

**CITY OF THIBODAUX
GAS AND WATER DISTRIBUTION DIVISION**

**1219 Henry S. Thibodaux Street
Public Works Department Complex**

Hours of Operation:

Monday – Friday 7:00 A.M. to 4:00 P.M.

Telephone Numbers:

Office – (985) 446-7216

Fax - (985) 446-7272

Weekends, Holidays, After Normal Working Hours – (985) 446-5021

APPLICATION FOR NEW GAS AND WATER SERVICES

Application for new gas and water services should be made at the Gas and Water Division located inside the Public Works Department Complex only. A price for any new gas and water service will be provided to the applicant and all costs for construction must be paid in full in advance of any work. Once payment has been received and a work order written, the work will be scheduled.

When applying for new gas and water services the customer or plumber will be required to provide total BTU demand so that the appropriate size gas meter and regulator can be provided for adequate gas service. Two sets of plans of all gas piping must be submitted for review with a completed Fixtures Sheet. All gas meters shall be installed against the building being supplied gas in new services and relocations to protect the meter set and to assure a readily accessible location. The riser valve will be plugged and locked in the “OFF” position to prevent unauthorized use until the customer’s lines have been tested by a licensed City plumber and inspected. The test will be 10” of mercury in height for at least 15 minutes with no loss of pressure. The gas meter set will then be installed and the customer’s plumber must then connect the outlet side of the gas meter to the customer’s piping, then light all pilots. The customer must also specify the size of water meter needed at the time of application to adequately supply the structure with a sufficient amount of domestic water. The proposed location of the new water meter should be marked with a stake with “Water Meter” clearly marked on it. If at the time of the scheduled installation City Gas and water crews do not see such stake, the work order will be put on hold and the customer will not receive such service until this requirement is fulfilled. A shut off valve is also required on the customer’s side of the water meter not to exceed 24” behind the meter. This shut off valve must be accessible and operational before any new water service is turned on. Should a water customer be shut off for any reason, then this requirement must be complied with before service is restored.

METER DEPOSITS FOR GAS AND WATER

Contact the Utility Billing Division for the deposit cost at (985) 446-7222/7204.

CUSTOMER NOTIFICATION

A notice is given to each gas customer at the time they request a new gas service. This notice contains all needed information required under Department of Transportation, Office of Pipeline Safety Regulations.

Notice to All Gas Customers in the City of Thibodaux

This notice is being sent to all City of Thibodaux gas customers in compliance with the Department of Transportation, Office of Pipeline Safety regulations.

1. The City of Thibodaux maintains all gas piping up to and including the gas meter, but not the piping on the side of the meter belonging to the customer.
2. The unmaintained buried gas piping may be subject to the potential hazards of corrosion and leakage.
3. The customer's buried gas piping should therefore be:
 - Periodically inspected for leaks;
 - Periodically inspected for corrosion if the piping is metallic; and
 - Repaired if any unsafe condition is found.
4. When excavating near buried gas piping or the gas meter, the piping should be located in advance, and the excavation done by hand with a shovel. Call Louisiana One Call at 1-800-272-3020 to locate buried gas piping owned by the City of Thibodaux.
5. Plumbers and heating contractors can assist in locating, inspecting, and repairing the customer's buried gas piping. The City of Thibodaux does not provide these services with respect to the customer's buried gas piping.

If you have any questions regarding this notice, please come by or call the City of Thibodaux Gas and Water Division at 1219 Henry S. Thibodaux Street, Thibodaux, Louisiana. The phone number is 446-7216.

New gas customers are also notified that during the installation or replacement of their gas service line an excess flow valve that meets all 40 CFR Part 192.381 requirements is available and can be installed.

Dear Natural Gas Customer:

As a requirement of Federal regulations, the City of Thibodaux Gas & Water Division is notifying you that during the installation or the replacement of your gas service line, or at any time, an Excess Flow Valve that meets all 49 CFR Part 192.381 requirements is available, and can be installed at your request.

An Excess Flow Valve is a device that is installed in the gas service near the main, which will automatically shut off the flow of gas to your home or business in the event of a service line break.

