

Natural Gas Safety

DAMAGE PREVENTION



Natural Gas Safety

At Delta Utilities, we are deeply committed to the safety of our customers, employees, and communities. Today, we operate and maintain nearly 18,000 miles of underground natural gas pipelines across Louisiana and Mississippi, as part of a highly regulated system that delivers safe, reliable energy to homes and businesses every day.

While pipelines are the safest and most efficient way to transport natural gas, it is important to understand that natural gas, like any energy source, carries certain risks. That is why we have created this Natural Gas Safety Guide: to give you the knowledge and resources you need to stay informed, recognize warning signs, and know what to do in an emergency.

If you suspect a natural gas emergency, please leave the area immediately and call Customer Service at 1-833-DELTA-99 (1-833-335-8299) and 911.

HOW CAN AN UNDERGROUND NATURAL GAS PIPELINE BE IDENTIFIED?



While the majority of natural gas pipelines are underground, utilities use a pipeline marker to show the approximate location of a pipeline. They usually contain the operator information, product information, and an emergency contact number.



You may also see casing vent markers, which are used to indicate that a pipeline protected by a steel outer casing passes beneath the street, highway, railway, or other crossings.

HOW DO I KNOW WHERE A PIPELINE IS LOCATED?

There are markers that will show a pipeline's approximate location with Delta Utilities and our contact information. Markers do not indicate the depth of the pipeline or how many are present. Pipelines may not follow straight lines between markers. More information on pipeline locations can be found on the National Pipeline Mapping System website.



CALL BEFORE YOU DIG

Hitting an underground line can cause serious injuries or death, interrupt utility service, or create expensive repair costs. Whether you are planting a new tree, installing a new fence, or completing a large-scale project, always contact the Call Before You Dig program by calling 811.

1 Call 811

Homeowners and contractors are required by law to call 811 before starting any digging or excavation projects — at least two working days in Louisiana, and at least three working days in Mississippi. This is a free service. When you call 811, you will be connected to a representative who will ask you about the details and location of your digging project. You can also submit a locate ticket on LA 811 or MS 811's website.

2 Wait for Markings

Once you have called 811, utility companies have a few days to respond to your request by sending a technician to mark the approximate location of underground utilities. Response times vary.

3 Get Ready to Dig

Confirm all utilities have responded to your request before rolling up your sleeves and preparing to dig. Always dig around the marks and not on them. Some utility lines are at shallow depths and hitting them can cause expensive and dangerous damage.

UNDERSTANDING UTILITY MARKINGS

Utility companies will mark the location of their underground lines by using standard color codes.

- | | |
|--------------------|------------------------------|
| Gas, Oil, or Steam | Water, Irrigation, or Slurry |
| Communications | Potable Water |
| Electric | Sewers or Drains |
| Temp. Survey Marks | Proposed Excavation |

WHAT ARE THE SIGNS OF A NATURAL GAS LEAK?

Smell

Natural gas is naturally odorless and colorless. Delta Utilities adds mercaptan, an odorant that smells like sulfur or rotten eggs, to help identify potential natural gas leaks.

Sight

Natural gas leaks can cause unnatural bubbles in puddles, ponds, creeks, lakes, and other bodies of water; throw dirt in the air; and cause unexplained dead patches of lawn or vegetation in otherwise green areas.

Sound

Natural gas leaks can cause blowing noises or a hissing sound, typically accompanied by an odor that smells like sulfur or rotten eggs.

WHAT SHOULD I DO IF I SUSPECT A PIPELINE LEAK?

Leave the area immediately

Whether you are at home, work, or outside, leave as quickly as possible, and assist others in leaving.

Avoid causing any sparks

Do not light matches, candles, or cigarettes; do not turn on or off appliances, lights, generators, or cars; and do not use devices like cell phones or land lines near the possible natural gas leak—sparks may cause an explosion.

Call 1-833-DELTA-99 (1-833-335-8299) and 911 to report the potential natural gas leak

Make sure to leave the area before using your phone, always call to report the problem, and do not assume someone else will report the issue.

Stay away from the affected area

Do not return to your home, business, or outdoor site until directed by utility employees or emergency responders say it is safe to do so.



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**Delta Utilities Customer Service:
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