



## New Customer Information

### **CUSTOMER AWARENESS**

Safety is the first priority at JCCUD; therefore, we are sharing this information from the United States Department of Transportation (USDOT).

As a JCCUD customer, it is your responsibility to maintain the safety of all underground natural or propane gas pipe from your gas meter or tank to your home or business and other locations such as pipe connecting to your natural or propane gas equipment. In addition, your meter or tank must be always clear of debris and accessible to our employees. For example, do not plant bushes or shrubs in front of meter or regulator; do not construct decks or structures over or around the meter or regulator.

Periodically, you should have a professional inspect your buried pipe as mentioned above for potential hazards of corrosion or leaks. JCCUD suggests calling a professional to perform the inspection and repair any unsafe findings immediately. Although notice is required by USDOT, it is not meant to alarm you. It is to remind you that you should get underground pipe inspected periodically to maintain the safety to your home or business.

Remember, you should always have pipe located in advance by calling **811**. Any excavation should be hand dug when digging near a buried gas pipe.

As always, if you smell natural or propane gas in or around your home or business, **DO NOT** use electrical switches, gas or electrical appliances or cell phones. Leave the area and call 911 or JCCUD 24 hours a day, 7 days a week at (423) 623-3069 or (865) 475-7911.

## **ACKNOWLEDEMENT OF RESPONSIBILITY**

If a Jefferson Cocke County Utility District customer is disconnected for non-payment of the customer's gas bill, the customer will be required to pay all monies due on the account plus a reconnect fee prior to service restoration. Restoration of service will only be during regular business hours, Monday through Friday, except in case of an emergency.

JCCUD reserves the right to discontinue service if a customer owes a delinquent retail sale (appliance) balance. If a customer is disconnected for non-payment of a retail sale balance, the balance must be paid up to date plus a reconnect fee before the service will be restored.

JCCUD is not responsible for mail delivery. Utility bills are recurring charges. Failure by the customer to receive a Utility bill will not entitle the customer to be relieved of payment. Any changes in mailing address information are the customer's responsibility and must be reported to JCCUD's office. The customer may call the office during normal business hours to obtain the balance in the event a bill has not been received.

## **CALL 811 BEFORE YOU DIG**

**What is 811?** 811 is the phone number you call before digging to protect yourself and others from unintentionally hitting underground utility lines. There are millions of miles of buried utilities beneath the surface of the earth that are vital to everyday living such as water, electricity and natural gas.

811 is the Federally designated call before you dig number that helps homeowners and professionals avoid damaging these vital utilities. When you call 811 before you dig, you will help prevent unintended consequences such as injury to you or your family, damage to property, utility service outages to an entire area and potential fines and repair costs.

**Do I need to call 811?** Yes! Any type of digging requires a call to 811. Planting a tree? Building a deck? Installing a fence? 811 is the number to call before beginning any project.

**How to make the call.** You can call 811 from anywhere in the country prior to digging and your call will be routed to the local one call center. You will tell the operator where you are planning to dig. All of the affected local utility companies will be notified about your intent to dig and will send locators to the dig site to mark the approximate location of buried lines with flags or paint. Remember: Always call 811 before beginning any digging project!

## **CALL 811 BEFORE YOU DIG (cont.)**

### **WHEN CAN I BEGIN MY DIGGING PROJECT?**

**Wait for the marks! Utility companies will mark their buried lines on your dig site.** Most locate crews will arrive to mark your dig site with flags or paint within a few days. This will help you to know where to avoid digging so that you don't hit buried lines. Always remember the depths of utility lines may vary and there may be multiple utility lines in the same area. You should hand dig when near a buried utility line. Be sure to check state laws for specific information.

### **Digging Safely**

You called before digging, waited for your lines to be marked and now it's time to get digging. Make sure to always dig carefully around the marks, not on them. Some utility lines may be buried at a shallow depth and an unintended shovel thrust can bring you right back to square one – facing potentially dangerous and/or costly consequences. Don't forget that erosion or root structure growth may shift the locations of your utility lines, so remember to call again each time you are planning a digging project. Safe digging is no accident!

For more information visit: <http://call811.com>

### **CARBON MONOXIDE**

JCCUD's first priority is the safety of our customers and the communities we serve. Because natural gas is odorless, a harmless chemical called mercaptan, an odor that smells like rotten eggs is added to help detect even the smallest leaks should they ever occur.

Carbon monoxide is colorless, odorless and tasteless.

Know the symptoms of Carbon Monoxide (CO) poisoning. At moderate levels, you or your family can get severe headaches, become dizzy, mentally confused, nauseated or faint. Low levels can cause shortness of breath, mild nausea and mild headaches that may have long term effects on your health. The warning signs of CO poisoning can be subtle. But the condition is a life-threatening medical emergency. If you think you or someone you're with may have carbon monoxide poisoning, get into fresh air and seek emergency medical care.

**If you smell the odor of natural or propane gas, leave the area immediately and call 911 or JCCUD 24 hours a day, 7 days a week at (423) 623-3069 or (865) 475-7911.**