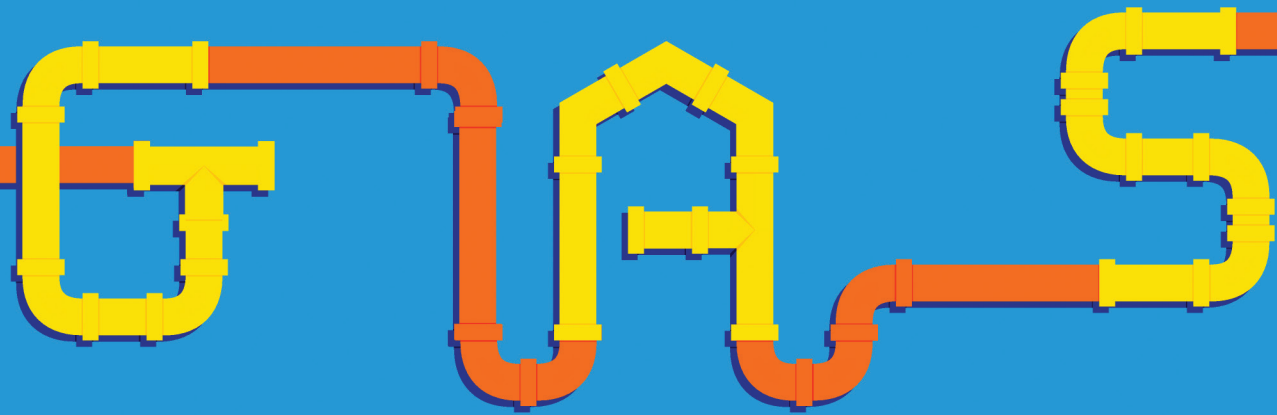


# Dial Before You Dig

Every day underground gas pipes get damaged by people digging without knowing what's below. Damages to gas pipes may cause serious injury to you and others around you. We're here to help, follow our guide below:



**G** Get in contact with us as soon as possible to discuss your projects requirements.

- ✓ Plan ahead- we normally respond to requests for information and updated utility records within 10 days.

**A** Aware. One of our biggest dangers is ignorance of the location of gas apparatus and how to complete works safely.

- ✓ Be aware of where our pipes are. If you damage a gas main or service it could cause a leak, a fire or worse an explosion.

**S** Safety. Work safely at all times when working around gas apparatus.

- ✓ Use up to date utility records
- ✓ Use safe digging practices to hand dig trial holes to locate gas apparatus before using any mechanical excavators or powered equipment.

## Smell Gas?

Call the Northern Ireland Gas Emergency Centre on:

**0800 002 001**

Our Emergency Service is on call 24 hours a day, seven days a week, 365 days a year. Following receipt of a call we will aim to have someone onsite within 1 hour.

If you cause a leak, or think our network may be damaged call the Northern Ireland Gas Emergency Centre and take the following steps:

- ✓ Get everyone away from the leak (preferably upwind)
- ✓ Extinguish all naked flames and other sources of ignition within 15m of the leak
- ✓ Do not try and fix the leak as this could cause an even more dangerous situation for you, your workers or anyone in the vicinity
- ✓ Do not operate electrical switches as this may generate a spark
- ✓ If the leak is internal open all doors and windows to assist the leaking gas to ventilate
- ✓ Don't operate any underground valves
- ✓ Don't let anyone go near the leak
- ✓ Once our Engineers arrive onsite, assist them as much as possible

## Need Help or Advice?

Call our Dial Before You Dig Team on **02890 555819**  
or email [dialbeforeyoudig@phoenixnaturalgas.com](mailto:dialbeforeyoudig@phoenixnaturalgas.com)

 **PHOENIX**  
NATURAL GAS