

If You See Gas Theft

Stealing natural gas from our system is not only illegal, but dangerous. It puts bystanders at risk and increases the cost of gas for everyone. If you suspect someone is stealing, email us at the address below. Your identity will be kept confidential.

EMAIL US AT: GASTHEFT@PEOPLES-GAS.COM

Avoid Hazards

What to Do if You Suspect a Leak

WHAT YOU SHOULD NOT DO IF A LEAK OCCURS:

- **DO NOT** touch, breathe or make any contact with a leak
- **DO NOT** light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark
- **DO NOT** attempt to extinguish any fire
- **DO NOT** attempt to operate any valves
- **DO NOT** open your garage door or attempt to start your vehicle

WHAT YOU SHOULD DO IF A LEAK OCCURS:

- **DO** leave the home, building and area of the suspected leak, and get to a safe area
- **DO** call our emergency hotline, which answers 24-hours a day at 1-800-400-4271
- **DO** call 911 to notify police and fire officials
- **DO** warn others to stay out of the area



EMERGENCY CONTACT INFORMATION TO REPORT AN EMERGENCY 24 HOURS A DAY, CALL **1-800-400-4271.**

Ask To See ID

Remember to always ask to see ID when a Delta service employee visits your home.

To give you peace of mind, Delta requires all of its customer service employees to wear photo identification. If you don't see it when one of our employees comes to your home, ask for it. Our employees will gladly show you their photo ID.

ALL Delta employees carry an ID card with their name, photo and the Delta logo. Also, look for a vehicle with the Delta logo. **Please contact customer service at 1-800-764-0111 with any questions or concerns.**



deltagas.com

3617 Lexington Rd, Winchester, KY 40391
Telephone: **1-888-427-7335** • Fax: **(859) 744-3623**



1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
Call 711 or **1-800-654-5988** TTY# **1-800-654-5984**

   @PeoplesNatGas  @Peoples



Make Your Backyard The Place To Be This Summer

MAY 2024



www.deltagas.com



Call 811 Before You Dig. It's a
Free Call to 811 and It's the Law!
www.call811.com



MAKE YOUR BACKYARD THE PLACE TO BE THIS SUMMER

Natural gas appliances are an easy and creative way to enhance your backyard and make it the place to be this summer! Natural gas appliances can upgrade your outdoor experience by offering greater convenience while providing savings.

- **Natural gas grills, ranges, and pizza ovens create instant, evenly distributed heat. Plus, you never have to worry about running out of propane or the power going out.**
- **Natural gas fire pits, patio heaters, and natural gas lamps add ambiance and comfort to your outdoor living space.**
- **Just like water heaters, natural gas pool heaters help you save money! A high-efficiency gas pool heater can be up to 95% efficient and will heat the water quickly while maintaining the temperature regardless of the weather outside.**

You can customize your backyard patio or outdoor space to your taste. With such a variety of styles, sizes, and models, your outdoor living space can become your oasis.

If you're looking to build the ultimate backyard patio, natural gas appliances are the clear choice. You can create your signature style and save money. And best of all, you can kick back, relax, and enjoy **Summer**.

Keep Meters Clear

Please remember that your natural gas meter must be accessible to read in case of emergency. Keep a three-foot clearance in front of your meter with grass and bushes trimmed back so the dials and safety valve are visible.

You can keep yourself and our meter readers safe by following these simple guidelines:

- **Keep bushes** and poisonous plants trimmed back so the dials are visible to read. If we can't get close enough to read the meter, we will estimate your bill.
- **Call 811** to have underground utilities marked before digging.
- **Do not drape** hoses on or tie pets to the meter.
- **Plant trees, shrubs and plants** far enough away for future growth to allow space for routine and or emergency maintenance work, and to prevent roots from damaging your gas service line.
- **Do not obstruct the meter** or regulator (if applicable) with boxes, vehicles, a deck, or other equipment which would impact the ability to service the meter.
- **Be careful** when mowing or weed-whacking around the meter.
- **Do not attempt** to service or maintain a meter yourself.

What's that Smell?

Although the natural gas delivery system is extremely safe, leaks do occur on occasion, but they usually can be detected:



By Smell

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

By Sound

Natural gas leaks may make a hissing or high-pitch whistling noise.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-400-4271.



DEFINED: A cross bore is defined as the intersection of an existing underground utility or underground structure by a second utility installed using trenchless technology. This results in an intersection of the utilities, compromising the integrity of either or both utility or underground structure.

X Why Looking for Cross Bores is Important:

In rare cases, a gas pipeline could cross through a sewer pipe. If a plumber unknowingly strikes a gas line while cutting through a sewer blockage, natural gas could enter the sewer system. We want to prevent this from happening.

X Why Utility Lines Can Cross Through Sewer Lines:

When a new utility line (gas, electric, telephone, or cable television) needs to be installed in an urban area, it's very common for utility providers to dig horizontally underground (called directional boring). Since this installation method does not involve digging a trench, it avoids damage to sidewalks, patios, landscaping, and existing utility lines marked by 811 Call Before You Dig. However, the directional bore may unintentionally penetrate an existing sewer, drain or conduit.

X Cleaning Out Sewers Could Cause a Hazardous Situation:

This can happen when sewer laterals are cleaned using mechanical purging equipment (roooter). This equipment has the ability to damage buried utilities. Collapsed sewer walls can also cause the rooter equipment to be misdirected outside of the sewer, bringing the equipment dangerously close to other buried utilities. Be safe. If you have a sewer blockage, please ask your plumber to always assume that obstructions could involve a cross bore.

Please contact customer service at 1-800-764-0111 if you have questions or need any additional information concerning Cleaning Out Your Sewer Line.