



Partners in pipeline safety.

Call before you dig - it's free.

Although a pipeline leak is rare, it is important to know how to recognize the signs, and what action to take.



What you may smell

- Natural gas is said to be odorless, but some people detect a hydrocarbon smell. If the gas is odorized, it may smell similar to rotten eggs.

What you may see

- Dead or dying vegetation on or near a pipeline in a normally green area.
- Water bubbling or blowing into the air at a pond, creek, or river.
- Dirt being blown or appearing thrown into the air.
- Frost build-up on the ground.
- Fire coming from the ground or appearing to burn above the ground.

What you may hear

- A roaring, blowing, hissing, or loud whistling sound.

Dig with C.A.R.E.

Call before you dig

Call '811' anywhere in the United States.

Allow required time for marking

Respect the marks

Lines are marked by flags, paint, or other markers (normally yellow for pipelines).

Excavate carefully

Hand dig to determine exact locations of pipelines. A TC Energy representative must be present. All digging must take place during the time allotted by the TC Energy representative.

If you suspect a leak

If you witness any of the typical signs listed, or any other unusual sights, sounds or smells near a pipeline location, it is important that you follow these steps:

1. Leave the area immediately on foot – do not use motor vehicles or any equipment that could be a potential ignition source.
2. Move to a safe location and call '911'.
3. Call the appropriate emergency number – see list below. The number can also be found on the pipeline marker.
4. Warn others to stay away.

Contact us

U.S. One Call Center
811

TC Energy Natural Gas
1-800-447-8066

Portland Natural Gas
Transmission System (PNGTS)
1-800-830-9865

Columbia Gas Transmission,
Crossroads Pipeline, Hardy Storage
Company & Millennium Pipeline
1-800-835-7191

Columbia Gulf Transmission
1-866-485-34276

For general inquiries

Public Awareness
1-855-458-6715

Landowner inquiries
1-877-287-1782

For crossing or encroachment agreements
us_crossings@tcenergy.com

National Pipeline Mapping System (N.P.M.S.)

Further information regarding pipelines located in your community can be accessed through the National Pipeline Mapping System at www.npms.phmsa.dot.gov.



Know what's below.
Call 811 before you dig.