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**FOCUS ON SAFETY**

APRIL/MAY 2006

# GasCompanyNews

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**During disasters, emergency response team members work round-the-clock at The Gas Company's Emergency Operations Center.**

## READY TO RESPOND, *in case of emergency*

Being prepared for emergencies is important for all businesses, but for The Gas Company®, emergency preparedness is critical to providing safe and reliable natural gas to all our customers. By planning for emergencies, The Gas Company is able to respond more quickly and effectively when customers need service safely restored.

The Gas Company's Emergency Operations Center plays a key role in this process by serving as a central command post 24 hours a day during natural and man-made disasters. When we activate the center, company leaders and employees trained in emergency response gather at this specially equipped facility.

Our emergency response team members then work with public officials, law enforcement, fire departments and others as needed to contain the crisis, and protect public and employee safety. Our goals also include maintaining natural gas service and, if needed, restoring gas service as quickly as possible.

For information about preparing for emergencies at home or work, refer to the articles in this edition or visit [www.socalgas.com/safety](http://www.socalgas.com/safety).

## Keep an **EMERGENCY KIT** handy

Earthquakes, fires and other disasters may strike without warning, so it's important to always be prepared. You can start by making an emergency kit with enough supplies to last at least 72 hours. Such a kit can help ensure your safety and comfort in case a major disaster delays the arrival of public safety workers. Be sure to include:

- First-aid kit with handbook.
- Essential medications and extra eyeglasses.
- Bottled water (1 gallon per person per day).
- Packaged, dried or canned food and any special dietary items.
- Manual can opener.
- Blankets or sleeping bags.
- Extra set of house and car keys.
- Fire extinguisher (A-B-C type).
- Cash.
- Portable radio, flashlight and fresh batteries.
- Special provisions for babies, the elderly, disabled family members and pets.

For more emergency-related information, visit [www.socalgas.com/safety](http://www.socalgas.com/safety).

## Proud sponsor of *MS Walk*

The Gas Company is proud to be the title sponsor of the 2006 MS Walk in seven Southern California locations this spring. Join thousands of supporters as they walk, run, or volunteer to raise funds to fight the debilitating disease of multiple sclerosis. Participants will enjoy the scenic routes, prizes and entertainment. For details, visit [www.800fightMS.com](http://www.800fightMS.com).

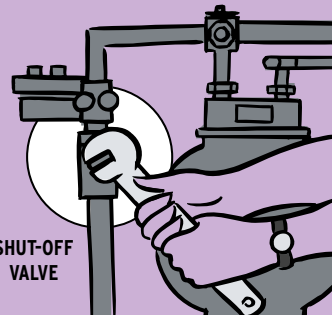
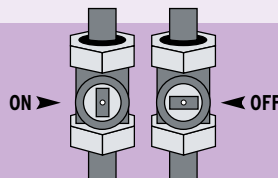
## What to do *in case of a gas leak*

If a major earthquake or other disaster damages natural gas pipelines near your home, you may need to shut off your gas service. The following safety tips can help you take the right steps.

**First, always be prepared for an emergency.** Know exactly where your gas meter is located. It could be underground, in a cabinet or beside or under your house. Also, keep a 10- or 12-inch adjustable wrench with your emergency preparedness supplies or next to the meter's shut-off valve.

**Recognize the signs of a gas leak.** You'll probably smell the distinctive odor we add to natural gas. Escaping natural gas also may make a hissing, whistling or roaring sound. Other clues include a damaged connection to a gas appliance, or dying vegetation, a fire or an explosion near a pipeline.

**If you suspect a natural gas leak:** Stay calm. **Don't** light a match, candle or cigarette, and **don't** turn electrical devices – not even light switches – on or off. Move away from the area and call The Gas Company immediately at **1-800-427-2200** or your local fire department.