The cost to install an Excess Flow Valve is \$500.00, plus tax. If during the life of this device it fails and automatically shuts off the gas flow to your home or business, all expenses to restore the gas flow will be the property owner's responsibility. If your gas service is cut, causing the device to shut off the gas flow to your home or business, all expenses to restore

the gas flow will be the responsibility of the party which caused the damage. Costs for maintaining and replacing an Excess Flow Valve may later be incurred which may be an additional \$500.00 which you will be responsible for paying.

Payment for the Excess Flow Valve must be received before the device will be installed in the service line. If you have received this notice and you are not the property owner of the address, please forward it to the person or persons who own the property so they may be aware of this option.

Should you have any questions concerning the Excess Flow Valve option in your gas service, please contact the City of Thibodaux Gas & Water Division at 446-7216. Office hours are from 7:00 A.M. to 4:00 P.M. Monday through Friday.

IF YOU SMELL AN ODOR OF NATURAL GAS

Do not smoke or strike a match and never operate an electric switch, a flashlight, a cigarette lighter, an automatic garage door, or a telephone. Each of these can ignite natural gas.

Immediately open the doors and windows and quickly check to see if any appliances have been left on accidentally or if a pilot flame has been extinguished if the odor persists. Take no chances. Get out of the house immediately, then call the City of Thibodaux Gas and Water Division from a nearby telephone.

When calling to report a possible gas leak, the dispatcher will ask the following questions to assist us in responding to your complaint.

1. Name of person calling.
2. Address of gas odor.
3. Nature and seriousness of possible gas leak.
4. Number of persons in structure.
5. Telephone number where caller can be safely reached for further information.

City of Thibodaux Gas and Water Division personnel will be dispatched and respond immediately to investigate each complaint. Employees are trained in the use of equipment necessary to determine if a leak is present and to locate any such leak. If a leak is discovered, the technician will isolate the leak area with a valve, if available. If an isolation valve is not available, the technician will shut off, lock and tag the gas service riser at the meter. A leaking appliance will then have a red "DANGER" tag attached to it by the technician. The customer should read and understand the information on this tag before it is connected to the affected appliance. The customer will then be granted two working days to have the leak repaired by the property owner or a licensed City plumber, at which time a follow-up inspection will be done. If all leaks have not been repaired completely or if the service technician cannot gain access to recheck, then the gas meter may be shut off and locked. At this time a "WARNING" tag will be attached to the gas meter set and "IMPORTANT NOTICE" tag will be hung on a door to notify the gas customer of the action taken. Customers will then be required to contact the Gas and Water Division to make arrangements to have service restored.

GAS SERVICE RESTORATION

Gas pipe testing is required whenever the meter set has been shut off for more than one year, was shut off due to a fire, structure was raised or in the case of a mobile home being transported from one location to another.

NATURAL GAS FACTS AND SAFETY PRECAUTIONS

Natural gas has an excellent safety record as a form of energy used in the home. You can help keep your natural gas service safe by becoming familiar with the following information and instructions.

Natural gas is lighter than air, non-toxic and contains no poisonous ingredients. Breathing natural gas is not harmful as long as there is an adequate supply of fresh air to breathe along with it.

Natural gas by itself will not burn. Combustion or explosion can occur only when there is a mixture of gas and air containing between 5% - 15% natural gas.

Vapors from flammable liquids will explode and catch fire causing death or severe burns. Do not use or store any flammable products such as gasoline, solvents, or adhesives in the same room or area near the water heater or any other gas appliance.

Carbon monoxide (CO₂) gas in a sufficient amount can kill. Carbon monoxide can be formed whenever fuels such as charcoal, gasoline, kerosene, natural gas, oil, propane or wood are burned without a sufficient supply of air for complete combustion. Carbon monoxide is not visible and has no odor or taste. Carbon monoxide can be produced when appliances are not properly installed, maintained, or used when vent pipes become plugged with debris or have gaps, leaks, spaces or are rusted through. Carbon monoxide can also result from too many appliances being vented to one vent pipe. Symptoms of carbon monoxide poisoning are headaches, dizziness, and nausea. Should you notice any of these symptoms, get some fresh air immediately and seek medical help.

ABANDONMENT OF GAS AND WATER SERVICES

Should a gas or water customer desire to have gas and/or water services to their property abandoned, they must first sign a request form authorizing the City of Thibodaux Gas and Water Division to perform such work. Only the property owner can legally sign such a request. The abandonment work will be done at no cost to the customer; however, should that owner or any subsequent owners require service, there will be a charge for reinstating gas and/or water service.

