

# what are PRIVATE UTILITY LINES?

You've heard it many times before ... **Call 811 Before You Dig** anywhere on your property to have your utility (natural gas, water, electricity, etc.) lines marked. This prevents you from damaging any of your utility lines when you dig on your property.

What many property owners may not know is that additional lines may exist on their property. These are called private utility lines, and they are additional utility lines that may have been installed by you or a previous property owner to bring any kind of service, such as natural gas or electricity, to facilities including:



POOL  
HEATERS



GARAGES



OUTDOOR  
GRILLS



SHEDS



LIGHTS



BARNES



**Know what's below.  
Call before you dig.**

Piedmont Natural Gas does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if corrosion or leaks are discovered.

For assistance locating, inspecting or repairing buried piping, please contact Piedmont Natural Gas or a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping. You can visit [piedmontng.com](http://piedmontng.com) or call us at [877.279.3636](tel:877.279.3636) to learn more about protecting or repairing your underground piping.

*Visite [piedmontng.com](http://piedmontng.com) para ver la versión completa en español.*



Piedmont  
Natural Gas



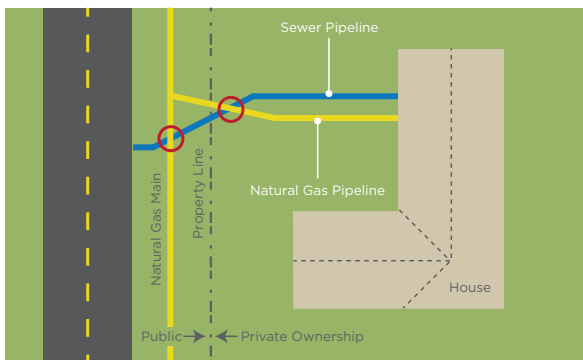
[piedmontng.com](http://piedmontng.com)



800.752.7504

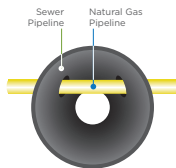
# what is a UTILITY CROSS BORE?

A cross bore can happen when underground utilities intersect and create an obstruction. They sometimes occur between natural gas lines and sewer lines, and they are usually identified when customers are having sewer lines cleaned or maintained due to a blockage.



## Identifying & Managing Utility Cross Bores

- When having your sewer lines cleaned or maintained, share this information with your plumbing contractor.
- Ask your contractor to use a camera to assess the condition of the sewer line.
- If you find an obstruction not caused by roots or a plumbing-related issue, it may be a utility cross bore.
- If excavation of the sewer line is necessary, call 811 and a private locator to have all utilities in your yard located.
- Carefully excavate to ensure there is no utility crossing through your sewer line.
- When cleaning out a sewer pipeline, be alert to the following signs of a natural gas leak:
  - Hissing sounds
  - Natural gas odor
  - Blowing dirt
  - Bubbling water



## What to Do if You Suspect a Natural Gas Leak

- Leave the area immediately.
- Don't use anything electrical that may create a spark. This includes a cellphone.
- After leaving the area, call Piedmont at [800.752.7504](tel:800.752.7504), or call 911 if you can't remember our number.
- Don't attempt to locate the source of a leak.
- Don't attempt to stop a leak.

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