



Natural Gas Piping and Unmarked Sewer Line Safeguards

It's common for utility companies to install their underground lines using trenchless technologies to minimize disturbances to the ground and nearby residents.

Although long recognized as a safe and effective method of installation, trenchless technologies can sometimes result in utility infrastructure crossing the path of an unmarked sewer line. If you notice your sewer line seems clogged or blocked, proceed with caution. Using equipment to unclog the blockage may create a safety hazard. Do not attempt to unblock it yourself. Instead, contact a plumber and have them call **NJNG at 800-221-0051 and say "sewer."** [This will allow our field personnel to support a safer resolution to the issue.]

And always remember, if you smell a natural gas odor (like rotten eggs*), leave the premises immediately and call 911 and NJNG at 800-GAS-LEAK (427-5325) from a safe location.

* You may not smell the odor if you have a diminished sense of smell, the odor is masked by other scents or it has faded.



About Natural Gas Transmission Pipeline Markers

Make note of this important information if a pipeline marker is on or near your property. To get a general sense of where a pipeline is located, please visit the National Pipeline Mapping System at npms.phmsa.dot.gov and click on "Use Public Map Viewer."

- Most pipelines are buried underground.
- Yellow markers indicate pipeline presence, not exact location.
- Markers include a 24-hour emergency phone number: 800-GAS-LEAK (427-5325).
- Markers do not indicate pipeline depth or how many pipelines are in the area.
 - Always call 811 BEFORE you dig.

If you notice a pipeline marker has been damaged or tampered with, please call 800-221-0051.

When to Call ...

811	911
Used nationwide to coordinate markouts of underground facilities.	Used nationwide for emergency services.
811 connects you to the New Jersey One Call Center for a FREE markout – available 24/7.	Call 911 if you suspect a natural gas leak. Then call NJNG at 800-GAS-LEAK (427-5325).
Call three business days before starting ANY digging project.	Call if you suspect carbon monoxide poisoning.

Seasonal Meter Safety

This winter, don't forget about your natural gas meter.

- Keep your meter and the area around it free of snow, ice, debris and other obstructions that could cause corrosion and a possible natural gas leak.
- For sidewall vented appliances, such as direct vent furnaces, fireplaces and tankless water heaters, do not allow the outside vent terminal to be blocked or obstructed by ice, snow, vegetation or any other material.
- Gently remove snow from your meter using a broom.
- Carefully remove any ice hanging over your meter.
- Do not use sharp tools or instruments on or near the meter.
- Never tie anything to a meter or its piping. This includes a dog leash or guy wires and ground wires.



NJNG employees must have easy, safe access to your meter in case of an emergency. If you believe your natural gas meter is in an unsafe location, such as too close to a driveway or under a deck, call us at 800-221-0051 and say “Meter” at the prompt.

Pipeline ROW FAQs

A right-of-way or ROW is a strip of land over a natural gas pipeline.

What if a ROW is on or near my property?

The ROW must remain free of structures or barriers so NJNG employees can freely access the ROW at all times. Fenced areas must have an accessible gated entrance prior to doing ANY work in the ROW, you must contact NJNG at 732-919-8021.

What does NJNG do with the ROW?

NJNG maintains the ROW to ensure the safety of the pipeline. NJNG crews regularly patrol the area to look for damage or unauthorized excavation activity and conduct routine maintenance and leak detection surveys. Crews and contractor(s) also clear debris, mow and remove trees when necessary.

What is an easement?

An easement is an agreement between NJNG and a property owner, which provides NJNG with permanent, limited interest in the land to ensure the safety of its pipeline facilities. An easement is not generally required for NJNG to access a ROW.

Tampering with Natural Gas Meters and Pipelines Endangers Life and Property

It is a federal crime to willfully deface, damage, remove or destroy a natural gas meter, pipeline marker or pipeline facilities. This unlawful act may lead to discontinuance of service or criminal prosecution, and you could cause injury to our employees or yourself. Please report any suspicious activity immediately to 800-221-0051 or to our confidential theft-of-service hotline at 800-631-6041.

Damaged or Disturbed Pipeline?

When used properly, natural gas can be a safe and reliable fuel. However, even minor damage to a pipeline should be reported right away to 800-GAS-LEAK (427-5325). A gouge, scrape or dent to a pipe or its coating may cause failure of the pipeline in the future. If a pipeline or service line is leaking, call 911 immediately. Never attempt to make repairs to the line yourself.



All other calls:
800-221-0051