**Don't turn off your gas meter unless you smell or hear natural gas escaping.** If so, use your adjustable wrench to turn the shut-off valve one quarter of a turn in either direction, until the valve is crosswise to the pipe (see diagram).

**For more information:** Check the emergency gas shut-off instructions in the "Survival Guide" section of most telephone directory white pages and online at [www.socalgas.com/safety](http://www.socalgas.com/safety).

In an emergency, if you smell or hear natural gas escaping, you may need to shut off gas service to your home. Use an adjustable wrench to turn the meter shut-off valve crosswise to the pipe.

## Why call **BEFORE YOU DIG?**

Before digging in your yard for any reason, be sure to call **Underground Service Alert (USA)** toll-free at **1-800-227-2600** at least two full workdays in advance. Here's why:

- 1. YOUR SAFETY.** Gas lines may be buried just inches below the surface of your yard. USA will contact The Gas Company so we can mark the location of our underground pipelines. Knowing where utility-owned lines are before you dig for any reason can help you avoid possible injury.
- 2. YOUR TIME AND MONEY.** Whether you're digging to build a pool, remodel your house, plant a tree, or replace a fence, hitting a gas line can disrupt your gas service, delay your project and result in costly repairs.
- 3. IT'S FREE.** For more information about this free service, visit [www.digalert.com](http://www.digalert.com).



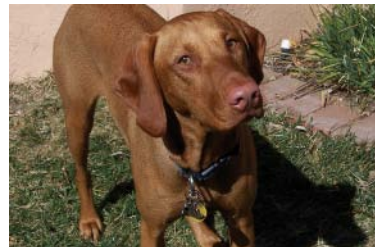
To avoid possible injury and costly repairs, call **Underground Service Alert, 1-800-227-2600**, at least two workdays before digging in your yard.

## PLAY IT SAFE: Please secure your dog

Even friendly dogs can get aggressive about protecting their people and their turf. That's why it's important to secure your dog on meter reading days and during service calls to your home. Doing so helps employees of The Gas Company provide you with exceptional customer service and avoid injuries like those suffered by 26 employees last year. In each case, the dog owner thought the dog wouldn't bite anyone.

To play it safe, please:

- Mark your meter reading date on your calendar, then provide us with a safe path to the gas meter by keeping your dog behind a fence, in the house or in the garage. You'll find meter reading dates printed near the top of your gas bill. To request an annual meter reading schedule, call **1-800-427-2200**.
- Secure your dog away from the gas meter, the appliances to be serviced or other work area before we arrive.



Even friendly dogs can turn aggressive to protect their turf, so please secure your dog when our employees are working at your home.

Thank you!

## On-time service now **GUARANTEED**

Effective April 1, The Gas Company began offering a new service guarantee. It applies to most customer-requested appointments where home entry is required. If our service representative does not arrive within your scheduled appointment time frame, you may receive a credit on your next bill. See [www.socalgas.com](http://www.socalgas.com) for details, or call **1-800-427-2200**.



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*Glad to be of service.™*

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**1-800-427-2200**

TDD/1-800-252-0259

*Gas Company News*

is published bimonthly by  
The Gas Company for  
its customers.

This information and more  
is available online at  
[www.socalgas.com](http://www.socalgas.com).

# Noticias de The Gas Company

Valiosa información de sus amigos de The Gas Company™

## Qué hacer *en caso de una fuga de gas*

Si un terremoto de gran intensidad u otro desastre daña ductos de gas natural cerca de su hogar, tal vez necesite cerrar la llave de paso de su servicio de gas. Las siguientes sugerencias de seguridad pueden ayudarle a hacer lo correcto.

**Primero, siempre esté listo para una emergencia.** Conozca exactamente dónde está ubicado el medidor del gas. Pudiera estar en el subsuelo, dentro de un gabinete, o junto o debajo de su casa. Mantenga, además, una llave inglesa ajustable de 10 ó 12 pulgadas con sus suministros de emergencia o junto a la llave de paso del medidor.

