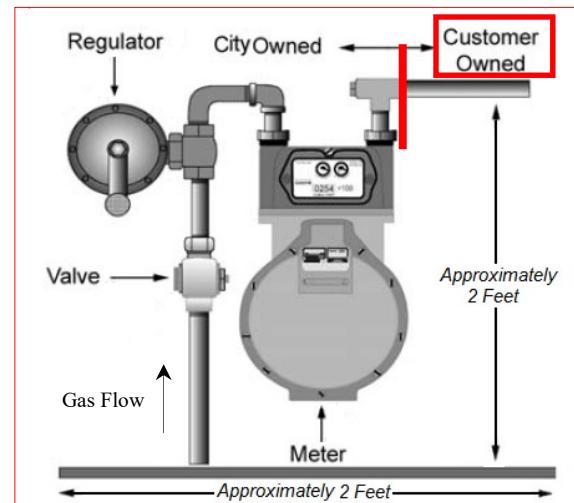


Notification – Customer Owned Piping on a Gas Service Facility

It is our responsibility as a natural gas provider to notify you regarding your responsibility for customer owned fuel piping, which is the pipe downstream of the meter. You are responsible for the maintenance and locating of the customer piping. The City does not maintain that piping.

Customer owned facilities are those that extend from the outlet side of the City's meter to a dwelling, business, or other structure on the customer's property. The City of Monroe's Natural Gas Department is responsible for the installation and maintenance of the natural gas pipeline up to the meter as outlined by the U.S. Department of Transportation - Pipeline Safety Regulation 192.16. **(See the illustration)**

If the customer fails to maintain their buried piping and other gas facilities properly, the following may occur:



1. A metal gas line may be susceptible to hazards, such as corrosion and leakage;
2. A plastic gas line with a broken or no tracer wire may be susceptible to damage by an excavator if its location is not marked.
3. Certain types of plastic are prone to cracking and other material deficiencies.

Buried gas piping should be:

1. Periodically inspected for leaks;
2. Periodically inspected for corrosion (if the piping is metallic); and
3. Repaired if any unsafe condition is discovered.

Prior to excavating near buried natural gas piping, its location should be marked in advance, and the excavation should be done by hand. Customers may contact North Carolina 811 by dialing 8-1-1 in order to arrange for the City of Monroe to locate its gas facilities on their property. Customers may maintain, locate, inspect, or repair their facilities themselves or contact a local plumbing contractor(s) or heating contractor(s) for assistance.

Please feel free to contact the City's Energy Services Department at (704) 282-4600 with any questions regarding this requirement.

For questions regarding Natural Gas Safety, please refer to our website:
<https://www.monroenc.org/Departments/Energy-Services/Natural-Gas>