

Frequently Asked Questions

How can I find out if a PG&E natural gas transmission pipeline runs under my property?

You can get information about the location of PG&E's natural gas transmission pipeline by contacting the PG&E Land Management Department at **877-259-8314**, or searching our online Gas Transmission Pipeline Map at www.pge.com/pipelineLocations.

What is a "pipeline right-of-way"?

A right-of-way is an area of land above the pipeline that PG&E uses to maintain, inspect and safely operate the pipeline. Rights-of-way are a common and important aspect of safely maintaining infrastructure. PG&E, like most utilities and municipalities, depends on accessible rights-of-way free of structures or certain vegetation.

What is an "easement"?

Easement agreements create a shared responsibility between PG&E and the property owners to maintain the area above the pipeline and ensure it's easily accessible. Easement agreements are recorded documents that remain in effect when a property is transferred to new owners. The easement language can usually be found during a title search of documents

related to the property deed, which can be obtained through the County recorder's office. PG&E can also provide property owners with a copy of their agreement by contacting the PG&E Land Management Department at **877-259-8314**.

Are structures or trees located over the pipeline a safety concern?

Structures and trees can interfere with our ability to maintain, inspect and safely operate our pipeline. If we see a structure or tree during our survey that may pose a safety concern, we will work with the property owners to take action to address the situation. If you are concerned that a structure or tree on your property is located over the pipeline, please contact the PG&E Land Management Department at **877-259-8314**.

Who will pay for the cost of removing structures or vegetation from the ground above the pipeline?

As part of this program currently underway, in most cases PG&E will pay to remove, relocate or provide reasonable replacements. The cost will be paid for by our shareholders, not our customers. In the future, property owners will be responsible for keeping the area above the pipeline readily accessible.

Learn More

To view an online map of our natural gas transmission pipelines, please go to www.pge.com/pipelineLocations. To learn more about our efforts to maintain ready access to our pipeline, please visit us at www.pge.com/pipelineaccess.



**Know what's below.
Call before you dig.**

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, such as planting a tree or installing a fence, please call **811** before you dig. With one free call to Underground Service Alert (USA) at least 48 hours in advance, **811** will notify nearby underground utility operators of your planned work. PG&E will then mark our underground gas and electric facilities, helping you to plan a safe project. Call **811** before you dig, and know what's below.



Pacific Gas and Electric Company
Putting Safety On The Map



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pge.com/pipelineaccess

Pacific Gas and Electric Company's (PG&E) natural gas transmission pipeline system delivers gas to customers across the region. It is common for sections of our pipeline to travel underground and beneath private property. Maintaining the area above the pipeline and ensuring ready access is a key part of our ability to safely operate the pipeline.

Pipeline Survey in Your Neighborhood

This year, PG&E is conducting a comprehensive survey of our 6,750-mile natural gas transmission pipeline system using high-precision Global Positioning System (GPS) mapping technology. We will be visiting properties where our transmission pipeline runs underground. Sometimes structures are built or trees grow in the area above the pipeline—this can interfere with our ability to maintain and operate a safe system. If we find anything that could pose an access or safety concern, we will work cooperatively with the property owner to discuss options for removal, relocation or replacement.

A Shared Responsibility

Like other utilities and municipalities that operate critical infrastructure, PG&E depends on accessible "rights-of-way" free of structures and certain vegetation. Rights-of-way are areas of land above the pipeline that PG&E may use to maintain, inspect and safely operate the pipeline.

Pipeline rights-of-way are documented in written agreements called "easements." Easement agreements, which are recorded documents, create a shared responsibility between PG&E and property owners. If you would like help locating a copy of your easement agreement, please contact the PG&E Land Management Department at [877-259-8314](tel:877-259-8314). By cooperatively working with property owners to maintain immediate and free access to the pipeline, PG&E is able to continue providing reliable and efficient service while protecting the safety of property owners, residents and their communities.

Working Cooperatively

We value our relationship with our customers, property owners, residents and businesses. If we find a structure or certain vegetation in the area above the pipeline, we will work cooperatively with the property owner to remove and replace the items in a manner that is respectful and reasonable. As part of this program, PG&E will typically pay for the costs associated with removal, relocation and replacement.



Guidelines for Maintaining Areas Above the Pipeline

Structures

Buildings and structures such as storage sheds, room additions, pools, and decks can interfere with PG&E's safe operation of the pipeline. We will work with property owners to resolve these issues on a case-by-case basis and offer a variety of options and remedies.

Compatible Uses

Vinyl, wood, and/or chain link fences may cross the pipeline if there are no fence posts installed within five feet of either side of the pipeline.

Incompatible Uses

Certain structures and hardscapes should not be placed above the pipeline, these include:

- Buildings
- Storage sheds
- Brick, concrete, or block walls and fences
- Pools
- Patios
- Decks
- Sport courts
- Other impermeable hard surfaces

Trees and Vegetation

Certain trees and large shrubs in the area above the pipeline have the potential to interfere with PG&E's safe operation of the pipeline and their roots can damage the pipe. We will work with property owners to resolve these issues on a case-by-case basis and offer a variety of options and remedies.

Compatible Uses

Low-lying vegetation, including flower beds, an assortment of lawns, grasses, mosses, low-growing herbaceous shrubs, vegetable gardens, and other plants generally work well in the area above the pipeline.

Incompatible Uses

Trees, as well as certain plants and large shrubs, should not be located above the pipeline. Please contact our PG&E Land Management Department for more information or to schedule a property visit to determine if there is a tree or incompatible vegetation located above the pipeline.