mark your excavation area.

2

Call USA or create a ticket online, providing a detailed description of where and when you plan to dig.

3

CPAU will then locate and mark all underground natural gas pipelines and other utilities prior to your excavation work.

MAKE SURE IT IS SAFE BEFORE YOU:

- Stake a sapling tree • Dig a trench •
- Build or repair a fence or deck •
- Pour a building foundation •
- Dig up sprinklers • Plant a tree •
- Remove a parking median •
- Replace a driveway or walkway •
- Dig around utility lines

WHEN YOU DIG:

- Excavate by hand** within two feet horizontally near buried gas pipelines, locate piping in advance and dig by hand to avoid damaging gas lines.
- Dig with care.** In the event that a natural gas pipeline is disturbed, move away from the escaping gas, immediately call **911** and notify the City of Palo Alto at **(650) 329-2579**. The City will dispatch crews to fix the leak and make the area safe.

AT HOME

KEEP GAS APPLIANCES WELL-TUNED AND OPERATING SAFELY (E.G., FURNACE, BOILER, WATER HEATER, CLOTHES DRYER, BARBECUE GRILL, STOVE, OVEN)



Pilot lights and burners have a steady, blue flame when operating correctly. (Decorative gas fire log flames are an exception. They may be either blue or yellow.)



Keep the area around appliances/equipment clean and unblocked to allow proper airflow.



Keep at least one multipurpose fire extinguisher handy.



Inspect all gas appliances, furnaces, vents, flues, chimneys and gas lines every year or two using qualified industry professionals.



Avoid fires and explosions—keep flammables and combustibles away from gas appliances (e.g., paper, mops, brooms, laundry, lighter fluid, gasoline, solvents, oil-based paint, etc.)



NEED TO CLEAR A SEWER LINE?

CALL US FIRST: (650) 329-2579

On rare occasions, natural gas pipelines have been found within sewer lines. When there is a sewer blockage, equipment used to unclog the sewer line can penetrate the gas pipe, causing a gas release. **Please call (650) 329-2579 BEFORE your sewer pipe is cleared or rooted out.** At no cost to you, we will come out promptly to verify a natural gas pipeline is not near your sewer line. If you fail to call us prior to cleaning out your sewer line and you or your plumber sense or see an obstruction, be sure to call us immediately so we can verify that a natural gas pipeline has not been damaged. Of course, **if you believe you've penetrated a gas line—or any time you smell gas—leave the area immediately and call 911.**



ALERT: CARBON MONOXIDE IS ODORLESS YET HARMFUL

Carbon monoxide detection alarms are required in all single-family residences with gas heating, appliances, fireplaces and/or attached garages.

Carbon monoxide is a colorless, odorless, tasteless gas produced during the incomplete combustion of fuels, such as gasoline, coal, wood, charcoal, kerosene, propane, heating oil and natural gas. If the normally blue furnace flame turns yellow, your furnace may be producing carbon monoxide. When inhaled, this gas prevents the blood from absorbing oxygen, causing illness and even death. Warning sign severity depends on the amount of exposure, but signs include headache, nausea, fatigue, blurry vision and flu-like symptoms that disappear or lessen when you leave the building.

OTHER SIGNS OF CARBON MONOXIDE PRESENCE:

- Unusually high indoor humidity
- Persistent heavy condensation on walls & windows
- Stuffy or stale indoor air
- Soot or water collecting near a burner or vent
- Your carbon monoxide alarm is sounding

SUSPECT CARBON MONOXIDE IN YOUR HOME?

Immediately open windows to ventilate the area, then leave the room. If you experience physical symptoms, get everyone out of the house and call a doctor. Call **911** to find the source of the carbon monoxide. Do not return until the condition is corrected.

SPECIAL MESSAGES

FOR RESIDENTS OR BUSINESSES NEAR MARKERS

Gas pipelines are buried underground and their approximate locations are usually indicated by markers along routes where the pipes intersect streets, highways, or railways. If you smell, see or hear a leak, leave the area, then call **911** or the pipeline operator listed on the marker.

FOR PUBLIC OFFICIALS OR EMERGENCY FIRST RESPONDERS:

In the event of an emergency on a Palo Alto gas pipeline, **call 911 or emergency dispatchers at (650) 329-2579** so the City can send utility and emergency crews to the site to shut off the gas and begin necessary repairs.

1

If a leak is detected, secure the area around the leak with barricades and control access. Prohibit smoking and direct traffic away from the area.

2

Assess whether to evacuate homes, businesses, schools and other facilities.

3

If the leaking gas has caught fire, try to prevent the spread of fire, but do not attempt to extinguish it, as there is a chance of secondary flames and unexpected reignition.

FOR CONTRACTORS, EXCAVATORS, LANDSCAPERS

Unintended dig-ins are the leading cause of serious and costly pipeline accidents.

Call Underground Service Alert (USA) at **811** at least 48 hours before you dig. Properly mark your excavation area in the field and wait for your work site to be marked before excavating. Once the underground utilities are marked, dig with care. Note that you are responsible to pay for any damages your crew causes. **If you hit a pipeline, even if you do not see visible damage, call 911 immediately** before proceeding. Even a minor gouge, dent, scrape or crease can lead to a serious hazard.



Call Before You Dig
Underground Service Alert (USA)—**811**

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2550 (voice) or email ada@paloalto.gov

Printed on 100% post-consumer recycled paper, bleached without chlorine. 11/25