



Important Notice: **Your responsibility for maintenance of buried customer lines**

Columbia Gas of Virginia delivers natural gas safely and reliably through a series of underground pipelines to your home or business. Columbia Gas owns and maintains the pipeline up to and including the meter. We conduct routine inspections of all company-owned pipe up to the meter, repairing and replacing lines and meters as necessary.

The property owner owns the “house lines” – any pipe that extends beyond the meter to appliances inside the home or business, or to other locations on the property, such as pool heaters, garages, or other appliances. It is the responsibility of the property owner to initiate any inspection and necessary repair or replacement of house lines through a qualified professional, such as a qualified heating contractor or plumber.

In rural areas, where service is not available directly from Columbia Gas distribution facilities, customers are served through a third-party transmission pipeline system and in many cases the meter is located near the transmission pipeline and not at the house or business. The customer is responsible for the buried lines that run from their home or business to the natural gas meter. In these cases, Columbia Gas does not maintain any of your buried lines.

Customer-owned lines that are buried might become subject to corrosion and leakage over time. Buried lines should be inspected periodically for leaks and corrosion.

For your safety, Columbia Gas inspects its system for leakage on a regular basis. We also inspect for corrosion if the pipeline is made of metal. At a minimum, we conduct routine inspections of all lines up to the meter.

Columbia Gas does not conduct scheduled inspections of house lines; however, if Columbia Gas detects a problem with any portion of the natural gas lines that you own during the course of a service call or safety check, service may be shut off and the lines will need to be repaired promptly. Columbia Gas does not repair or replace customer-owned lines. A qualified plumber or heating contractor can assist you in locating, inspecting and repairing your buried natural gas lines. When hiring a contractor to repair or replace your natural gas lines, you should request proof that they are qualified to perform such work.

What do those colors mean?

The color of the paint, stake or other marker indicates what's below:

○	Proposed Excavation
●	Temporary Survey Markings
●	Electric
●	Gas/Oil
●	Communications/Cable TV
●	Water
●	Reclaimed Water
●	Sewers & Drain Lines

When excavating anywhere on your property, gas piping must be located in advance, and the excavation must be done by hand within the tolerance zone. Before digging,

always contact 811 to have utility members mark underground utilities. Property owners are responsible for the locating of private, non-utility facilities, such as septic systems, irrigation, invisible fencing and gas lines beyond the meter.

For more information about your responsibilities and safe digging visit ColumbiaGasVA.com and VA811.com.