**Reconozca los signos de una fuga de gas.** Probablemente percibirá el olor característico que añadimos al gas natural. El gas natural que escapa tal vez también haga un sonido sibilante o rugiente. Otros indicios incluyen que la conexión de un aparato doméstico de gas esté dañada, se esté muriendo la vegetación, haya un incendio o haya habido una explosión cerca de un gasoducto.

**Si sospecha que hay una fuga de gas natural:** Conserve la calma. No encienda cerillos, veladoras o cigarrillos, y no encienda o apague dispositivos eléctricos (ni siquiera apagadores de luz). Aléjese del lugar y llame de inmediato a The Gas Company al **1-800-342-4545** o al departamento de bomberos de su localidad.

**No cierre la llave de paso del medidor a menos que huela o escuche que se está escapando el gas natural.** Si es así, use su llave inglesa ajustable para girar la llave de paso un cuarto de vuelta en cualquier dirección, hasta que la válvula esté en posición transversal con respecto a la tubería (ver diagrama al reverso).

**Para mayor información:** Revise las instrucciones para interrumpir el gas en la sección "Guía de supervivencia" de la mayoría de los directorios telefónicos y en línea en [www.socialgas.com/sp/safety](http://www.socialgas.com/sp/safety).



The  
Gas  
Company

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**1-800-342-4545**

TDD/1-800-252-0259

The Gas Company publica *Gas Company News* cada dos meses para su clientela. Esta información, y más, está disponible en [www.socialgas.com/sp](http://www.socialgas.com/sp).

*A su servicio... y con gusto.*

## ¿Por qué llamar *ANTES DE EXCAVAR?*

Antes de excavar en su jardín por cualquier motivo, asegúrese de llamar a un **Underground Service Alert** (USA) sin costo al **1-800-227-2600** por lo menos con dos días hábiles de anticipación. Por las siguientes razones:

- 1. POR SEGURIDAD.** Tal vez las tuberías de gas estén enterradas a tan sólo unas cuantas pulgadas debajo de la superficie de su jardín. USA se comunicará con The Gas Company para que podamos marcar la ubicación de nuestras tuberías subterráneas. Sabiendo dónde están las tuberías de los servicios públicos antes de excavar por cualquier motivo puede ayudarle a evitar posibles lesiones.
- 2. PARA ECONOMIZAR TIEMPO Y DINERO.** Ya sea que vaya a excavar para construir una piscina, remodelar su casa, plantar un árbol, o reemplazar una cerca, golpear una tubería de gas puede interrumpir su servicio de gas y resultar en reparaciones costosas.
- 3. ES GRATIS.** Para mayor información acerca de este servicio gratuito, visite [www.digalert.com](http://www.digalert.com).

## PARA MAYOR SEGURIDAD: Por favor amarre su perro

Hasta los perros amistosos pueden volverse agresivos por proteger a su gente y territorio. Por eso es importante amarrar su perro los días que pasemos a leer el medidor y cuando estemos atendiendo alguna llamada de servicio en su casa. Haciéndolo ayuda a los empleados de The Gas Company a proveer un excepcional servicio al cliente y evitar lesiones como las que sufrieron 26 empleados el año pasado. En todos los casos, el dueño del perro pensó que el perro no mordía.

Para más seguridad, sírvase:

- Anotar en su agenda la fecha en que pasarán a leer su medidor, y brindar al lector un acceso seguro al medidor de gas, manteniendo su perro detrás de una cerca, adentro de la casa o en el garaje. Puede encontrar las fechas de lectura del medidor impresas en la parte superior de la factura del gas. Para solicitar un calendario anual de lecturas, llame al **1-800-342-4545**.
- Amarre su perro lejos del medidor de gas, del aparato doméstico de gas al que se dará servicio u otra área de trabajo antes de que llegue el empleado de campo.

¡Gracias!