HOMEOWNERS:

HOW TO HELP PREVENT NATURAL GAS LEAKS

Buried utilities could exist just about anywhere you dig. Homeowners can prevent damage to underground utilities and service interruptions by calling Gopher State One Call (GSOC). GSOC is the underground utility notification center for the state of Minnesota. Calling GSOC is free, so please call before you dig.

Austin Utilities participates and complies with the GSOC requirements by locating all natural gas pipelines within proposed excavation areas.

HELPFUL TIPS FOR HOMEOWNERS WHEN DIGGING

- Call GSOC 48 hours before digging. GSOC can only locate services that utilities have installed.
- A private locator can locate private services such as sprinkler lines or natural gas lines to a garage.
- Mark the digging area with white stakes or paint.
- Hand dig carefully within two (2) feet of either side of the utility markings.

Report any damage to the affected utility immediately. Nicks to plastic and dents to steel could eventually cause a leak.



MARKING COLOR MEANINGS

- Electric
- Gas-Oil-Steam
- Communication CATV
- Water
- Reclaimed Water, Irrigation
- Sewer
- Temporary Survey Markings
- Proposed Excavation

CALL BEFORE YOU DIG! GOPHER ONE STATE CALL 1-800-252-1166

Since 1935, Austin Utilities has proudly provided safe, reliable natural gas service to the Austin community. Today, more than 10,000 customers depend on our system of over 177 miles of natural gas mains and service lines, all maintained in compliance with state and federal safety standards. We continue to invest in infrastructure by upgrading and replacing aging pipelines to enhance system reliability. Through annual leak surveys, routine inspections of meters and pipelines, and quarterly patrols in business districts, schools, and churches, AU is committed to delivering dependable service with safety as our highest priority.

BUSINESS HOURS:

Monday- Thursday: 8:30am -5:00pm
Friday: 8:30am-4:00pm
EMERGENCIES: 24/7
507-433-8886

AUSTIN UTILITIES

NATURAL GAS PIPELINE SAFETY:

Customer Awareness & Damage Prevention



SAFETY CHECKLIST:

PREVENTING DAMAGE TO YOUR GAS METER



01 Use caution when mowing, weed trimming and using snow removal equipment near a gas meter.

02 Do not store garden hoses, anchor pet leashes, or use a gas meter as a post to lock up bicycles.

03 Outdoor gas meters should not be enclosed. Do not have house additions or decks built around or on top of a meter.

04 Ice and snow should be carefully removed to avoid damage to the meter and piping.



CARBON MONOXIDE:

WHAT YOU NEED TO KNOW

WHAT IS CARBON MONOXIDE?

Carbon Monoxide (CO) is a colorless, odorless, tasteless gas produced by incomplete burning of natural gas. Carbon Monoxide is a dangerous gas that can be harmful in large amounts over a long exposure period.

IS CARBON MONOXIDE PRESENT IN MY HOME?

Signs of CO in your home could include water or soot collecting near a burner or vent, or excessive indoor humidity with heavy condensation on walls and windows.

WHAT ARE THE SYMPTOMS OF CO POISONING?

The initial symptoms of CO poisoning are similar to the flu but without a fever. They include:

- Headache
- Dizziness or disorientation
- Nausea or vomiting
- Fatigue and difficulty waking
- Shortness of breath.

If these symptoms are present, everyone in the home feels ill, and aymptoms seem to disappear when you leave the house you may have a CO problem.

WHAT SHOULD I DO?

Please call Austin Utilities if you suspect a CO problem. A Gas Service Technician will immediately be dispatched. We have the tools to test and inspect various natural gas appliances in your home for carbon monoxide. This service is available to ours customers 24 hours a day, 7 day a week.

HOW TO RECOGNIZE

A NATURAL GAS LEAK

LOOK:

- Dead or brown vegetation spots in laws or boulevards
- Dirt being blown in the air
- Water bubbling at a creek, pond, river, or wet flooded area
- Fire or explosion near a natural gas line

LISTEN:

- Hissing, blowing, or roaring sound

SMELL:

- Sulphur or rotten egg smell (may not always be present)

WHAT SHOULD I DO IF I SUSPECT A LEAK?

- Leave the area immediately
- Do not operate any type of electrical device or source of ignition. This includes phones, cell phones, and light switches (anything that could cause a spark).
- Do not attempt to make any reparis or extinguish a fire
- From a remote and safe location immediately call Austin Utilities at 507-433-8886