CALL BEFORE YOU DIG

Before doing any excavation on your property, call to have an underground utilities located and marked. The City of Thibodaux is a member of the Louisiana One Call System. A single call to this central office is all that is needed to have all utilities marked to prevent accidental damage, service interruption, injury or death. The marks will be good for ten days after which time another request must be made.

When calling for a notice of intent to excavate, the operator will need the following information:

1. Company or person making request.
2. Contact name of person in case of questions.
3. Alternate contact, if any.
4. Contact telephone numbers including area code.
5. Type of work to be done.
6. Who the work is being done for.
7. State, City and address of proposed work.
8. Nearest intersecting street.
9. Description of area that needs utilities located (provide as much specific information as possible to assure that the desired area is marked).
10. Work to begin date.
11. Mark by date.

It is also important that you acquire and record the ticket number at the time of your call. This may be needed at a later date as proof that a request to locate was indeed made. It is extremely helpful to everyone if the proposed area of excavation can be marked with white spray paint. This inverted spray paint can be found at any hardware store.

Color-coded surface paint marks to indicate the location of buried lines is used. Flags may be used in conjunction with paint marks or in place of paint marks when conditions do not allow paint to be applied to the ground surface. Any excavation within the tolerance zone should be performed with hand tools until the marked facility is exposed. The tolerance zone includes the width of the utility plus 18" measured horizontally from each side of the utility. Depths of marked utilities are not provided.

Uniform Color Code

Blue	Water, Irrigation, Slurry Line
Green	Sewers and Drain Lines
Orange	Communication, Alarm and Signal Lines, Cable TV and Conduit
Pink	Temporary Survey Markers
Red	Electric Power Lines, Cables, Conduit and Lighting Cables
White	Proposed area of excavation
Yellow	Gas, Oil, Steam, Petroleum, Gaseous Materials

IT'S THE LAW

R.S. 1749.13, OSHA Regulation 29 CFR Part 1926 and the Pipeline Safety Act of 1992 all require excavators and demolishers to notify a regional notification center of their excavation activity. Telephonic notice must be given at least 48 hours, but not more than 120 hours, in advance, excluding weekends and holidays. So call before you dig. Louisiana One Call 1-800-272-3020.

THEFT OF PUBLIC UTILITIES IS A CRIME PUNISHABLE BY LAW.

HOME ELECTRICAL GENERATORS: GOOD FOR HOMEOWNERS?

Home electrical generators can be good for homeowners during hurricane season if they are installed correctly. The City of Thibodaux has recently been summoned to homes that have had permanent electrical generators installed. All of these units are using natural gas to supply the power to run the generator.

The Gas and Water Division of the Public Works Department for the City of Thibodaux has found many of these units incorrectly installed and leaving these units without the correct amount of natural gas to power the generator and other household appliances. This lack of natural gas has caused many appliances in the house to shut down leaving a potential for a natural gas fire or explosion. Most natural gas appliances today have low flow cutoff switches that prevent both fires or explosions but it is important to check this before restoring the natural gas source to these units. The Gas and Water Division urges anyone who has had a generator installed recently or is planning to have a generator installed to make sure they use a licensed plumber and contact the Gas and Water Division to ensure that their natural gas supply lines are adequate for the size electrical generator they are planning on placing at their home.

While the Gas and Water Division has checked many houses they have also observed that many of these generators have been incorrectly connected to the electrical supply lines for the house. There needs to be a transfer switch installed properly with the generator to assure that the Entergy electrical source is completely disconnected and that only the house is powered by the generator. Failure to provide this electrical isolation or transfer could result in persons outside the house being injured or killed as a result of back-feeding electricity into existing power lines. The City urges anyone again who is anticipating purchasing a whole house generator to procure the services of a licensed electrician and contacting the City Inspector's Office to assure they and others are protected from dangerous electrical shock.

Generators can be useful and helpful tools if used correctly and safety rules are observed. The best way to protect you and your family is to make sure that these life saving devices are properly installed using licensed plumbers and electricians. If you think you might have a problem with an existing generator, a newly installed generator, or a generator not yet installed. Do not hesitate to call the Gas and Water Division or the City Inspector's Office of the Public Works Department for the City of Thibodaux. This one call could save you, your family, and your neighbors from possible harm and allow you to enjoy the electrical power safely generated during an emergency.

