



Call 811 before you dig

It's a Free Call and It's the Law! • www.call811.com

What to Do If You Suspect a Natural Gas Leak

If you Suspect a Leak:

- Leave the home, building and/or area immediately and get to a safe place.
- Call 911 to notify your local fire and police first responders.
- Call our emergency 24-hour hotline at 1-800-432-0771, available 365 days a year.
- Warn others to stay out of the area.

If you Suspect a Leak DO NOT:

- **DO NOT** touch, breathe, or make any contact with the leak.
- **DO NOT** light a match, turn light switches on or off, use a cellphone, house phone, and/or anything that can create a spark.
- **DO NOT** try to extinguish any fire.
- **DO NOT** attempt to operate any valves.
- **DO NOT** open your garage door or attempt to start your vehicle.

Delta Emergency Service: 1-800-432-0771

Delta works around the clock to provide you with safe, reliable and affordable natural gas. If you think you smell gas, suspect a leak, or experience an emergency gas outage, fire or explosion, leave the area immediately and then call our 24/7 emergency hotline.

Ask to See ID

Always ask for ID when a Delta Customer Service employee visits your home. All Delta employees drive Delta-marked vehicles and carry a photo ID with their name and the Delta logo on it. **Please contact Customer Service at 1-888-427-7335 with any questions or concerns.**



**DELTA NATURAL GAS
COMPANY, INC.**

deltagas.com

3617 Lexington Rd, Winchester, KY 40391
Telephone: **1-888-427-7335** • Fax: **(859) 744-3623**



An Essential Utilities Company

1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
Call **711** or **1-800-654-5988** TTY# **1-800-654-5984**

Connect with us



DELTAVIEW

Make Your Backyard the Place to Be this Summer

MAY 2026



**DELTA NATURAL GAS
COMPANY, INC.**

deltagas.com



Make Your Backyard the Place to Be this Summer

Natural gas appliances are an easy and creative way to make your backyard the place to be this summer!

- **Natural gas grills, ranges & pizza ovens** create instant, evenly distributed heat. Plus, you never have to worry about running out of propane or the power going out.
- **Natural gas fire pits, patio heaters, and lamps** add ambiance and comfort to your outdoor living space.
- **Natural gas pool heaters** can save you money! A high-efficiency gas pool heater can be up to 95% efficient and will heat the water quickly, while maintaining the temperature regardless of the weather outside

Turn your backyard into an oasis this summer with your signature style. Natural gas is the clear choice for the ultimate backyard experience! And best of all, you can kick back, relax and enjoy Summer.

Trust Your Senses

Natural gas leaks are rare, but they can happen. Trust your senses!



SIGHT

Discolored soil or dead vegetation near a pipeline may indicate a leak.



SOUND

Natural gas leaks may make a hissing or high pitch whistling noise.



SMELL

Natural gas is odorless. We add a sulfur-based odorant to give it a rotten egg smell.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-432-0771.

Natural Gas Meter Safety

Keep your natural gas meter accessible for safety and emergencies by following these guidelines:

- **Maintain** a three-foot clearance from the meter. Your gas meter needs to always be visible and accessible.
- **Keep** trees, shrubs, and plants far enough away from your meter to prevent future interference. Obstructed gas meters may result in estimated bills.
- **Use** caution when mowing or trimming near the gas meter.
- **Do not** drape hoses on or tie pets to the gas meter.
- **Avoid** blocking the gas meter with vehicles, house or pool decks, and/or other equipment.
- **Never** attempt to service the gas meter yourself.
- **Always** call 811 before digging to have underground utilities marked.



WHAT IS A CROSS BORE?

A cross bore occurs when a new underground utility unintentionally intersects an existing one, potentially compromising both.

Why It Matters:

In rare cases, a gas line may cross through a sewer pipe. If a plumber unknowingly cuts a gas line while clearing a blockage, natural gas could enter the sewer system—creating a serious hazard.

How It Happens:

Utilities often install new lines using trenchless methods to avoid surface damage. However, this method can accidentally penetrate existing sewer or drain lines.

Sewer Cleaning Risks:

Rooter equipment can damage buried utilities or be misdirected if a sewer wall collapses. To stay safe, plumbers should always assume a blockage could involve a cross bore.

Please contact customer service at 1-888-427-7335 if you have questions or need additional information concerning cleaning out your sewer line.