

WARNING TO OUR CUSTOMERS

Clogged sewer? Before clearing, contact CenterPoint Energy to determine if a natural gas line is involved.

Safety is CenterPoint Energy's top priority. While incidents involving damage to natural gas pipelines are rare, to protect life and property, CenterPoint Energy takes a proactive approach to help prevent potential incidents or natural gas leaks.



Although it is an unusual situation, there may be a few instances a year where a sewer blockage occurs as a result of a contractor's excavation activities during construction – potentially resulting in hazards associated with natural gas and sewer lines intersecting underground.

- If your sewer does back-up, CenterPoint Energy **WARNS** customers and plumbing contractors against trying to drill through a blockage. Contact CenterPoint Energy so we can locate underground natural gas facilities to help prevent potential damage to the lines and a natural gas leak.
- **If you have concerns about whether a natural gas line has crossed a sewer line, contact a qualified professional plumber or contractor.** A professional plumber can perform a sewer line inspection with a camera that will inspect the inside of a sewer pipe.

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- If the qualified contractor discovers an issue with any CenterPoint Energy natural gas piping, the company will work closely with that professional to resolve the issue. We have notified sewer contractors and plumbers that they should call CenterPoint Energy if they need assistance. We have qualified personnel who are available to assist them 24 hours/7 days a week.

Sewer contractors, customers or plumbers can call **855-820-0127** for assistance.

Contacting CenterPoint Energy with concerns about any of its natural gas facilities helps ensure the safety of our customers and the public.

It is important that customers and contractors have the location of underground utilities marked by calling Gopher State One Call at 811 - at no cost - before beginning any excavation or project that might involve underground utilities or pipelines. Minnesota law requires customers to call Gopher State One Call at 811 at least 48 hours, or two working days, before digging. Customers may also request an E-Ticket at gopherstateonecall.org.

Underground utilities are not limited to natural gas. Customers are also responsible for marking private lines, such as invisible pet fences, sprinkler systems, yard lights, sewer and water lines, and gas grill lines.

If you do suspect a gas leak, please immediately call the emergency gas leak telephone numbers below from a safe distance. Do not assume someone else has already called. The odor will be investigated at no charge.

Emergency gas leak telephone numbers

Twin Cities metropolitan area612-372-5050
Other areas800-296-9815