A MESSAGE FOR YOU ABOUT PIPELINE SAFETY

Please read and share this information with your family and friends about the City of Thibodaux natural gas pipelines and service lines that run through your area. These facts and safety instructions will help avoid potentially dangerous activity around our lines and guide you to the proper action if you see or suspect a problem.

Background: Natural gas is one of the worlds most important natural resources. It is one of our cleanest and most reliable sources of energy. In the United States, natural gas has been used for over 150 years. Today, nearly 40 million households and businesses use gas each day. Handled correctly it is also very safe. The City of Thibodaux is municipally owned and has operated its gas distribution system since 1941 and presently serves over 4,000 gas customers.

Gas Facts:

- Natural gas is odorless and tasteless.
- Odorant is added to give natural gas a recognizable smell.
- Natural gas is colorless, you cannot see it.
- Natural gas is non-toxic and non-poisonous.
- Natural gas is combustible.
- Natural gas is lighter than air and will rise.

How To Identify Our Pipelines:

Pipelines are usually buried underground, and therefore, out of sight. To identify City of Thibodaux gas pipelines, “WARNING” markers are used to show the approximate location, not the exact location of our pipelines. They do not show how deep the pipeline is buried or how many lines are in the area. Pipelines may not follow a straight course between markers. Emergency contact information is listed on each pipeline marker. Any willful removal or damage of the markers is a federal offense. If you accidentally damage or knock over a marker, please call the Gas and Water Division so we can replace it.

How To Recognize a Natural Gas Pipeline Leak: In the event of a leak or an emergency involving our pipeline, our field personnel are fully prepared to respond. Your sense of sight, hearing and smell are the best ways to recognize a pipeline leak. The following signs might indicate a gas leak:

- * A hissing or roaring sound (caused by escaping gas).
- * A patch of dead or discolored vegetation in an otherwise green setting along a pipeline or service line.
- * Blowing dirt, grass or leaves near a gas pipeline or service line.
- * Flames coming from the ground or an exposed pipeline valve.
- * Continuous bubbling from the ground, ditch or bayou.
- * An unusual odor.

What To Do If You Notice a Pipeline Leak:

- * Turn off and abandon all nearby machinery and equipment if possible.
- * Leave the vicinity immediately by foot. If the leak is indoors, go outside. Call us from a safe location.
- * Do not create any sparks which could ignite escaping gas. For example, do not start a vehicle, turn on or off any light switches or light a match or cigarette.
- * Warn others to stay away from the area. Stay upwind if possible.
- * Do not drive into a gas leak or vapor cloud.
- * Never attempt to operate a pipeline valve.

How To Report a Gas Pipeline Leak:

From a safe location, call the City of Thibodaux, Public Works Department, Gas and water Division at (985) 446-7216 during normal working hours of 7:00 AM – 3:00 PM or the Thibodaux Police Department at (985) 446-5021 after normal working hours, weekends or holidays. Please give your name, location and description of the leak.

Call Before You Dig:

The number one cause of gas pipeline leaks is third party damage (excavation, port hole digging, etc.). If you plan to dig anywhere near the City of Thibodaux gas pipelines, state law requires you to contact Louisiana One-Call at (800) 272-3020. This must be done 96 hours before you begin any excavation. The City of Thibodaux will send a representative at no charge to locate and mark our pipelines near your dig site. Dig Safely stresses four key reminders:

1. CALL your Louisiana One-Call Center.
2. WAIT for the site to be marked.
3. RESPECT the marks.
4. DIG with care.

Remember:

The City of Thibodaux is committed to operating our pipelines safely and acting responsibly. All of our gas personnel are Pipeline Safety Operator Qualified and are trained in accordance with all DOT regulations. We take pride in serving our customers. By working together we can keep our gas pipelines operating safely without any disturbances or inconvenience to our customers. If you have any questions about this safety information or our operations in your area, please contact us at:

City of Thibodaux
P.O. Box 5418
Thibodaux, Louisiana 70302

Or call at (985) 446-7216, or email address gasandwater@ci.thibodaux.la.us