

AOG CROSS BORE PROGRAM

Arkansas Oklahoma Gas Corp. is committed to the safety of our customers and to the communities that we serve. As such, we are continuously working to improve construction processes that are designed to prevent cross bores and engage in proactive approaches to mitigate risks. Along with local contractors, we partner with local municipalities to conduct inspections on a timely basis and take any necessary actions.

IF A CROSS BORE IS DISCOVERED:

- Stop all work
- Contact the utility operator involved if not on site already
- If you suspect a natural gas leak by smelling, seeing or hearing gas escaping:
 1. Leave and instruct others to leave the area
 2. Call 911 and AOG at 800.883.3181
 3. Do not operate any equipment
 4. Eliminate any source of ignition
 5. Do not operate any pipeline equipment or facility
 6. Proceed with your work when the area is safe

More information from the Gas Technology Institute regarding potential safety hazards associated with trenchless technology and cross bores can be found here:

FOR THE PLUMBER

<https://www.youtube.com/watch?v=c7WkSnxertY>

FOR THE HOMEOWNER

https://www.youtube.com/watch?v=n_UlmfsvV4w

PLAY IT SAFE!

If you've never had a sewer blockage before, play it safe and assume you have a cross bore.

1. Never use a sewer clearing machine to clear an exterior blockage until the obstruction has been identified.
2. Call or ask your sewer clearing professional to contact Arkansas Oklahoma Gas Corp. at **800.842.5690** then **press #9** prior to clearing an exterior blockage. We will promptly meet your professional to locate and mark our natural gas pipeline free of charge.



AR/OK/2023

IF YOUR SEWER IS BLOCKED, THINK CROSS BORE!



BLOCKED SEWER?

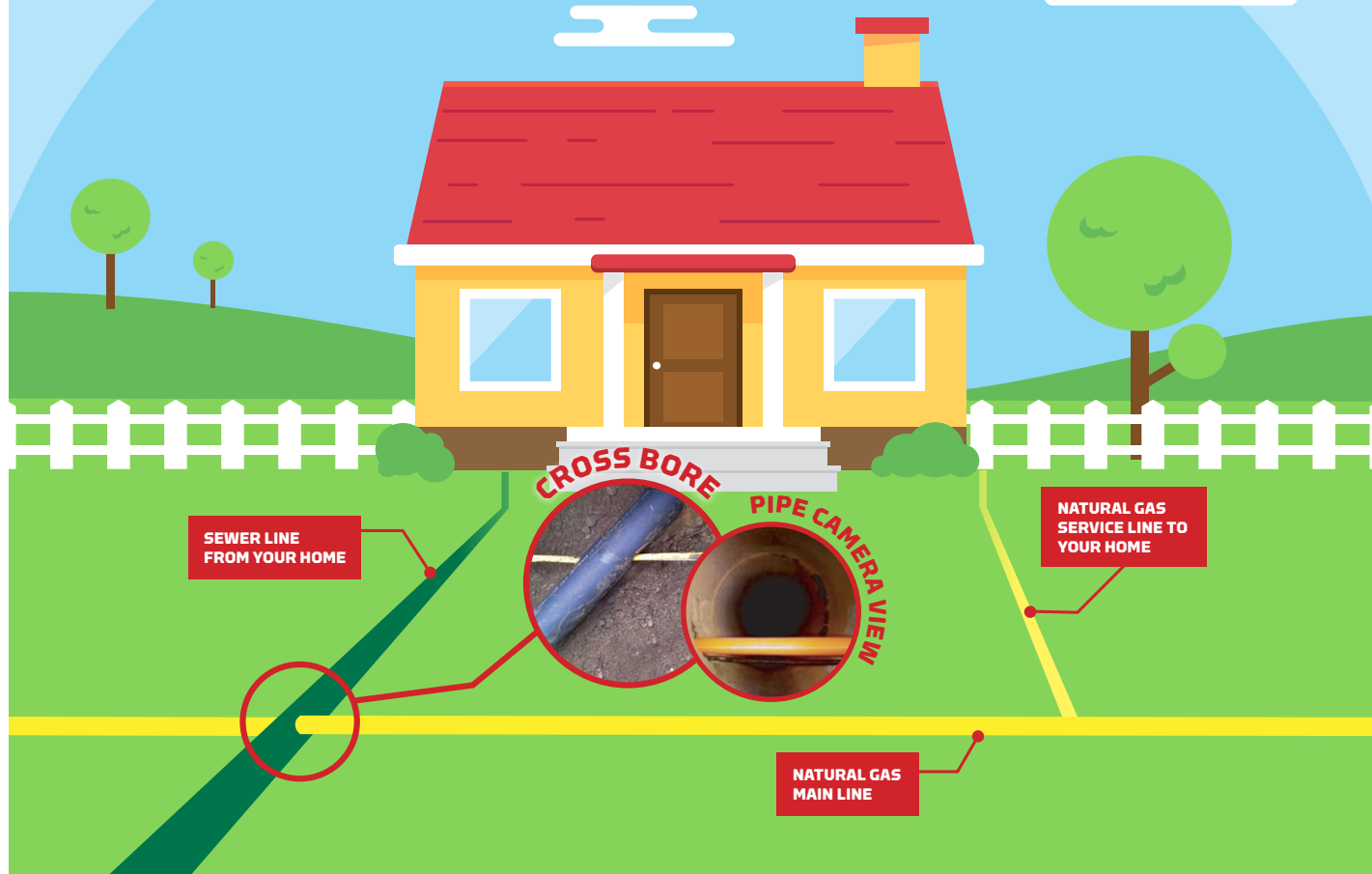
YOU MIGHT BE DEALING WITH A CROSS BORED SEWER LINE!

