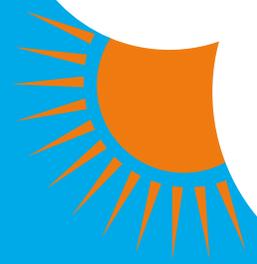


We're here to  
**help**



Dial  
before  
you dig

We need  
**10 days'**  
notice

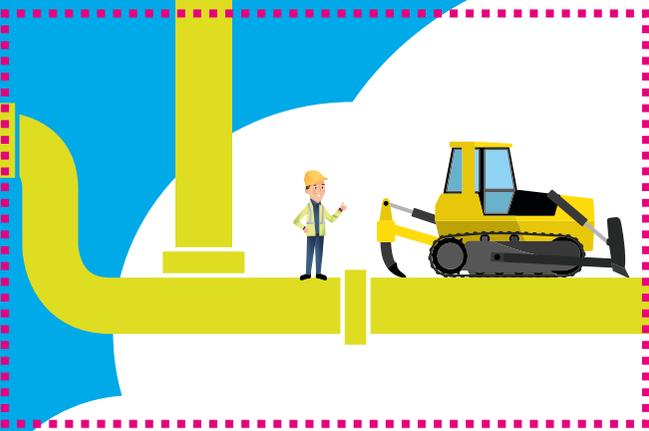
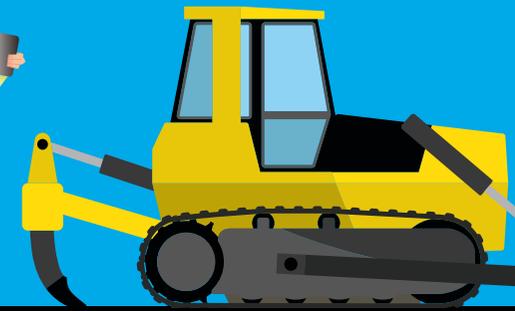
Every day, underground gas pipes get damaged by people digging without knowing what's below. This can be catastrophic. It might cause serious injury to you and others around you. The costs of repair, fines and fees can be huge. Your project will be delayed and your reputation damaged.

We have designed this leaflet to help you dig safely. And the first thing to do – long before you start work – is call us.

What's the number?  
**029 2027 8912**

**?** Need help or advice?  
Call our **Plant Protection** team on  
**029 2027 8912**  
or email **dig@wwutilities.co.uk**

**!** Smell gas?  
Call the **Gas Emergency Service** on  
**0800 111 999**.



CARD POSITION (DO NOT PRINT)



- dig@wwutilities.co.uk
- 029 2027 8912
- www.wwutilities.co.uk
- facebook.com/wwutilities
- @WWUtilities



Dial  
Investigate  
Go ahead

YOUR GAS EMERGENCY  
AND PIPELINE SERVICE



# Can you DIG it?

We bring the gas to homes and businesses across Wales and the south west of England. We invest money, time and effort every year to make sure our pipelines are protected – but the biggest danger to our network is you.

## D is for Dial

**Digging can be dangerous. Hit a gas pipe and you might cause a gas leak, a fire or explosion.**

So phone us first on **029 2027 8912** or email **dig@wwutilities.co.uk**

- You can find out where our pipes are.
- You need to give us 10 working days' notice before you start working.



## I is for Investigate

**It's the only way to stay safe**

- Before you start work, you must get a copy of our up-to-date gas plans and General Conditions and keep them with you on site.
- Use our online mapping service to find the mains pipes under your land.
- Working near a medium-, or intermediate- or high-pressure gas pipe? You might need a site visit – call us so we can arrange it.
- Plan ahead – we need at least 10 days' notice for a site visit.
- You'll also need our publication 'SSW22 Safe working in the vicinity of high-pressure pipelines and associated installations'.
- Remember, you can't work on a Wales & West Utilities wayleave or easement (land which we have rights over to maintain our gas network) without written permission.
- And you can't work near or move heavy equipment over any gas pipeline until all our conditions have been met and we agree your method of working.
- Watch the video on our website to find out more.



## G is for Go ahead

- Make sure you have our up-to-date gas plans on site.
- Need extra advice? Call our Plant Protection team on **029 2027 8912** or email **dig@wwutilities.co.uk**
- Use cable- and pipe-locating devices.
- Use safe digging practices, taking every precaution to avoid damaging gas pipes, damaging yourself and damaging your bank balance. You will be billed for any costs if something goes wrong.
- If in doubt, phone us again. We're happy to help.

We need  
**10 days'**  
notice



## Smell gas?

**Our Gas Emergency Service is on call 24 hours a day, seven days a week, 365 days a year.**

If you cause a gas leak, or think the network might be leaking, call the Gas Emergency Service immediately on **0800 111 999**.

- Get everyone away from the leak.
- Ask everyone in nearby buildings to leave until we're sure it's safe.
- Put out all naked flames and other sources of ignition and make sure no one smokes within 15 metres of the leak.
- Don't try to fix the leak by filling the hole, as gas may enter buildings.
- Don't try to operate any valves.
- Don't let anyone go near the leak.
- Help our engineers, the police or fire services if they ask.