

UNDERGROUND UTILITY LINE INFORMATION

Safety is our top priority. Incidents involving damage to natural gas pipelines are rare and CenterPoint Energy takes a proactive approach to prevent any potential incident or natural gas leakage to protect life and property.

Although it is an unusual situation, the company is aware of a few instances per year where a sewer blockage occurs as a result of a contractor's excavation activities during construction – resulting in unintended installation of a gas line in a sewer line. However, CenterPoint Energy is resolved to take action to remedy a situation upon notification to prevent an accident from occurring. If a customer experiences a sewer back-up, CenterPoint Energy doesn't want customers or plumbing contractors to drill through a blockage for any reason without first allowing CenterPoint Energy to locate its underground natural gas facilities to help determine and prevent potential damage to the natural gas lines that could result in leakage. 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. This is for the safety of our customers and the public.

It is important that customers and contractors also know to call 811, at no cost to the customer, prior to any excavation or projects that might involve underground utilities or pipelines, to have them marked. State law requires customers to call 811, the call before you dig number, or your local One Call Center at least 48 hours, or two working days, before digging.

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Underground utilities are not limited to natural gas facilities. 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 number below from a safe distance and do not assume someone else has already called. The odor will be investigated at no charge.

Emergency gas leak telephone number

Arkansas, Oklahoma, Louisiana, Mississippi 888-876-5786

If you have concerns about your natural gas line and sewer line being conjoined, contact a qualified professional plumber or contractor. A professional plumber can perform a sewer line inspection with a camera that will visually inspect the inside of the sewer pipe that runs from your home. 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/7days a week.

*Si deseas recibir esta información en español, por favor envía un email a INFO1@CenterPointEnergy.com, o por correo a **Public Awareness Team, CenterPoint Energy, 1111 Louisiana Street, Room 2222, Houston, TX 77002.***

