

Avoid Hazards

What to Do if You Suspect a Leak

DO NOT:

- Touch, breathe in or make contact with a gas leak
- Use matches, phones, light switches or anything that could spark
- Open windows, attempt to make repairs, operate valves or try to put out a fire
- Start a vehicle or use an automatic garage door

DO:

- Leave immediately and go to a safe location
- Call Delta Emergency Gas Control at 1-800-432-0771
- Call 911
- Warn others to stay away



Join the Budget Payment Plan



During the hot days of August, it's hard to think about winter, but it's not too late to join Delta's Budget Payment Plan. Delta's Budget Payment Plan can help make winter bills easier to manage by spreading annual gas costs more evenly over the year. The plan does **not** reduce your annual bill, but it can make seasonal costs more predictable.

The Budget Payment Plan begins in August. Delta may adjust your payment during the year based on weather or gas cost changes.

To learn more or join, call **1-888-427-7335** before the due date on your August bill.

Delta Emergency Service:

1-800-432-0771

AVAILABLE 24/7/365

Delta works around the clock to provide you with safe, reliable and affordable natural gas. If you think you smell gas, suspect a leak or experience an emergency gas outage, fire or explosion, leave the area immediately and then call our 24/7 emergency hotline.

Ask to See ID

Always ask to see ID before letting anyone into your home. Delta employees drive Delta-marked vehicles and carry a photo ID badge with their name and the Delta logo. If you have questions or concerns, call Customer Service at **1-888-427-7335**. Delta employees will never call and ask for sensitive personal information.



DELTA NATURAL GAS
COMPANY, INC.

deltagas.com

3617 Lexington Rd, Winchester, KY 40391
Telephone: **1-888-427-7335** • Fax: **(859) 744-3623**



1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
Call **711** or **1-800-654-5988** TTY# **1-800-654-5984**

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DELTAVIEW



What Is Customer Piping?

August 2026



DELTA NATURAL GAS
COMPANY, INC.

deltagas.com

What Is Customer Piping?

Delta owns and maintains the natural gas lines and facilities up to and including your meter.

You are responsible for the buried and above-ground natural gas piping that runs from the meter to your home, other structures, outdoor appliances and all piping inside the structure. This is called **customer piping**.

To help keep your property safe:



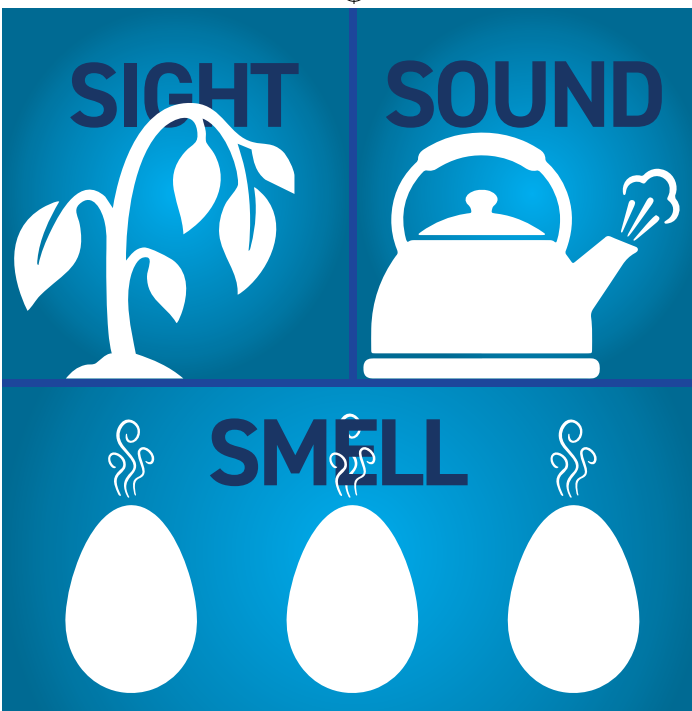
- Have customer piping checked periodically for leaks
- If the piping is metallic, have it checked for corrosion
- Use a licensed plumber or qualified technician for inspection, maintenance, and repairs
- Repair unsafe conditions right away

- Call **811** at least **two working days** before excavation so underground lines can be marked



Call 811 before you dig

It's a Free Call and It's the Law! • www.call811.com



Three Sensible Words About Natural Gas

You may notice a natural gas leak by sight, sound or smell:



SIGHT

Dead or discolored vegetation near a pipeline may be a sign of a leak.



SOUND

A leak may make a hissing or high-pitched whistling noise.



SMELL

Natural gas is odorless, so Delta adds a rotten-egg odor to help alert you to a possible leak.

If you notice any of these signs, leave the area immediately and call 1-800-432-0771.

Safety First

For Gas Appliances



Help protect your home and family by using and maintaining natural gas appliances safely.

DO NOT:

- Store gasoline, solvents, adhesives or other flammable materials near water heaters or gas appliances.

DO:

- Have heating and venting equipment inspected annually by a qualified technician before each heating season
- Keep vents and air openings clear for proper airflow
- Check your water heater temperature after service. Water above 125°F can cause severe burns. Homes with small children, older adults, or people with disabilities may need a lower setting
- Keep outdoor vents clear of snow, ice, and debris, and never cover vent openings
- Install and maintain a carbon monoxide alarm that meets current standards

Carbon monoxide warning: If people in your home have symptoms such as **confusion, dizziness, fainting, headache, nausea or shortness of breath** after being in an enclosed area, get fresh air immediately and go to a hospital emergency department.

Learn more about natural gas safety at deltagas.com/safety-info