

Customer Connection

July 2025

Utah | Idaho

Rights of way and easements

If our pipelines run through a right of way or easement on or adjacent to your property, there are some specific guidelines you must follow.

Please remember that certain improvements and landscaping are prohibited in the right of way. For example, deep-rooted trees and shrubs are not permitted within a right of way. Structures and retaining walls are also prohibited in the right of way. Grasses, low-growing plants, shrubs and gardens may be planted within the right of way. Watch for our pipeline markers as you plan your landscaping and outdoor structures, and as a reminder, always call 811 before you dig or excavate, regardless of the size of your project.

Know your rights and responsibilities as an Enbridge Gas customer

At Enbridge Gas, our goal is to provide safe, reliable service at a low price while treating our customers with respect and helping them in ways that mean the most to them. But much of our success depends on you. Here are a few ways we can work together to ensure your natural gas service is the best it can be:

You can expect Enbridge Gas to:

- Provide natural gas service to all qualified applicants.
- Provide information about financial programs that help low-income customers pay bills.
- Provide payment arrangements to help customers with financial emergencies.
- Let customers pay security deposits (if required) in three equal installments.
- Follow a consistent set of procedures before disconnecting service.
- Offer winter shut-off protection service to qualified customers.
- Continue service for a reasonable time when a physician's statement specifies that a medical emergency exists.

In turn, Enbridge Gas expects you to:

- Safely use services and pay for them on time each month.
- Call us about problems with safety or customer service.
- Call us when there are billing errors or other problems.
- Develop a payment plan with us when payment problems are anticipated.
- Notify us if you move to another residence.
- Notify us about terminating service or changing service to another name.
- Help protect meters from potential damage.
- Provide access to the meter on your property.

By working together, we can maintain the high standard of service you have come to expect. Don't hesitate to let us know if you have a problem with your bill or service. You can contact us by visiting enbridgegas.com or calling **800-323-5517**. If it's not resolved to your satisfaction, you have the right to contact the Utah Division of Public Utilities at 801-530-7622 or 800-874-0904 to request a review.





Don't crowd meters or gas lines

Your natural gas meter must be easily accessible to you, emergency responders and Enbridge Gas.

These guidelines will help prevent corrosion, ensure your meter can be accessed for routine maintenance and in an emergency:

- 1** Do not plant trees or deep-rooted vegetation over gas lines or in front of or close to gas meters.
- 2** Do not enclose meter with large landscaping boulders.
- 3** Keep the dirt around your meter at least 10 inches below the shut-off valve (do not raise the grade).
- 4** Maintain at least 36 inches of space in front.
- 5** Maintain at least 12 inches of space on either side.

Customer-owned underground piping

If you are one of the few Enbridge Gas customers who owns underground natural gas piping, we remind you to check it for corrosion or other damage.

In almost all cases, our system ends at the meter. The piping beyond the meter to your appliances belongs to you. You are ultimately responsible for periodically maintaining your own piping to prevent hazards that can result from corrosion and/or leakage.

If you own buried natural gas piping, follow these steps to keep it safe:

- If it is steel, make sure piping is adequately protected against corrosion.
- Have piping inspected periodically for corrosion and checked for leaks.
- Have piping located, marked and treated with caution while digging nearby.

Repairs should be made as soon as unsafe conditions are found. If you own underground natural gas piping and need to arrange to have it checked or protected against corrosion, call a licensed plumbing or heating contractor.



The root of the problem

Roots follow the path of least resistance and grow easily in the less-compact soils that typically surround a buried pipeline. Trees planted too close to a pipeline can cause several potential safety-related problems.

As roots continue to grow around pipelines, they can damage the protective coating on the pipe that helps minimize corrosion on a steel pipeline.

In addition, a tree uprooted during a storm, natural disaster or even planned removal could rupture or severely damage pipelines in the area.

Follow safe digging practices

A leading cause of pipeline incidents is damage caused by failing to follow safe digging practices during excavation activity.



**Know what's below.
Call before you dig.**

State laws prohibit excavation by mechanized equipment within 24 inches on either side of a marked pipeline (consult your local 811 center for state-specific laws before digging). Digging within this tolerance zone should be done with hand tools. It's also important to remember that utilities cannot guarantee the depth of buried lines.



For customer service, please call **800-323-5517** Monday through Friday, 7 a.m. – 6 p.m.

