

## 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](mailto: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



**It's Just Three Numbers, but Could Save your life**

**[www.call811.com](http://www.call811.com)**

## 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.

In order 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.**



DELTA NATURAL GAS  
COMPANY, INC.

[deltagas.com](http://deltagas.com)

3617 Lexington Rd, Winchester, KY 40391  
Telephone: (859) 744-6171 • Fax: (859) 744-3623



An Essential Utilities Company

1-800-764-0111 • [peoples-gas.com](http://peoples-gas.com)

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

@PeoplesNatGas



# DELTAVIEW

## What is Customer Piping?

AUGUST 2023



**PEOPLES**<sup>™</sup>

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COMPANY, INC.

[www.peoples-gas.com](http://www.peoples-gas.com) • [www.deltagas.com](http://www.deltagas.com)

## 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.**



## Budget Now for Winter Bills

Our Budget Billing lets you take control of your expenses and avoid the surprise of seasonally high bills.

The budget plan is your yearly gas usage averaged over a twelve-month period. This allows you to pay a more consistent amount throughout the year. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates. To prevent any shortages or overages, Peoples will review your gas usage over the past quarter and adjust your budget amount higher or lower.

You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

**Joining Budget Billing is easy! Sign up online at [peoplesaccount.com](http://peoplesaccount.com) or call us at 1-800-764-0111.**

## What Is Customer Piping?

Delta is committed to ensuring that the natural gas lines to your home or business remain safe and reliable. Delta owns, operates and maintains the natural gas pipeline and facilities leading up to and including the meter of all residential and commercial customers. Maintenance includes regular inspections to ensure no leaks are present and the lines are in good condition.

You own and are responsible for all buried and aboveground natural gas piping on your property that runs from the meter to the structure and other outside gas appliances as well as piping within the structure. This is referred to as "customer piping" and must be maintained by you, the customer. If the customer piping is not properly maintained, corrosion and leaks can occur creating a hazardous condition.

To keep your home or business safe, you should monitor and properly maintain the natural gas lines that you own. Your customer piping should periodically be inspected for leaks. If the piping is metallic, it should also be periodically inspected for corrosion. A licensed plumber or qualified technician can assist you with the inspection and maintenance of your customer piping. Any unsafe condition that is discovered should be repaired immediately.

If excavation is required, remember to call 811, the national call-before-you-dig number, to ensure that your buried lines are located and marked prior to digging. When excavation is near a buried pipeline, the excavator is required to hand dig to avoid damage to the underground piping.



## Safety First For Gas Appliances

We are proud that you have chosen to heat your home or water with natural gas — a clean, abundant and efficient natural resource. With any gas appliance, there are certain safety precautions that should be taken:

### **WHAT YOU SHOULD NOT DO:**

- **DO NOT store flammable products such as gasoline, solvents or adhesives in the same room or area near a water heater and always keep combustible material at a safe distance away from gas fired equipment.**

Make sure that your gas fired appliances have plenty of air to allow for proper operation.



### **WHAT YOU SHOULD DO:**

- **DO monitor your water heater temperature.** Hot water can scald! Our technicians are trained to return your hot water setting to the temperature at which it was set before they checked or re-lit the appliance. However, it is always wise for you to re-check this setting after the heater has been serviced. Lowering your temperature setting can prevent scalding accidents and lower your energy costs. Water temperatures above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a lower thermostat setting to prevent contact with hot water. Please refer to your water heater manufacturer's recommendation for safe water heater temperature settings.
- **DO check outdoor appliance exhausts year-round.** Some furnaces are vented with PVC pipe to the outdoors. If the vent becomes blocked, an emergency switch should stop the furnace from running. However, it is wise to periodically check the vent opening. This is particularly important in cold weather, as snow or ice can build up and block the opening. Recently, invasive brown marmorated "stink bugs" have been cited as the cause for some furnace vent problems, as they enter through the PVC piping looking for warmth or a place to hibernate. Never try to put any covering (such as mesh or netting) over the openings in an attempt to block insects; any restrictions may affect proper operation. Following the manufacturer's recommendations and regular inspections by a qualified appliance professional are recommended and will help assure safe operation.