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Important Safety Message

One Call System What's Marked and What's Not?

The pipelines and utilities who belong to One Call Systems take your safety seriously, and they do their best to mark their lines quickly and accurately whenever you call. But they can't mark what they don't know about.

When your home or office was built, the builder probably hired professionals to install some of the service lines. The utilities have no record of where these service lines are located because they didn't install them.

That's why buried lines usually are marked only up to your meter or to the beginning of your service line.

Your Responsibility

Many homes and offices have utility meters installed some distance away. If this is the case on your property, the lines from the meters to your structures are your responsibility. It is up to you to avoid them when you dig, and repairs and maintenance also are your responsibility.

So unless your gas meter, electric meter or water meter are installed directly on your building, you must take special care when excavating on your property. Even when utilities mark their lines near your work site, digging in unmarked areas can still be hazardous or cause service interruptions.

Finally, some operators of underground facilities are not One Call System members. Examples include some community water and sewer services in some smaller towns. If they don't belong, the One Call System does not have the information needed to notify them about planned excavations, and their lines won't be marked unless you contact the operators directly.

So, always dig with care. And when in doubt, call a plumber or an electrician to help you locate buried service lines on your property before you dig. It can prevent costly damages and it might save your life.

The new Nationwide One Call Number is 811