HOW CROSS BORES HAPPEN

For many years, utilities nationwide have installed gas pipelines by boring underground, rather than digging trenches, to avoid tearing up paving and landscaping.

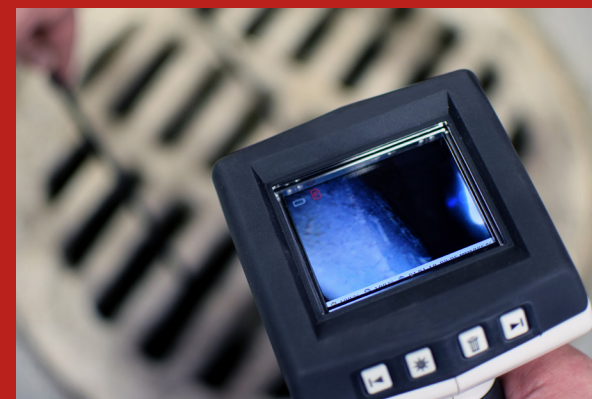
Existing utility facilities, such as underground electrical and pipes, are located and marked in accordance with the requirements of Digsafe laws before new gas pipelines are installed using underground boring technology.

Sometimes, a private underground facility such as a private sewer line that is not mapped and cannot be discovered with the use of above-ground locating devices, is inadvertently struck by the underground boring machine resulting in what is known as "cross-bore."



IF YOU SUSPECT A CROSS BORE

- Call or ask your sewer clearing professional to contact Arkansas Oklahoma Gas Corp. at **800.842.5690** then **press #9** prior to clearing the blockage. We will promptly meet your professional to locate and mark our natural gas pipeline free of charge.
- Never use a sewer clearing machine to clear an exterior blockage until the obstruction has been identified.
- **Suspect a gas leak?** Leave the area immediately and call AOG at **800.883.3181** and **911**. Do not use phones near the gas leak.
- Before anyone clears an exterior blockage, by chemical or mechanical means, call Arkansas Oklahoma Gas Corp. at **800.842.5690** then **press #9** for immediate assistance.



YOUR PLUMBER CAN HELP

Your plumber or drain-cleaning professional may recommend inserting a camera in your sewer to look for gas pipelines. This is a good practice, and if a gas pipeline is found, you'll be reimbursed for the camera inspection. However, you should always call Arkansas Oklahoma Gas Corp. to locate the gas pipeline, as it may be concealed behind other obstructions.