

If You Detect a Faint Scent of Gas...

...DO NOT switch anything electric on or off, do not use a flashlight, a lighter, telephone or cell phone, do not pull a plug from the electrical outlet, or smoke, or light a match until you are well away from the suspected leak. *Have everyone leave the area immediately.* Go to a telephone outside your home and call the DPU 24-hour emergency number: 646-4646 or 9-1-1 right away. (TDD: 711 to 646-4646).



IF YOU SMELL IT, REPORT IT!
24-hour emergency number
646-4646 (TDD: 711 to 646-4646)

DPU is specially equipped to locate gas leaks.
We'll send someone right away to ensure your safety.



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



www.richmondgov.com/dpu

El texto está disponible en español; llame al 646-4646.

Natural Gas Smells Bad for a Very Good Reason



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

Natural gas is a safe, clean energy source. In its original state, natural gas is invisible and odorless, so Richmond's Natural Gas Utility adds a distinctive "rotten egg" odor to it so you and your family can detect even the smallest natural gas leak by smell.

[Pipeline Purpose and Reliability](#)

The City of Richmond Department of Public Utilities (DPU) operates 1,945 miles of natural gas pipelines for residential, commercial and industrial use in Richmond, Henrico County and portions of Chesterfield and Hanover counties. We follow federal requirements for safety and security.

Gas lines should be marked before digging or excavation is done. Call Miss Utility at 1-800-552-7001 or 8-1-1 to have your lines marked.